



FMCS | FEDERAL MEDIATION & CONCILIATION SERVICE

Mission & Values

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Mission & Values

The Agency helps build better relationships through joint problem-solving and constructive responses to inevitable conflict. In turn, this improves the ability of organizations to create value for customers, shareholders and employees alike, and substantially benefits the national economy. The Agency concentrates its efforts on assisting employers and employees in coping with the demands of a rapidly changing workplace.

Mission Statement:

FMCS' mission statement reflects the statutory intent of the Agency. Our mission is to:

- Promote the development of sound and stable labor management relationships;
- Prevent or minimize work stoppages by assisting labor and management to settle their disputes through mediation;
- Advocate collective bargaining, mediation and voluntary arbitration as the preferred processes for settling issues between employers and representatives of employees;

- Develop and advocate the art, science and practice of conflict resolution through the use of ADR;
- Assist parties in conflict through the provision of conflict resolution services; and
- Foster the establishment and maintenance of constructive joint processes to improve labor-management relationships, employment security and organizational effectiveness.

Values Statement:

Reflecting our mission statement, our commitment to a viable collective bargaining system, and the benefit of effective conflict resolution processes as a foundation for society's well being and economic growth, this value statement embodies our core principles:

- Relationships are critical to the success of an organization; they affect creativity, productivity and adaptability, as well as the quality of workplace life.
- Poor relationships and communication represent a substantial barrier to achieving the kind of process innovation and high performance work organization demanded in the current business climate.
- The Agency's core mission of mediating and facilitating the resolution of workplace disputes and problems requires absolute neutrality, confidentiality, and acceptability to customers.
- In order to have maximum impact and to meet statutory obligations, the Agency must focus primarily on organizations and matters having the greatest effect on interstate commerce and/or public health and safety.
- Collaborative, problem-solving approaches to the resolution of conflict should be cultivated and encouraged whenever possible.



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FEDERAL MEDIATION & CONCILIATION SERVICE

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ABOUT US

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RESOURCES

Resolving Labor-Management Disputes

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SERVICES

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- Grievance Mediation

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- Building Labor-Management Relationships ▾

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Resolving Labor-Management Disputes

Alternative Bargaining Processes

The FMCS can conduct collective bargaining facilitation or mediation by alternative bargaining models for labor and management parties who wish to apply a joint problem solving approach in contract negotiations. When applied in the proper environment, alternative bargaining models enable parties to jointly address and solve economic and non-economic challenges. The parties, with the assistance of a mediator, focus their efforts to identify the root causes of contract concerns and to build mutually-agreeable solutions. The FMCS mediators are available to help identify the appropriate process for your team, to train team members on the process, and to facilitate negotiations. For frequently asked questions click [here](#).

Grievance Mediation

FMCS grievance mediation is a means of helping labor and management improve their relationships by more quickly resolving contractual disputes and improving workplace communications. The grievance mediation process encourages cooperative problem-solving between labor and management. Grievance mediation is not a substitute for contractual grievance procedure, but an additional step, prior to arbitration. For frequently asked questions, click [here](#).

The Power and Potential of Technology – FMCS Technology Assisted Group Solutions (TAGS) Offer Efficiency, Effectiveness and Enhanced Communication

A powerful network of Internet servers, mobile computers, personal devices and customized software, TAGS uses technology tools for group problem-solving and decision-making, improving facilitation of meetings and conducting online surveys to improve effectiveness of labor-management practitioners.

Overview

FMCS mediators may use TAGS in face-to-face, remote and combination meetings via the Internet.

TAGS Log-in

Follow this link to access your FMCS online conference center. Password required.

TAGS Tour

Visit and sample FMCS online meeting rooms and collaborative tools, powered by TAGS technology.

Meeting / Conference / Convention Facilitation

Whether on the Internet or in person, TAGS-enabled meetings deliver a more focused, inclusive and less adversarial environment than traditional meetings. This is also true for collecting/organizing data in large scale meetings like conferences and conventions.

Online Mediation

Whether for traditional or interest-based negotiations in person or remote, TAGS enhances both the process and its outcome

Online Meetings

In a secure environment, a suite of electronic tools allows for effective dialogue, clear capture of information, and opportunity to make progress far beyond manual methods.

Online Surveys

We create custom surveys to examine pre-bargaining issues, LMC/LMF committee effectiveness, poll practitioners and/or employees on workplace problems and possible solutions, strategic planning and have used TAGS tech in school systems to address issues with “bullying”.

Strategic Planning & Focus Group Surveys

Instead of waiting for the next meeting, TAGS moves the strategic planning process online, and makes focus groups more effective.

Contact Us

Contact your local FMCS office to learn more about how your mediator can use these tools to improve your effectiveness.

Arbitration FAQs

- + [How do I request a panel of arbitrators from FMCS?](#)
- + [Is there a charge for for other FMCS Arbitration services such as for a list with biographies of arbitrators in a particular area?](#)
- + [From where will the arbitrators for a panel be selected?](#)
- + [What happens after FMCS provides a panel of arbitrators?](#)
- + [What if I have any questions regarding a case?](#)
- + [What are the requirements for admission to the FMCS Roster of Arbitrators?](#)
- + [May the parties jointly request FMCS to appoint an arbitrator without receiving a panel?](#)
- + [What are the sources to learn about an arbitrator’s rulings?](#)
- + [What responsibilities do arbitrators have once selected from an FMCS panel?](#)
- + [Why should the parties notify FMCS of an appointment of an arbitrator if the agency issued the panel?](#)
- + [Can parties withhold payment to an arbitrator if a decision is appealed?](#)
- + [What can the parties do if an arbitrator has an overdue award?](#)
- + [What should a party do if they believe an arbitrator has violated FMCS Policies or The Code of Professional Responsibility?](#)


Notices and Filings FAQs

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Who should I contact regarding alleged unfair labor practices or interpretation of statutes or regulations?

