

NMB Online Dispute Resolution (ODR) Technology



National Mediation Board

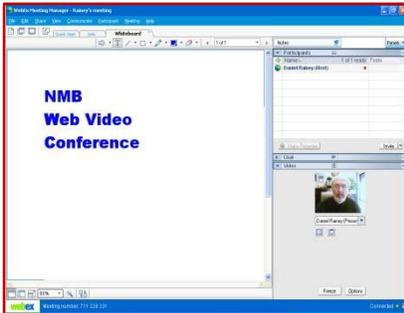
**1301 K Street, NW
Suite 250-East
Washington, DC 20005
www.nmb.gov/**

Internet-based and face-to-face collaboration tools for airline and railroad negotiations, grievance mediation, and joint problem solving.

For general information about the NMB ODR Program contact [ADR@nmb.gov/](mailto:ADR@nmb.gov) or:

LoValerie Mullins (Email mullins@nmb.gov or Call 202-692-5043).

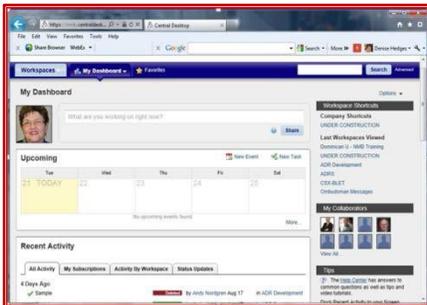
Web-based Video Conferencing



The NMB offers online web-based video conference facilities to geographically dispersed parties for use in contract negotiation, grievance mediation, or joint problem solving. The conference center is available for parties working together, or for carriers or unions to use internally in preparation for joint sessions.

Conferences are scheduled by the NMB through its web-video coordinator (April Dawson – dawson@nmb.gov). Scheduled conferences are password protected and accessed through the NMB web site www.nmb.gov/.

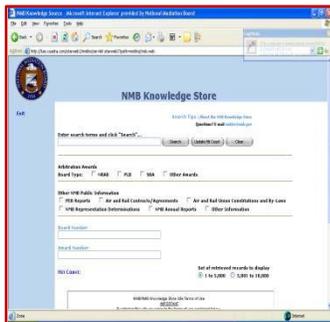
Central Desktop



With ever-increasing popularity, Central Desktop is provided to its desiring parties so that the parties can work from separate locations either to work internally (in private caucus rooms) to write proposals, assign work assignments, draft schedules, work on language, etc. In the joint meeting rooms the parties can post documents, proposals, data analysis, etc.

When mediators are authorized by the parties to join caucus and/or joint meetings, the mediator can oversee the process and offer suggestions.

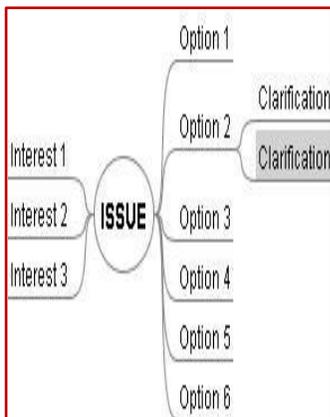
The NMB Knowledge Store



The NMB Knowledge Store is an online archive of information including Arbitration awards, Presidential Emergency Board reports, Labor contracts, NMB representation decisions, Union constitutions and by-laws, NMB annual reports, and more. A powerful search engine makes finding information fast and easy.

The NMB Knowledge Store is managed by the NMB Records Officer and is accessible through a link on the home page of the NMB web site www.nmb.gov/.

Brainstorming, Mind Mapping, and Discussion Technology

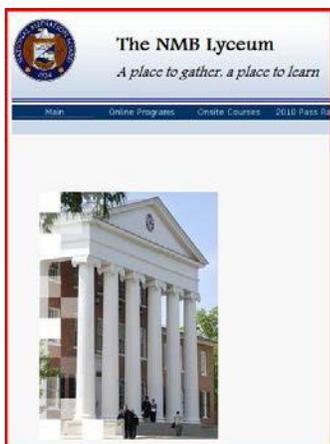


As part of the negotiation process, grievance mediation, or joint problem solving, the NMB offers parties free use of several group work applications.

Available technology includes the UMass Storm brainstorm application, discussion lists created in MS Word, and FreeMind maps like the one illustrated on the left. NMB facilitators use the group work technology to track discussions, manage ideas as they are developed by the parties, and print copies of the discussion results for review by the parties separately.

Use of this technology is associated with NMB training and facilitation, available through NMB mediators.

The NMB Lyceum – Online Learning



In an effort to mirror NMB's continued dedication to innovation, the Lyceum is an easily accessible central resource for training, information, and assistance across the spectrum of the NMB's activities.

When you click on <http://www.nmb.gov/services/nmb-lyceum-center/>, you will find current course offerings on the NMB Lyceum. In NMB 101 visitors to the site are briefed on the structure and core responsibilities of our agency. Grievance Mediation is a training program that prepares carrier and organization representatives to engage in effective grievance mediation sessions. RLA 101 is a brief tutorial on the Railway Labor Act's objectives. More courses will be added to the list as the site matures.

Computer Skills and Requirements



Use of the NMB's ODR technology, whether online or as part of a face-to-face session, requires only minimal computer skills such as basic keyboard skills and familiarity with the use of a mouse.

Generally, any of the NMB ODR technology can be accessed and used from any computer anywhere, as long as the computer has a connection to the Internet.