



**DEPARTMENT OF THE ARMY**  
**U.S. ARMY WHITE SANDS MISSILE RANGE**  
100 Headquarters Avenue  
WHITE SANDS MISSILE RANGE, NEW MEXICO 88002-5000

REPLY TO  
ATTENTION OF

CSTE-DTC-WS-CG

16 OCT 2003

MEMORANDUM FOR Commanders, Directors, Office Chiefs of Team WSMR

SUBJECT: Policy Letter #10: Mediation Process

1. It is the policy of White Sands Missile Range to offer voluntary mediation to address any conflict, dispute, complaint, grievance, or other dissatisfaction arising in the work place. Voluntary participation in this process will not adversely affect any individual's statutory and/or regulatory avenues of redress such as Equal Employment Opportunity (EEO) complaints, Inspector General (IG) complaints, formal grievances, appeals, etc. The Mediation Center, located in the Office of Equal Employment Opportunity, provides program guidance and coordinates the voluntary mediation program.
2. Voluntary mediation has proven to be an effective method of resolving work place conflict and is best described as assisted negotiations between two parties with impartial mediators facilitating the process; but, representing neither side of the dispute. It is a private process with each party empowered to determine whether an agreement is possible or necessary. Mediation is one of the most powerful tools in resolving conflict because the two parties retain control over decisions and agreements rather than relinquishing that power to a third party adjudicator. Mediation is particularly useful when the two parties must continue some type of relationship (i.e., such as co-workers, subordinate to a supervisor, etc.).
3. I strongly encourage all range members to consider voluntary mediation as a means of resolving work place dissatisfaction as they arise, especially when the following conditions exist:
  - a. There is a requirement or desire for a future working relationship with the other party.
  - b. The parties want to retain personal control of the process used to resolve the dispute.
  - c. A quick, potentially less stressful, resolution is desired.
4. Contact the Mediation Center at 678-1291 for more information about the process if mediation appears to be an alternative in any conflict or dispute.

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5. Please disseminate this policy to all personnel and post a copy on official bulletin boards.



ROBERT J. REESE  
Brigadier General, USA  
Commanding

DISTRIBUTION:

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