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THE JOINT STAFF

WASHINGTON, DC

DJSM 0143-21

18 August 2021

Reply Zip Code:
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MEMORANDUM FOR ALL JOINT STAFF PERSONNEL

SUBJECT: Policy on Alternative Dispute Resolution

1. This memorandum rescinds and replaces DJSM 0068-20, "Policy on Alternative Dispute Resolution," 8 June 2020.
2. The Joint Staff is committed to using Alternative Dispute Resolution (ADR), specifically mediation, as an effective method to alleviate conflict and support productivity, customer satisfaction, and employee morale.
3. Mediation is designed to assist disputing parties in arriving at a mutually agreeable resolution. Mediators are neutral, certified facilitators who provide an atmosphere that fosters clear communication and effective listening techniques to improve working relationships.
4. Mediation offers an open communication forum for parties to discuss their interests, ask questions, share information, and explore options to reach a mutually acceptable agreement. Mediators do not serve as advocates or representatives for the parties, and will not provide legal or human resources advice.
5. Joint Staff personnel are encouraged to consider ADR for all conflicts, regardless of the subject matter. It is my expectation that all managers and supervisors proactively support and foster ADR.
6. Please contact the Joint Staff Equal Employment Opportunity and Diversity Office for further information on the Joint Staff's ADR program at 757-203-5456, 703-692-2471, or via e-mail at js.pentagon.dom.mbx.eeod-mailbox@mail.mil.

A handwritten signature in black ink, appearing to read "G. Wikoff", is written over a large, stylized signature line.

GEORGE M. WIKOFF, RADM, USN
Vice Director, Joint Staff

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