



# RESOLUTE MEDIATION & ARBITRATION INC.

*Resolving Conflict. Developing Solutions. Restoring Trust.*

## FEDERAL SERVICES CAPABILITY STATEMENT

**ADR | EEO | Mediation | Arbitration | Investigations | Fact-Finding**

RMA provides professional federal services. ADRA is the training and development division of RMA, providing leadership, workforce development, executive coaching, and accredited continuing education.

### FEDERAL AGENCY DOWNLOAD



**GSA | SDVOSB | VOSB**

- Neutral services
- EEO support
- Workplace investigations
- Human rights matters
- ADRA training division

#### GSA MAS

47QREA22D0012

#### UEI/CAGE

HJ7FASLW47C7 | 6GK29

#### SDVOSB

Service-Disabled

#### VOSB

Veteran-Owned

#### IACET

Accredited

#### SINs

561EEO | 611430

# Company Snapshot

Resolute Mediation & Arbitration Inc. provides federal ADR, EEO, investigations, mediation, fact-finding, human rights, and workplace resolution services. ADRA is RMA's training and development division.

47QREA22D0012	HJ7FASLW47C7 6GK29	Small Business SDVOSB   VOSB	Accredited Provider	561EEO 611430	Virtual   Onsite Hybrid
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<b>Legal Name</b>	Resolute Mediation & Arbitration Inc.
<b>Training Division</b>	Alternative Dispute Resolution Academy (ADRA)
<b>Principal Office</b>	3100 Clarendon Boulevard, Floor 2, Arlington, VA 22201
<b>Additional Office</b>	121 South Orange Avenue, Suite 1500, Orlando, FL 32801
<b>Representative NAICS</b>	541990, 541611, 541612, 541618, 561611, 561990, 611430, 611699
<b>Primary Contact</b>	Guno O. Ritfeld, JD, LL.M - President & CEO / Program Director

## RMA - Federal Services Division

- Mediation, arbitration, and ADR services
- EEO services, counseling support, and case review
- Employment investigations and workplace inquiries
- Human rights, employment, and HUD-related investigation support
- Fact-finding, facilitation, and neutral services
- Workplace conflict resolution and settlement support

## ADRA - Training & Development Division

- Leadership development and supervisor readiness
- Executive coaching and workforce development
- EEO, mediation, and workplace training
- IACET-accredited continuing education
- Certificate-based programs and custom academies
- LMS-supported learning, records, and evaluations

**Value Proposition:** Federal-ready, GSA contract partner with SDVOSB/VOSB credentials and IACET-accredited training capability. RMA provides neutral services; ADRA provides professional development, leadership, coaching, workforce development, and continuing education.

# Core Federal Service Capabilities

Professional, neutral, and confidential support for federal agencies, EEO programs, HR offices, legal offices, and leadership teams.

## Mediation & ADR Services

- Pre-mediation coordination and intake
- Confidential mediation sessions
- Settlement support and disposition reporting
- Virtual, onsite, or hybrid delivery

## EEO & Civil Rights Support

- EEO counseling and case support
- EEO investigation support
- MD-110 and 29 C.F.R. Part 1614 awareness
- Harassment prevention and workplace conduct support

## Investigations & Fact-Finding

- Employment and workplace investigations
- Human rights and discrimination matters
- HUD-related investigation support
- Witness interviews, documentation, and factual summaries

## Arbitration & Neutral Services

- Arbitration services
- Neutral panel support
- Case management and scheduling
- Professional documentation and process control

## Facilitation & Resolution

- Leadership and team facilitation
- Organizational conflict assessment
- Communication and trust-building sessions
- Restorative workplace conversations

## Workplace Conflict Prevention

- Conflict prevention strategies
- Supervisor-employee issue support
- Employee relations support
- Recommendations for training through ADRA

# ADRA Training Division & Compliance Controls

When an agency needs education, prevention, leadership development, coaching, or workforce training, RMA delivers training through ADRA.

GSA MAS	SDVOSB	VOSB	IACET ACCREDITED	GSA SIN 561EEO	NAICS 611430
Contract 47QREA22D0012	Service-Disabled Veteran-Owned	Veteran-Owned Small Business	Continuing Education Provider	EEO & ADR Services	Professional & Management Development Training

## ADRA Training Areas

- Executive coaching and leadership readiness
- Supervisor development and performance support
- Workforce development and organizational effectiveness
- EEO counselor, investigator, mediation, and workplace conduct training

## Compliance Alignment

- Neutrality, confidentiality, voluntariness, and impartiality principles
- Federal-sector awareness including 29 C.F.R. Part 1614 and EEOC MD-110
- Section 508 and ADA-friendly training materials where feasible
- Secure scheduling, document control, and professional communications

## Quality Assurance Controls

- Pre-delivery review of materials, objectives, instructors, and logistics
- Delivery-day quality controls and issue escalation procedures
- Post-delivery evaluations and lessons learned
- Certificates, CEU documentation, and LMS-supported recordkeeping

## Federal Use Cases

- EEO case support, workplace mediation, and conflict prevention
- Employment investigations, human rights matters, and HUD-related support
- Executive coaching, supervisor training, and leadership development
- Fact-finding, workforce development, and organizational facilitation

# Relevant Experience, Differentiators & Contact

Federal and public-sector support across mediation, ADR, EEO services, workforce development, leadership training, executive coaching, human rights matters, and investigations.

<b>National Archives and Records Administration (NARA)</b>	Federal mediation and ADR services supporting workplace dispute resolution needs.
<b>National Labor Relations Board (NLRB)</b>	Workforce development, executive coaching, leadership programs, EEO services, supervisor support, and organizational effectiveness training.
<b>City of Charlottesville</b>	ADR services, human rights services, employment/HUD investigations, workplace mediation, conflict resolution, and investigative support.
<b>Army Management Staff College / Military Audiences</b>	ADR and mediation training for federal and military leadership audiences.
<b>USACE District Programs</b>	Professional skills and Microsoft Excel training for federal employees.

## Why Agencies Choose RMA / ADRA

- RMA provides neutral services, ADR, EEO, investigations, fact-finding, and workplace resolution.
- ADRA provides leadership, executive coaching, workforce development, EEO/ADR training, and CEUs.
- GSA contract holder with SDVOSB/VOSB status and federal-facing capability materials.
- Virtual, onsite, hybrid, and geographically dispersed federal delivery.

## Leadership & Advisory Team

- Guno O. Ritfeld, JD, LL.M - President & CEO / Program Director; retired Department of Defense commissioned officer, certified mediator, and federal-sector training leader.
- Dr. Phuong Le Callaway, PhD, CEC, CCA - Federal Workforce Development Advisor supporting leadership, workforce development, organizational transformation, and executive coaching initiatives.

## Request Federal ADR, EEO, Investigation, Mediation or Training Support

Resolute Mediation & Arbitration Inc. | Alternative Dispute Resolution Academy

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