

# **Web-based Software, Surveys, & Scheduling Tools in ADR**

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**ADR.gov**

**INTERAGENCY ALTERNATIVE DISPUTE RESOLUTION WORKING GROUP**

**LUNCHTIME PROGRAM**

# Agenda

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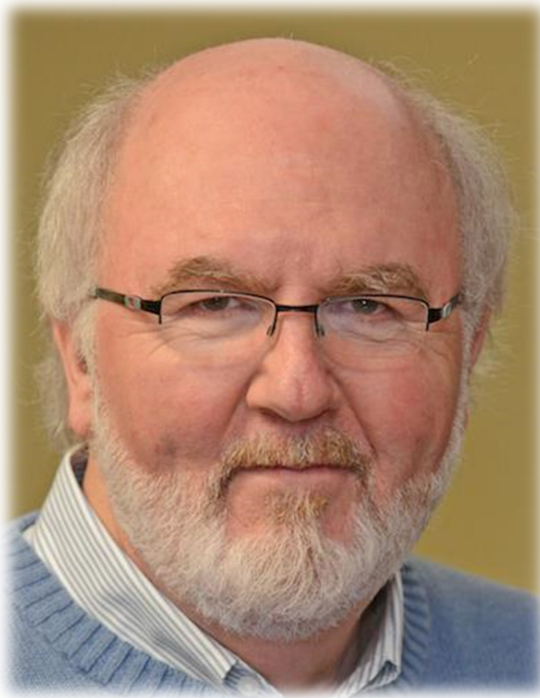
- 12:00 Opening remarks
- 12:10 Daniel Rainey
- 12:30 Kevin Buffington
- 12:50 Margaret Ross
- 1:10 Q&A, discussion
- 1:25 Closing remarks
- 1:30 End



# Speakers

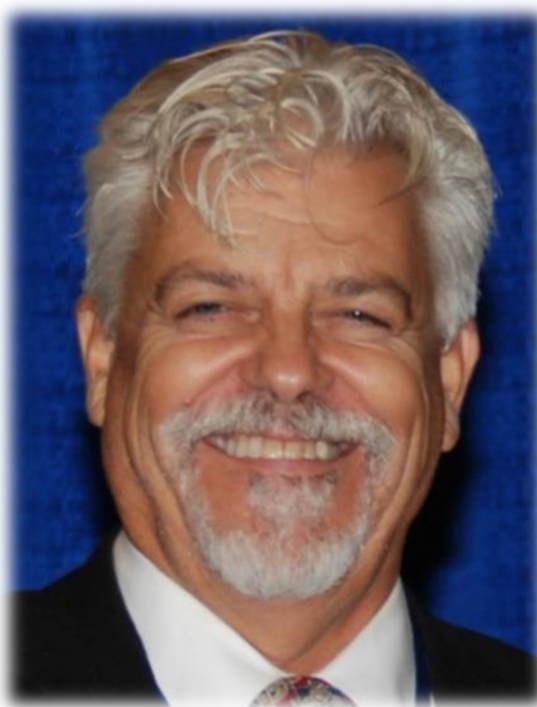
**Daniel Rainey**

Chief of Staff, NMB



**Kevin Buffington**

Commissioner and  
Field Technologies  
Administrator, FMCS



**Margaret Ross**

Conflict Resolution  
Specialist, EPA



# TODAY: Web-based Software, Surveys, & Scheduling Tools

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- Display, Describe, and/or Demo
- Best Practices
- Overcome Barriers
- Q&A



# Web-Based Software, Scheduling, and Surveys

# What do we do F2F and on paper?

- We create communication channels and manage communication among the parties.
- We present and help the parties understand information.
- We manage group dynamics at the table.

# Why use Web-Based Platforms

- The ability to create more communication channels.
- The ability to gather, present, and understand information and data in new ways.
  - The ability to redefine “group.”

# How should we approach the parties?

- Treat online tools as a natural way to accomplish the things we need to accomplish for resolution.
- Use only the tools that add value and are comfortable for the parties.
- Stress the “value added” nature of the apps.





