

MEDIATION SERVICES FOR YOUR AGENCY:

Chicago FEB's Shared Neutrals Alternative Dispute Resolution Program (SNAP)



About SNAP

Through Chicago's Federal Executive Board (FEB), [SNAP offers agencies free and effective mediation services](#):

- Each year, SNAP saves Chicago FEB-partnered agencies an estimated \$1.1 million.
- SNAP, through its partnership with the Federal Mediation and Conciliation Service (FMCS), maintains a cohort of formally trained mediators. Each SNAP mediator is a federal or retired federal employee. Mediators come from all types of federal agencies and job levels. Mediators may only serve agencies other than their own, ensuring neutrality.
- Services are available to help resolve a variety of internal workplace disputes — whether used to address interpersonal conflict between two employees, an employee and supervisor, or among a group; or as a form of Alternative Dispute Resolution (ADR) in EEO complaints or grievances.
- Now offering mediation services by telephone and video conferencing. As available and depending on the parties' technological limitations, mediators may offer use of Zoom for Government, WebEx, Microsoft Teams, or other virtual platforms for remote mediation.

About Mediation

- In mediation, a trained neutral helps people discuss and resolve problems, or narrow and clarify issues. The process encourages joint problem solving in which the parties gain an understanding of the other's points of view.
- Mediation provides a safe and confidential environment for people to work toward resolving conflict and enhancing workplace

relationships. Participation is voluntary and confidential. When mediation is used, both parties retain control over resolution of issues because each plays a role in any final decisions reached.

- Mediation saves parties money when used as a form of ADR. For example, the average cost of an EEOC complaint from investigation through the final agency decision—*without* a hearing—is over \$16,000. The final cost with an agency decision and a hearing can cost over \$26,000.

The Process

- Non-Participating Agencies – Joining the Program:
 - To enter the Program, agencies must submit an e-mail to the SNAP Coordinator from the local agency head. The letter must contain the following:
 - name and office phone number of the Agency Liaison authorized to request a SNAP mediation
 - any type of case which your agency wishes to exclude from the program
 - specific forms your agency wishes to use, e.g., Agreement to Mediate, Confidentiality
 - any other specific requirements of your agency
 - an explicit statement that no member of your agency will retaliate against any other member of your agency because of his/her decision to participate or withdraw from a SNAP mediation
- Participating Agencies – Requesting a Mediation:
 - Once all parties have agreed to utilize the SNAP and have signed the Agreement to Mediate, please use SNAP's [Mediation Request Form](#) to request mediation services.
- Once a complete Mediation Request is received, then the Agency's Liaison will work with the SNAP Coordinator to schedule the mediation. The SNAP Coordinator will obtain all necessary information and assign a mediator(s). The mediator(s) will then contact the Agency Liaison to arrange a time and means (Zoom, etc.) for the mediation. The Agency Liaison can provide any necessary agency background and logistical support at this time.

Questions/Contacts

- Chicago FEB's website has a [Mediation Services](#) webpage for SNAP, where you can learn more about the Program and also find the [Mediation Request Form](#).
 - Specific questions may be directed to the SNAP Coordinator, [Aaron Price](#) (312-353-9612)
 - Alternatively, you may contact the [FEB Staff office](#) (312-353-6790)

***We look forward to providing
our mediation services to your
agency!***