- + What are the requirements for filing a strike notice in a health care case?
- + What section of the Act requires the parties to file notice?
- + Was the 8(d) notice filed on time?
- + Are there different requirements for health care and non-health care institutions?
- + Can the 10 day notice (in the health care industry) be extended?
- + Does the union have to give new notice if it does not strike or picket at the time specified?
- + Can FMCS tell me whether my notice was filed on time?
- + If I have to file a charge, can I ask a mediator to testify regarding the bargaining sessions, or during a grievance mediation?
- + Will a mediator at least talk to an investigator from the NLRB or a local/state agency about the conduct at negotiations?
- + If a mediator appears to be biased, where do I file a complaint?

Grant FAQs

- + How much money is available for grants in Fiscal Year 2017?
- + What do I need to do to apply for a grant?
- + What is the application deadline?
- + Can project income be used as a match?
- + 

Can an organization working under a federal contract use contract monies as matching funds?

- + When will I know if my application is selected for an award?
- + Must the labor-management committee represent union members in order to receive a grant?
- + Can a mediator help a labor-management committee with its grant proposal?
- + What is the CFDA number for the grants program?
- + Can an independent consultant who works on the grant applications also perform grant-funded services?
- + If my grant proposal is not selected, may I re-apply in the future?
- + If an applicant received funding under this program before, are they eligible to re-apply?

Collective Bargaining Mediation FAQs

- + By what statutory authority does the FMCS provide collective bargaining mediation services?
- + What is collective bargaining mediation?
- + How does FMCS become involved in collective bargaining negotiations?
- + What is the role of a mediator in collective bargaining negotiations?
- + Is there a cost for FMCS collective bargaining mediation services?
- + Does the FMCS provide mediation of negotiations by alternative bargaining models?



Alternative Bargaining Processes FAQs

- + [What models are included?](#)

- + [Is there a cost for the FMCS collective bargaining mediation services?](#)

- + [How long does a collective bargaining negotiation using an alternative bargaining model take in comparison with a more traditional approach?](#)

- + [How do I know if an alternative bargaining model is appropriate in my negotiations?](#)

Grievance Mediation FAQs

- + [How is grievance mediation different than arbitration?](#)

- + [When does grievance mediation typically occur?](#)

- + [What matters are appropriate for grievance mediation?](#)

- + [How can labor and management make the grievance mediation process more successful?](#)

- + [How do you request grievance mediation?](#)

- + [Is there a cost for FMCS grievance mediation services?](#)

- + [Is grievance mediation the same as workplace mediation?](#)

Effective Contract Administration FAQs

- + [What topics are typically covered in a contract administration training?](#)

- + [What is the ideal audience for the FMCS contract administration training?](#)

- + [Is there a cost for FMCS contract administration training?](#)

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- + [How long is the contract administration training?](#)
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Labor-Management Partnership FAQs

- + [What is Committee Effectiveness Training?](#)
 - + [What topics will Committee Effectiveness Training cover?](#)
 - + [What is the Labor-Management Partnership Program?](#)
 - + [What topics are covered in the Labor-Management Partnership program?](#)
 - + [What is the ideal audience for the Labor-Management Partnership program?](#)
 - + [What is the basis of the Labor-Management Approaches to Solving Mutual Problem program?](#)
 - + [What are the goals of the Labor-Management Approaches to Solving Mutual Problem program?](#)
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Organizational Development FAQs

- + [What topics does the Partners-In-Change program explore?](#)
 - + [Who are the ideal participants for the Partners-In-Change program?](#)
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Repairing Broken Relationships FAQs

- + [What is the structure of the Relationships-By-Objectives program?](#)
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Workplace Mediation FAQs

- + [What is the cost for FMCS workplace mediation services?](#)
- + [How is this different than grievance mediation?](#)

Administrative Program Dispute FAQs

- + [What is the cost for FMCS administrative program dispute mediation services?](#)
- + [How is administrative program dispute mediation different than workplace mediation and grievance mediation?](#)

Facilitation FAQs

- + [What techniques make FMCS facilitation effective?](#)
- + [What types of facilitation does the FMCS provide?](#)
- + [What is the cost for FMCS facilitation?](#)

Dispute Resolution Systems Design FAQs

- + [How does the dispute systems design process work?](#)
- + [What is the cost for FMCS dispute system design services?](#)

Regulatory Negotiations FAQs



- + [What is the history of FMCS involvement in regulatory negotiations?](#)
- + [Under what statutory authority is the FMCS involved in regulatory negotiations?](#)
- + [How does the regulatory negotiation process, and FMCS involvement in the process differ from a traditional rulemaking?](#)

Public Policy Dialogues FAQs

- + [Under what statutory authority can the FMCS assist in public policy discussion?](#)



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FEDERAL MEDIATION & CONCILIATION SERVICE

Alternative Dispute

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Resolution for Government

SERVICES

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- Building Labor-Management Relationships ▾

- **Alternative Dispute Resolution for Government** ▾

- Workplace Mediation

- Administrative Program Disputes

- Facilitation

- Dispute Resolution Systems Design

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Alternative Dispute Resolution for Government

Regulatory
Negotiations

- Public Policy
Dialogues

- Education and
Outreach ▾

- Arbitration ▾

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of Special Counsel (OSC)





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