**The Federal Mediation and Conciliation Service uses TAGS to enhance the customer Online Dispute Resolution experience. Technology Assisted Group Solutions (TAGS) is our umbrella that houses a number of our software programs.**



**Conducting some or all Dispute Resolution and sub-committee meetings online saves**

**Time, Money, Travel and Stress!**



## What We Know

- Confidentiality is important! We maintain our own servers for two of our software platforms that provide secure data storage. This allows labor, management and other involved parties to safely conduct business like negotiations, surveys and committee work via the Internet.
- This technology has been successfully used by FMCS in F2F, Remote and Combination meetings of 4 – 400 users in a session. Our online Surveys have had thousands of users in a session.
- Parties can access their data 24/7 via a smartphone, iPad or laptop. We also have laptops and mobile servers that can be provided for a meeting if needed.
- Labor and management has in almost every case saved both time and money when we have used this technology. They like it!



# Technology at the FMCS

- **Adobe Connect – Biggest benefits – user control, breakout rooms and integrated audio and video. Ref: Adobe.com**
- **FacilitatePro – Biggest benefits – user anonymity if desired, electronic flip-charting, brainstorming, surveys, reports, capable of gathering input and evaluating viability of possible solutions from large groups as easily as working with small numbers of participants. Software’s information processing saves massive negotiation time in an Interest-based method of ADR. Can be used simultaneously with Adobe. Ref: Facilitate.com**
- **eRooms – Biggest benefits – 24/7 availability, document management. Ref: Emc.com**



# When do we have a Technology-assisted meeting?

- When we believe these software tools may benefit a labor/management or ADR experience by doing any of the following:
  - A. Saving the agency or the parties “Time” (travel or meeting process time)
  - B. Saving the agency or the parties “Money” (travel expense and related stress).
  - C. Accomplishing a better end-result by changing methodology.
  - D. Logistics can be in place to accommodate the technology.



# Organizational involvement

- Educate our potential users (our field agents and their management) on the software and its benefits via webinars.
- Conduct tech training for willing agents.
- Tech request discussion
  - 5 W's and how will the technology be used?
  - Field agent's ability and/or comfort level?
    - ✓ Can they run a TA meeting on their own?
    - ✓ Will they need help in preparing or conducting the meeting?
    - ✓ What level of support is needed? (physical presence or remote)



# Adobe Connect

DEMO (Sharing) - Adobe Connect

Meeting Layouts Pods Audio

Video

Start My Webcam

Share

Share My Screen

Attendees (1)

Active Speakers

Start Breakouts

Main Meeting (1)

- Kevin Buffington
- Breakout 1 (0)
- Breakout 2 (0)
- Breakout 3 (0)

Chat (Everyone)

The chat history has been cleared

Everyone

Sharing Discussion Collabo...



# FacilitatePro - IBPS - Interests

## Issue #1: Title 21, Recruitment- Interests- Completed

Interests. Issue #1: Title 21, Recruitment of Qualified Candidates. Insuring vacancies are filled by qualified candidates.

The WHY behind the topic. The fears, needs, qualities, concerns behind the issue. Why do we care?

[Refresh](#)[Use My Facilitator Settings](#)[Finished](#)[Print](#)

**Electronic Flip Chart** *This session is NOT anonymous. The following 13 items have been contributed to this Topic:*

- 1 Company believes that a process which effectively screens candidates to insure vacancies are filled via qualified employees/new hires is a shared interest. Typically such processes include: 1) a means for employees to express their interest in a vacancy; and 2) an interview of the most competitive candidates to select the successful one. George T.
- 2 Defendable selection process - Terry W
- 3 Management retains the right to selection successful candidate. - Terry W
- 4 Supervisor responsibility is to give feedback to the unsuccessful candidates. - Terry W
- 5 The Company is open to have other involved in the resume review or interview process. Participants must be qualified to judge other qualifications for job being filled. - Terry W

*Comments:*

1. Hold the job that is being filled or higher classification. - Terry W
- 6 The Company is interested in maintaining a "qualifications" based selection process. - Terry W
- 7 The Company has interest in ensure selection process is free from "discrimination". - Terry W
- 8 Timely filling of vacancies - Union
- 9 opportunity for promotion - Union
- 10 Title 21 eliminates possible discrimination - Union
- 11 assist in the determination of qualified candidates and participate in the interview process - Union
- 12 explore the continued use of the pre-bid system to identify possible candidates - Union
- 13 The Company would like to be able to consider candidates from outside the unit for vacancies, including vacancies for non-entry level positions - Management





# FacilitatePro – IBPS-Brainstorm Options

## Issue #1: Title 21, Recruitment- Options- Completed

Options. Issue #1: Title 21, Recruitment

The many ways we can improve. What would our organization look like if we dealt with this issue perfectly? What do we need to do NOW to get there?

