

ADR LUNCHTIME SERIES

Cultural Expectations in a Global Workplace Mediation Program

The highest-rated work environments of today are committed to the values of diversity, mutual trust, and teamwork. Mediation is a critical element of that commitment. The Office of Mediation Services, which is part of the World Bank Group's Conflict Resolution System, also provides services offered by the Ombuds Office and the Peer Review Services.

The program design and implementation challenges include taking into consideration the different cultural expectations about how to handle conflict in the workplace, the characteristics of the process, and the role of the mediator, among others. The presenter will explore ways in which program designers, administrators, and mediators can adapt to these different cultural expectations.

Camilo Azcarate -- Manager of the Office of Mediation Services at the World Bank Group.

Sponsored by the Interagency ADR Working Group, Workplace Conflict Management Section

Date: Thursday, November 19, 2009

Time: Noon - 1:30 PM

Please allow extra time for security procedures

Location: U.S. Department of Energy
1000 Independence Ave., SW, Room GJ-015
Washington, D.C. 20585

Directions:

Orange/Blue Line-Smithsonian/Holocaust Museum/Bureau of Engraving and Printing Exit; **Yellow Line**-L'Enfant Plaza/Maryland Ave. Exit

Please RSVP by November 13, 2009, with name, citizenship, and agency/employer to Cindy Mazur, ADR Director, FEMA, at cindy.mazur@dhs.gov. **Questions? Call Cindy at (202) 646-4094.** If you would like to listen via teleconference, please contact Pamela Pontillo at Pamela.Pontillo@hq.doe.gov.