



DEFENSE SECURITY COOPERATION AGENCY
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APR 08 2026

MEMORANDUM FOR DEFENSE SECURITY COOPERATION AGENCY WORKFORCE

SUBJECT: Alternative Dispute Resolution Policy Statement

The Defense Security Cooperation Agency (DSCA) is committed to using Alternative Dispute Resolution (ADR) procedures to encourage effective resolution of workplace disputes. DSCA's Talent Management (TM) Directorate manages the Agency's ADR program in partnership with the Defense Logistics Agency and in accordance with Department of Defense Instruction (DoDI) 5145.05, "Alternative Dispute Resolution (ADR) and Conflict Management," dated May 27, 2016.

ADR is "any procedure that is used as an alternative to litigation or formal administrative adjudicatory proceedings to resolve issues in controversy," (DoDI 5145.05). Such issues include complaints of discrimination, personal conflicts involving employees and supervisors, organizational issues, and others. The ADR program is designed to efficiently facilitate conflict resolution at the earliest possible stage of the conflict and at the lowest possible level in a confidential, respectful manner. Workplace issues, including those stemming from simple miscommunications, performance management disagreements, or personality-based misunderstandings, should be addressed immediately before morale and teamwork are adversely affected.

Neutral third parties in ADR are experienced in techniques designed to facilitate discussion and help participants achieve a mutually acceptable resolution. The services offered by the ADR program include mediation, facilitation, and sensing sessions. Training on conflict resolution is also available via the DSCA Learning Management System. To learn more about the ADR program, you may visit the TM Directorate SharePoint page at: [https://dod365.sharepoint-mil.us/sites/OSDDSCA-ADM-TM/SitePages/Equal%20Employment%20Opportunity%20Program%20\(EEO\)/Alternative-Dispute-Resolution-\(ADR\).aspx](https://dod365.sharepoint-mil.us/sites/OSDDSCA-ADM-TM/SitePages/Equal%20Employment%20Opportunity%20Program%20(EEO)/Alternative-Dispute-Resolution-(ADR).aspx). My point of contact for this memorandum is Ms. Chanel Farr and can be reached at chanel.y.farr.civ@mail.mil.

A handwritten signature in black ink, appearing to read "M. Miller", is positioned above the typed name.

Michael F. Miller
Director

¹ DLA provides EEO and human resource services to DSCA.