



DEFENSE HEALTH AGENCY
7700 ARLINGTON BOULEVARD, SUITE 5101
FALLS CHURCH, VIRGINIA 22042-5101

MEMORANDUM FOR ALL DEFENSE HEALTH AGENCY EMPLOYEES

SUBJECT: Alternative Dispute Resolution and Conflict Management Policy Statement

The Defense Health Agency (DHA) is firmly committed to using methods other than litigation for addressing workplace conflict and resolving Equal Employment Opportunity (EEO) and other workplace disputes in all its operations. Used early and appropriately, Alternative Dispute Resolution (ADR) methods can provide faster, less expensive, and more productive results in resolving concerns about workplace discrimination through the EEO program for civilians.

EEO Commission revised regulation 29 Code of Federal Regulations 1614.102 (b) (2) requires agencies to establish or make available an ADR program. The ADR program must be available throughout the EEO complaint process and ensure the participation of a management official with settlement authority. Department of Defense (DoD) Instruction 5145.05 (May 27, 2016) supports such programs and sets the expectation that all DoD Components will additionally incorporate conflict management (CM) skill building and interventions as an integral part of normal business practices to proactively address and resolve workplace conflicts.

Responsibility and authority for the DHA ADR and CM program rests with the DHA Office of Equal Employment and Resolution Management. To enhance the effectiveness of ADR in DHA, management officials are required to take part in the process if ADR is requested by the employee, unless extenuating circumstances exist.

The DHA is committed to promoting the efficient and amicable resolution of workplace disputes to create a harmonious work environment for all DHA employees. If you require more information regarding ADR and CM, please send your request to the following e-mail address: dha.ncr.cofs.mbx.oerm@health.mil.

TELITA CROSLAND
LTG, USA
Director