

## Comments from Past Participants

"I felt for the first time that I was heard by  
the other party"

"There's a new plan for direction --  
Came away with clear objectives"

"Relaxed & informal - helped the group  
'open up'"

"We all gained insight into our behavior"

"The skills of the mediators allowed  
emotions while keeping track of the issues"

"We have a good baseline for resolving the  
issue under more cooperative methods"

"We worked through all the rumors"

"We broke through some barriers today that  
will improve our working relationship"

"Clears the air in a respectful way"

"Provides a safe forum to discuss issues...  
able to move forward"

"I believe having an impartial audience is  
key -- gets people talking"

"I have ALREADY recommended it  
to co-workers!"

*April 2009*

## How Can I Get Help?

For a confidential discussion about how  
mediation or facilitation can help you, call  
your agency's representative:

Liaison: Anthony Jackson

Phone number: (503) 230-3451

e-mail: [awjackson@bpa.gov](mailto:awjackson@bpa.gov)  
If the space above is blank, call Shared  
Neutrals directly at the number below.

### Where is it available?

The program is available wherever  
participating agencies operate. If  
you work in a remote location, you  
may request a mediator from another  
area.

### How Much Does it Cost?

Because participating agencies share staff,  
time and other costs, services are provided  
at no cost to you. All we ask in return is  
your honest evaluation of our services.

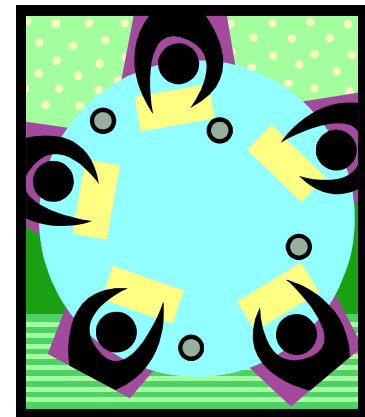
### Shared Neutrals

Attn: Kyle Huddleston, Program Coordinator  
Willamette National Forest  
3106 Pierce Parkway Suite D  
Springfield OR 97477  
(541) 225-6348

[khuddleston@fs.fed.us](mailto:khuddleston@fs.fed.us)  
website:

[http://www.oregonfeb.us/ofeb\\_pages/ofeb\\_sharedneutrals.htm](http://www.oregonfeb.us/ofeb_pages/ofeb_sharedneutrals.htm)

## Workplace Problem?



## Try Mediation or Facilitation Shared Neutrals A Dispute Resolution Exchange

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*Providing accessible, timely  
and confidential  
dispute resolution services.*

## Workplace Conflict

Conflict is a natural product of people working dynamically together. Workplace conflicts commonly include some of the following elements:

- Personality differences
- Communication styles
- Misunderstood intentions
- Unclear roles/expectations

Our everyday ways of dealing with conflict don't always work well, and adversarial ways of resolving disputes can damage long-term working relationships. If ignored, some conflicts can increase tension, lower productivity & morale and erode trust in the organization

Skillfully addressed, conflict can be a powerful force for productive solutions and better communications.

## How Can Mediation or Facilitation Help?

Mediation is one of the most commonly used forms of Alternative Dispute Resolution. It is an informal, yet structured **conversation** in which people in conflict discuss their issues directly with each other. Mediators - trained and impartial - listen to all participants and guide them to clarify their issues, see each other's point of view and move toward agreement.

In mediation, decisions that *affect* you are *decided by you*, and resolution is reached only when all parties agree. Similarly, with facilitation the parties decide the resolution to the issues. The Facilitator provides a framework for the process to ensure all parties have an opportunity to discuss the issues and their concerns in a safe and confidential environment.

## What is Shared Neutrals?

Shared Neutrals is a cooperative arrangement between federal, state and local agencies in the Oregon/Southwest Washington Region. Member agencies submit disputes for resolution and share a pool of qualified, objective Neutrals.

Our Neutrals are employees (& volunteers) of member agencies. They come from all types and levels of jobs. They serve on cases for agencies *other than their own* to provide an extra level of neutrality.

## Each Neutral has...

1. Prior training and experience that satisfies criterion of the Shared Neutrals Personnel Committee
2. Agreed to abide by the Standards of Practice of the Oregon Mediation Association.
3. A commitment to maintaining confidentiality, and to encouraging the good faith participation and self-determination of all parties.

## Types of Conflicts Shared Neutrals Works With:

### Employment/Workplace

- Communication
- Cross-cultural
- Interpersonal
- Multi-party
- Staff/ management

### EEO

- Discrimination
- Harassment

### Other agency disputes, such as:

- Environmental/Public Policy (except significant questions of government policy)
- Contracts
- Agency/Client-Customer

## Consider this...

Mediation/ Facilitation	Formal Systems
Parties Help Create Solutions	Someone Else Decides
Win/Win	Win/Lose
Cooperative	Adversarial
Builds Relationships	Can Damage Relationships
Informal	Formal
Quick	Drawn Out
Voluntary	Enforced