CRS Mediation Services
Bridging Differences

Mediation Process

Referral (In)

Most common: Self/HR/OMB/ACO/Ethics/WBAT/ SA/ higher manager

Week 1

Intake

1 hour individual meeting *with each participant to identify issues, parties, etc. MEF explains the mediation process, answers questions, clarify misconceptions about how mediation works, etc)*

Agreement to Mediate
Select Mediator
Schedule Mediation

Weeks 2-5
Or as desired by parties

Mediation

3 hour joint meeting *between participants and mediator*
Confidential, honest and respectful
Later sessions (joint/ separate) as desired/ needed by the parties

Referral (Out)

Not Appropriate

No Agreement to mediate

No Resolution (***20%***)

Evaluation

Report high ***satisfaction,*** *regardless of resolution*

Resolution

Agreement: Verbal or Written (MOU)
Voluntary and Binding
*(**80%** of mediated cases get a resolution)*

Implementation of Agreement

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