



Grievance Mediation Services

An Alternative Dispute Resolution Solution



Union-management negotiations generally involve parties with ongoing relationships. Employees and management typically must work together to produce goods and services that can affect the bottom lines of the organizations for which they work. The AAA's® Grievance Mediation Services can assist unions and management to define and clarify issues, understand differences, identify interests and explore solutions to reach mutually satisfactory agreements that preserve important relationships.

With the AAA's Grievance Mediation Services:

- Union and management representatives are directly engaged in negotiating the settlement.
- Mediators assist parties with exploring alternatives that they might not have considered, which can aid parties in arriving at settlement—sooner.

Grievance Mediation is Economical.

Mediation is very cost-effective when compared to other dispute resolution options. At the AAA, there is no cost to search the AAA's roster of labor neutrals to identify an appropriate mediator for the case at hand.

AAA Mediators are Industry Experts.

The AAA's roster of labor mediators consists of accomplished experts in the legal and business communities. These professionals come from diverse backgrounds and must meet the required qualifications and uphold the standards set forth in the *Model Standards of Conduct for Mediators* in order to serve.

On the AAA's website, www.mediation.org, parties may search for a mediator by experience level, area of expertise and geographic location. The website provides information on mediators' backgrounds as well as their compensation rates. The site also enables parties to submit scheduling requests directly to the AAA.

The AAA Provides Full-Service Case Management.

The AAA's dedicated staff of case managers are involved in administration of each case and will provide support throughout the case process—from beginning to end.

And the case management staff's involvement frees the mediators from administrative duties, which allows them to focus on assisting parties to negotiate settlement.

AAA Grievance Mediation Services can effectively resolve your organization's collective bargaining disputes. For more information about AAA Grievance Mediation Services, contact 1.888.774.6904 or send an email to LaborMediation@adr.org.