



FMCS

FEDERAL MEDIATION & CONCILIATION SERVICE

As the Commissioners assigned to assist your team, we would like to first thank you for this opportunity to work with you and your staff. We look forward to moving your team forward and showing the value in strategic change through a structured process.

FMCS is an independent agency whose mission is to provide mediation and conflict resolution services. We have been proudly building partnerships for 75 years. As Commissioners, we are neutrals who believe that high-quality conflict resolution, management, and prevention is integral to long-term organizational success.

Our proposed process will identify the meaning of success, define the processes we will use and their intended impact, and provide the knowledge and tools to be successful. We believe a meeting with leadership, faculty, and staff would be beneficial to the initial phase of the process. We would like to discuss the following:

- Review the phases of our process and a potential timeframe with feedback from leadership.
- Schedule a kickoff meeting for all stakeholders to explain our process and how the information gained will be used and--just as importantly--not used.

The process will begin with confidential interviews with faculty, staff, and leaders in small stakeholder groups. We will ask a set of pre-determined questions to get a better sense of what is working, what is not working, and suggestions for improving conflict resolution processes on campus. From there we will provide a written document that contains the general themes we heard, and a recommended plan for your program moving forward. The plan may include mediation, facilitation, individual/group coaching, and leadership team alignment or leadership team-oriented work.

Goal for Kickoff Meeting with all faculty, staff, and leaders: January 2023

Goal for in-person Stakeholder Interviews: February 2023

Additionally, we request an organization chart that includes faculty, staff, and leadership. This will help us to ensure we gather an appropriately broad range of perspectives.

We want to remain as transparent as possible throughout this whole process. Faculty, staff, and leaders are more than able to ask questions or come to us with concerns at any time, therefore, we have included our contact information below.

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