



SECRETARY OF THE AIR FORCE  
WASHINGTON

JUN 10 2004

MEMORANDUM FOR ALMAJCOM-FOA/CC

SUBJECT: AFI 51-1201 (Alternative Dispute Resolution in Workplace Disputes)

As you know, Air Force policy is to use Alternative Dispute Resolution (ADR) to the maximum extent practicable and appropriate. I recently approved AFI 51-1201, *Alternative Dispute Resolution in Workplace Disputes* (21 Apr 04), that implements this important policy in the context of workplace disputes. ADR saves the Air Force money and time and contributes to the amicable resolution of disputes. Together, these benefits support the overall Air Force mission.

To date, Air Force use of ADR in workplace disputes has produced very impressive results. In fiscal year 2003, the Air Force resolved over 2,000 workplace disputes using ADR. The successful use of ADR in Equal Opportunity complaints resolved disputes in just 28 days on average, compared to 440 days on average for other resolution methods. Each resolution of a dispute using ADR techniques effectively diverts that dispute from more costly, time-consuming and disruptive litigation.

The Air Force can do even more to maximize the benefits of ADR in workplace disputes. As civilians assume a greater role in our Total Force, we must employ all means possible to improve those systems designed to enhance our workforce productivity, including dispute resolution. Without your leadership, our civilian workplace ADR policy cannot realize its full potential. I urge each of you to make a personal commitment to ensuring the Air Force achieves the full measure of benefits of Alternate Dispute Resolution and this Instruction.

A handwritten signature in black ink, appearing to read "J. R. Rode".

cc:  
SAF/GC  
SAF/MR  
AF/DP