Refresh

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Finished

Print

### Electronic Flip Chart This session is anonymous. The following 9 items have been contributed to this Topic:

- > It is imperative that we define the transfer/bid unit (e.g. own bid unit - CRE or CRE Land.)
- > Union and Company review list of applicants (from within and outside unit) and agree on list of candidates to be interviewed
- > - for senior positions or higher, candidates will be selected from employees in the current line of progression
  - if no qualified bidders within the current LOP's, then proceed to qualified applicants within the current unit positions (63).
  - if no qualified bidders with the current unit then proceed to outside the unit - internal or external of the company
- > Fill all vacancies as we do today by utilizing the current management process.

#### Comments:

1. Union and Company review list of applicants (from within and outside unit) and agree on list of candidates to be interviewed
2. seniority shall prevail when there are two or more closely qualified/ranked candidates.

- > Blended approach: Allow employees to pre bid jobs. Do joint/company panel resume review on all bidders. If not qualified bids then open to process to all interested parties.
- > Interested parties receive scratch offs. Whoever has the lucky number gets the job. Another approach is to have fishing contest. Whoever catches and release the most fish gets the job. George [REDACTED]
- > Blended Title 21 and Posting Process: allow interested employees to state their interest in a future vacancy. Once a vacancy happens, we would work the transfer/bid list. If no qualified transfers or bids, then utilize the current management process including interviews. Union would be involved in the establish decision criteria and selection process.
- > Blended approach: Allow employees to state their interest for future vacancies. Interview top three qualified candidates. Determining qualified candidates would happen through joint Union/Company panel. If no bidders or less than 3 interested parties, open the process to all interested parties.
- > If less than three qualified bidders then job would be open to all interested parties.



# FacilitatePro - Evaluate Options

## Issue #1: Title 21, Recruitment- Options- Completed

Options. Issue #1: Title 21, Recruitment

The many ways we can improve. What would our organization look like if we dealt with this issue perfectly? What do we need to do NOW to get there?

### Instructions

Indicate your level of agreement with each item below by indicating whether you Strongly Agree, Agree, are Neutral, Disagree, or Strongly Disagree with it.

Save and Submit

Cancel

Please evaluate the following items.

	Agreement
- for senior positions or higher, candidates will be selected from employees in the current line of progression	Neutral
- if no qualified bidders within the current LOP's, then proceed to qualified applicants within the current unit positions (63).	
- if no qualified bidders with the current unit then proceed to outside the unit - internal or external of the company	
Blended Title 21 and Posting Process: allow interested employees to state their interest in a future vacancy. Once a vacancy happens, we would work the transfer/bid list. If no qualified transfers or bids, then utilize the current management process including interviews. Union would be involved in the establish decision criteria and selection process.	Neutral
Fill all vacancies as we do today by utilizing the current management process.	Neutral
<p>Comments:</p> <ol style="list-style-type: none"> <li>1. Union and Company review list of applicants (from within and outside unit) and agree on list of candidates to be interviewed</li> <li>2. seniority shall prevail when there are two or more closely qualified/ranked candidates.</li> </ol>	
Interested parties receive scratch offs. Whoever has the lucky number gets the job. Another approach is to have fishing contest. Whoever catches and release the most fish gets the job. George [REDACTED]	Neutral
If less than three qualified bidders then job would be open to all interested parties.	Neutral
Blended approach: Allow employees to state their interest for future vacancies. Interview top three qualified candidates. Determining qualified candidates would happen through joint Union/Company panel. If no bidders or less than 3 interested parties, open the process to all interested parties.	Neutral
Blended approach: Allow employees to pre bid jobs. Do joint/company panel resume review on all bidders. If not qualified bids then open to process to all interested parties.	Neutral
Union and Company review list of applicants (from within and outside unit) and agree on list of candidates to be interviewed	Neutral
It is imperative that we define the transfer/bid unit (e.g. own bid unit - CRE or CRE Land.)	Neutral

Save and Submit

Cancel



# Results (most to least acceptable)

## Issue #1: Title 21, Recruitment- Options- Completed

Options. Issue #1: Title 21, Recruitment

The many ways we can improve. What would our organization look like if we dealt with this issue perfectly? What do we need to do NOW to get there?

