

## Why FMCS?

“We offer conflict resolution services to government agencies to help disputants resolve their problems through mediation.”

The Federal Mediation and Conciliation Service (FMCS) provides professional services to a wide range of federal, state, and local government agencies to resolve disputes, design conflict management systems, build capacity for constructive conflict management, and strengthen inter-agency and public-private cooperation. In offering these services, FMCS draws on more than 60 years of experience in conflict management and alternative dispute resolution (ADR) services, including negotiation, mediation, convening, facilitation, training, and systems design.

## What Conflict Resolution & ADR Services are Available?

### Employment Mediation

FMCS mediates workplace or employment disputes for federal and state agencies. The majority of employment disputes arise from Equal Employment Opportunity discrimination (EEO), personnel issues, union grievances, and workplace dispute mediation. FMCS accepts individual and multi-party conflicts for mediation.

### Training for All Employee Levels

FMCS designs and conducts a wide range of customized training in negotiation, mediation, conflict management, interagency cooperation, and other areas to build individual skills and improve workplace relationships. FMCS also provides mentoring, coaching, and consulting services to complement training programs.

### Systems Design

FMCS provides professional conflict resolution specialists who work with agencies to design conflict prevention and resolution systems, and build capacity for constructive conflict management systems. Systems design may include an initial assessment, development, design, training, delivery, and program management follow-up.

### Interagency Cooperation & Collaboration

FMCS provides a wide range of services including consultation, convening, facilitation, and training to help other agencies address emerging challenges in interagency and public-private cooperation. Such initiatives may involve participants from within a single agency and/or multi-agency cooperation and collaboration efforts. FMCS may work with an agency to develop a strategic intervention for a specific employee group and this may include a workplace staff retreat and/or strategic planning facilitation services.

### Why FMCS?

“With a history of more than a half century of providing mediation and facilitation services, FMCS has more collective experience in dispute resolution than any other agency of government.”

### Regulatory Negotiations and Public Policy Dialogues

FMCS convenes and facilitates regulatory negotiations and public policy dialogues in which federal agencies work with a wide array of public and private stakeholders to draft proposed regulations and build consensus on public policies.

### Who Can Use FMCS Services?

FMCS’ government services are available to federal, state, and local government agencies across the country. To provide customized, local services, FMCS has field offices in over fifty cities throughout the United States. A partial list of governmental institutions with which we have worked includes:

- Department of Homeland Security
- Department of Transportation
- Department of Agriculture
- Department of Education
- Department of Housing and Urban Development
- Department of the Interior
- Department of Commerce/  
U.S. Census Bureau
- Environmental Protection Agency
- Internal Revenue Service
- Federal Bureau of Investigation
- Administrative Court Services
- United States Postal Service
- National Defense University
- Marine Corps University
- U.S. Military Academy
- Department of Defense
- Department of State
- U.S. Agency for International Development
- Joint Forces Command
- U.S. Mint

### What Do These Services Cost?

Since FMCS does not receive appropriated funds for these services, we are required to offer them on a cost-reimbursement basis, in which we charge for the overhead and labor hours involved. In accordance with federal requirements, either an interagency agreement or a partnership agreement may be developed in order to provide service. There is no charge for initial consultations.

For more information, visit our Web site at [www.FMCS.gov](http://www.FMCS.gov) or contact the office of International and Dispute Resolution Services at (202) 606-5445.

# FMCS

**Federal Mediation & Conciliation Service**

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### mission

The primary responsibility of the Federal Mediation and Conciliation Service (FMCS) is to promote sound and stable labor relations through mediation and conflict resolution services. We mediate collective bargaining negotiations, provide other forms of alternative dispute resolution services outside of the collective bargaining context, provide training courses to improve the workplace relationship, and refer arbitrators for settlement of contract application disputes. FMCS mediators are widely dispersed throughout the country. For more information about the Service and its programs, please visit our Web site at [www.FMCS.gov](http://www.FMCS.gov).