Free, Confidential Help

The Peer Dispute Resolution process is completely confidential. As with the EAP, confidentiality is the heart of PDR. Participants in the process are assured of the confidential nature of each contact. Any communication outside of the PDR process will be discussed with the parties prior to the communication. Specific information to be included, along with *Release of Information* forms, will be thoroughly discussed and agreed upon before proceeding. These procedures will ensure and protect the confidentiality of all parties involved in a dispute.

Confidentiality is the cornerstone of Peer Dispute Resolution

Participation in PDR is entirely voluntary. It is an informal, independent and confidential process designed to resolve issues before they escalate into larger problems at work.

There are several stages of intervention:

Stage 1: Verbal contact intervention only - no further action needed.

Stage 2: Peer Dispute Resolutin specialist and reporting party work together toward "self" driven resolution.

Stage 3: Peer Dispute Resolution specialist will contact the involved parties to explore easy solution.

Stage 4: Peer Mediation.

Because PDR is a voluntary process, either party may opt out at any time. For more information about the PDR process, or if you have questions about PDR please contact:

United Airlines IAM-EAP:	**703.505.4321**
American Airlines IAM-EAP:	**704.572.4859**
Hawaiian Airlines IAM-EAP:	**808.208.5950**

The IAM District 141 Employee Assistance Program is a free, confidential service available to IAM members and their families. EAP staff work with IAM members to find community resources for help. Difficulties including financial problems, relationship troubles, substance abuse issues, adolescent adjustment concerns, elder care/care giver issues and much more can be helped through the use of your EAP. Please contact your local IAM EAP staff for further assistance.

www.iam141.org/eap

08.2016

Employee Assistance Program

141 eap

Free, Confidential Help
iam141.org/eap

Peer Dispute Resolution

Information Brochure

Peer Dispute Resolution

Peer Dispute Resolution (PDR) is an internal IAM-EAP process designed to resolve inter-member and intra-union member conflict. The purpose of PDR is to address member conflict within the IAM, and between IAM members and members of other unions, in a manner that avoids unnecessary disciplinary action. Disagreements occur in the workplace. Generally, these disagreements can be easliy worked out. Every now and then the issues in a conflict lead to a disagreement that seemingly does not have an answer. PDR may be useful to aid the parties involved in sorting out the pertinent issues and resolving the conflict.

PDR team members are IAM employee assistance program regional staff trained in mediation. Once PDR has been identified as a desirable method of conflict resolution, a staff will spend time with the disputing parties, identify key issues, get an understanding of the dynamics of the situation, and explore solutions. the goal of PDR is to resolve conflict in a manner that is acceptable to all parties. Solutions must be agreed upon and accepted by everyone involved to ensure the durability of the resolution.

Use PDR When:

- Management has not been involved
- An IAM member and a member of another union are in conflict
- A disagreement in the workplace is escalating
- All parties are willing to try PDR
- Workplace conflict will result in IAM members being disciplined
- Personality clashes between IAM members cannot be resolved by the local committee
- Repetitive inappropriate behavior in the workplace connot be resolved by the local committee

Do Not Use PDR When:

- Management is involved in the conflict and discipline is being considered
- Contract issues are involved
- IAM members are being forced toward resolution by an outside party
- One party is NOT willing to negotiate a solution
- Legal concerns are involved
- Issues are addressed through company policy/procedures

Regional EAP Staff

American Airlines:	Chris Davis 704.572.4859
Hawaiian Airlines:	Meki Pei 808.208.5950
UA East Coast/Dulles:	Kathy Ferguson 703.505.4321
UA East Coast/EWR:	Victor Acosta 201.640.0498
UA MidWest andFlorida:	MarkSanderson 773.601.5081
UA Mountain and Texas:	J R Richardson 303.348.3755
UA IAH:	Bahiyyah Wright 832.326.7560
UA South West:	Ron Robinson 310.486.1225
UA North West :	Roberto Mendez 650.876.3625

A complete listing of all IAM EAP Staff can be found at **www.iam141.org/eap**