[Refresh](#)
[Use My Facilitator Settings](#)
[Finished](#)
[Print](#)
[Tabulate Data](#)

### Voting Results

	Agreement		Std Dev	Voters	Graph
It is imperative that we define the transfer/bid unit (e.g. own bid unit - CRE or CRE Land.)		1.3	0.6	11	
Union and Company review list of applicants (from within and outside unit) and agree on list of candidates to be interviewed		0.8	1.0	11	
- for senior positions or higher, candidates will be selected from employees in the current line of progression		0.7	1.3	11	
- if no qualified bidders within the current LOP's, then proceed to qualified applicants within the current unit positions (63).					
- if no qualified bidders with the current unit then proceed to outside the unit - internal or external of the company					
Fill all vacancies as we do today by utilizing the current management process.		0.6	1.4	11	
<i>Comments:</i>					
1. Union and Company review list of applicants (from within and outside unit) and agree on list of candidates to be interviewed					
2. seniority shall prevail when there are two or more closely qualified/ranked candidates.					
Blended approach: Allow employees to pre bid jobs. Do joint/company panel resume review on all bidders. If not qualified bids then open to process to all interested parties.		0.5	0.8	11	
Interested parties receive scratch offs. Whoever has the lucky number gets the job. Another approach is to have fishing contest. Whoever catches and release the most fish gets the job. George [REDACTED]		0.4	1.5	11	
Blended Title 21 and Posting Process: allow interested employees to state their interest in a future vacancy. Once a vacancy happens, we would work the transfer/bid list. If no qualified transfers or bids, then utilize the current management process including interviews. Union would be involved in the establish decision criteria and selection process.		-0.2	1.1	11	
Blended approach: Allow employees to state their interest for future vacancies. Interview top three qualified candidates. Determining qualified candidates would happen through joint Union/Company panel. If no bidders or less than 3 interested parties, open the process to all interested parties.		-0.5	1.3	11	
If less than three qualified bidders then job would be open to all interested parties.		-0.6	1.6	11	



# FacilitatePro - Results (item detail view)

**FacilitatePro**<sup>TM</sup>

[Current Topic](#) [Conference Manager](#) [User Profiles](#) [Voting Profiles](#)

[Express Video Tutorials](#) | [Custom Screen Templates](#) | [File Upload](#) | [Language Profiles](#) | [Who is On](#) | [Web Stats](#) | [Broadcast Message](#) | [Ballot Log](#) | [Data](#)

It is imperative that we define the transfer/bid unit (e.g. own bid unit - CRE or CRE Land.)

[Return](#)

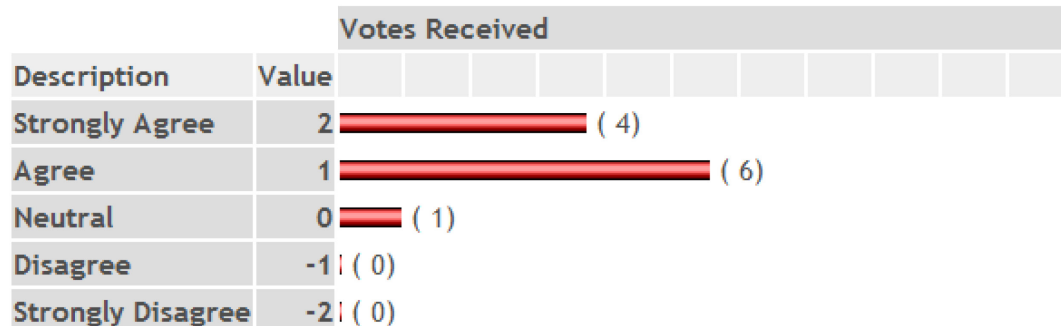
[Cancel](#)

[Refresh](#)



Chart Type:

## Agreement



Group Avg: 1.27 - Voters: 11 - Standard Deviation: 0.65



# FacilitatePro used in Surveys

- FMCS has conducted numerous surveys for customers to identify problem areas and used demographic data to focus problem resolution.
- Some survey examples are:
  - Employee Satisfaction Surveys
  - Pre-Bargaining Surveys
  - Strategic Planning Surveys
  - Labor-Management Effectiveness Surveys
  - Committee Effectiveness Surveys
  - "Bullying" In The Schools Surveys

### Support and Communication

Communication between me and my supervisor.

