



**DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington, D.C. 20420**

September 3, 2004

VBA Letter 20-04-33

Director (00)
All VA Regional Offices and Centers

SUBJ: ADR Awareness Training for Selected Regional Office Employees

1. The Department of Veterans Affairs (VA) Directive 5978, Alternative Dispute Resolution (ADR), dated February 2000, sets forth VA's policy encouraging employees "to use mediation to help resolve workplace conflicts as early as feasible, to the maximum extent practicable, in an appropriate manner, and at the lowest organizational level." VA's Strategic Plan for 2003-2008 has established the goal of having 80 percent of VA employees trained in ADR awareness by the end of FY04.
2. ADR training is being provided in the form of a videotape. In order to minimize the impact on performance, different time frames are established for completing this requirement. Supervisors and administrative, finance, and loan guaranty employees must watch the videotape by September 30, 2004. Veterans Service Center and Vocational Rehabilitation and Employment employees have until the end of December to complete the training. The "Mediation Zone" videotape, which provides an overview of the ADR process, was sent to all Regional Office ADR Coordinators last year.
3. Please send certifications of completion to the VBA Diversity Management and Equal Employment Opportunity mailbox at: VAVBAWAS/CO/DM&EEO. Enclosed is a training certification format for reporting data.
4. Questions about the ADR process may be referred to Mr. Johnny Logan, VBA ADR Coordinator, via e-mail or at (202) 273-7042.

/s/
Daniel L. Cooper
Under Secretary for Benefit

Enclosure

Certification of ADR/Mediation Awareness Training

| | | | |
|----------------------------------------------|--------------------------------------------------|---------------------------------------|------------------------|
| Station Number | | | |
| | | | |
| Job Categories | Total No. of Employees at Regional Office | Total No. of Employees Trained | Percent Trained |
| | | | |
| Supervisors | | | |
| Administrative Staff | | | |
| Finance Staff | | | |
| Loan Guaranty Staff | | | |
| | | | |
| | | | |
| Certified by Regional Office Director | | | |
| Date: | | | |