 ▼

I would like to communicate with my supervisor about work related issues, but was denied an opportunity to do so.

 ▼

I have received adequate training to perform my job.

 ▼

My supervisor provides useful and timely performance feedback.

 ▼

My supervisor treats me with respect.

 ▼

My supervisor helps me to increase my skills.

 ▼

My supervisor provides highly effective problem solving tools when working on labor management problems, such as consensus building, interest based problem solving and alternate dispute resolution techniques.

- Select Here
- Strongly Agree**
- Agree
- Neutral
- Disagree
- Strongly Disagree**

If desired:

### Management

My supervisor makes use of my skills and talents.

 ▼

I am allowed to participate in office work tasks and activities.

 ▼

My supervisor creates an environment for free and open expression of ideas, opinions and beliefs.

 ▼

My supervisor, as a whole, provides an environment for free and open expression of ideas, opinions and beliefs.

 ▼

People with different backgrounds interact well within my office.

 ▼

My supervisor respects the diversity of my coworkers.

 ▼

My supervisor handles diversity matters satisfactorily.

 ▼



# EMC - eRoom

Browser address bar: <https://tagsroom.fmcs.gov/eRoom/TAGS/SDGEandInvolvedCommunities>

Browser tabs: ABC and involved Commun...

FMCS Federal Mediation & Conciliation Service

My eRooms > ABC and Involved Communities

















## ABC and involved Communities [edit](#)

an eRoom created on 8 Dec 09

[create](#) [search](#) [events](#) [members](#)

### Welcome!

This sample room contains some items that might be used by an efficient committee or problem solving group. This room is totally customizable to include or exclude items of interest.

 Committee's Mission Statement	 Committee Structure	 Committee Membership Directory	 Meeting Groundrules	 Meeting Calendar	 Meeting Record
 Sample Agenda	 Reference Library	 Issue Log, Attachments and Tracker	 Milestones	 Discussions	
 Flipcharting	 Are we in agreement?		 Internet Links		 Mediator's Confidential Area
					 Recycle Bin

[create](#) [add file](#) [mark read](#) [commands](#)

Announcements [add an announcement](#)

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Presenter:

Kevin Buffington

Commissioner and

Field Technologies Administrator

Federal Mediation & Conciliation Service

[kbuffington@fmcs.gov](mailto:kbuffington@fmcs.gov)


# Questions?



# Thank You!



agreement made easier



# How to use web-based software, surveys, and scheduling tools in ADR

EPA's experience & efforts



CPRC

Conflict Prevention and Resolution Center

“When using technology in ADR, not only do we act on behalf of the process, we also need to act on behalf of individuals who may have difficulty participating in the process.”

Jason Gershowitz  
Collaborative  
Technology Director  
Kearns & West



# Web-based tools used in ECCR

- Registration/Validation (Eventbrite)
- Meeting scheduling (MS Outlook)
- Document sharing (Web pages, OneDrive, SharePoint)
- Meetings (Adobe Connect, Webex)
- Information Collection (SurveyMonkey, Qualtrics)
- Outreach and information (Facebook, Twitter, Youtube, blogs, etc.)



# Considerations for the use of web-based tools

- Browser compatibility
- Terms of service with providers
- Information collection requests of members of the public (PRA)
- Data security implications (collection of PII)
- User familiarity and burden on the user
  - Broken SSL certificates, URLs, etc.
  - Downloads, plug ins, etc.
  - Creation of accounts
  - Browser “back” and “forward” won’t break the program
  - Timing out



# Some EPA lessons learned

- Make sure that meeting invitations or registration pages include information about what to do if you require accommodation.
- Where possible, provide for multiple modes of participant input.
  - Polls in Adobe Connect may be mirrored using text polling or provision of verbal responses.
  - Participation in meetings might be done verbally via a teleconference line or in writing via a chat box.
- Provide clear instructions and troubleshooting for participants with differing needs.
- Make sure that the tools you use are accessible, in all senses of the term.



Comments?

Questions?



# Closing Remarks

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