



RMA / ADRA



# Federal Services & Training Capability Statement

Professional Development | Leadership Training | Executive Coaching  
ADR & Mediation | EEO Services | Workforce Development  
IACET-Accredited Continuing Education | Federal Agency Support

## **Resolute Mediation & Arbitration Inc.**

### **Alternative Dispute Resolution Academy (ADRA)**

UEI: HJ7FASLW47C7 | CAGE: 6GK29

GSA MAS Contract: 47QREA22D0012

Business Status: Small Business | SDVOSB | VOSB

Training Accreditation: IACET Accredited Provider

Primary Contact: Guno O. Ritfeld, JD, LL.M

GSA Contract Holder

SDVOSB

IACET Accredited

SAM.gov Active

ADR / EEO Services

# Company Snapshot

<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>UEI / CAGE</b>	HJ7FASLW47C7 / 6GK29
<b>GSA Contract</b>	47QREA22D0012
<b>Business Status</b>	Small Business; Service-Disabled Veteran-Owned Small Business (SDVOSB); Veteran-Owned Small Business (VOSB)
<b>Primary NAICS</b>	611430 - Professional and Management Development Training; 561990 - All Other Support Services
<b>Representative GSA SINS</b>	611430 - Professional and Management Development Training; 561EEO - EEO and ADR Services

## Overview

Resolute Mediation & Arbitration Inc. (RMA), through its training division, the Alternative Dispute Resolution Academy (ADRA), provides federal agencies and public-sector organizations with workforce development, leadership training, executive coaching, alternative dispute resolution, EEO services, facilitation, continuing education, and organizational effectiveness support. RMA / ADRA is built to support mission-driven organizations that need compliant, practical, evaluator-friendly, and outcome-focused services.

## Value Proposition

- Federal-ready training and ADR partner with GSA, SDVOSB, VOSB, and IACET-accredited training credentials.
- Integrated service model combining training, mediation, coaching, facilitation, program management, and workforce development.
- Nationwide virtual, onsite, and hybrid delivery supported by experienced instructors, certified mediators, executive coaches, and federal workforce advisors.
- Quality-controlled delivery using learning objectives, participant exercises, evaluations, certificates of completion, and continuous improvement practices.

<b>GSA MAS</b>	<b>SDVOSB / VOSB</b>	<b>IACET Accredited</b>	<b>SAM.gov Active</b>
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# Core Capabilities

<p><b>Professional &amp; Management Development Training</b></p> <ul style="list-style-type: none"> <li>• Project and program management training</li> <li>• Supervisor and manager development</li> <li>• Communication, accountability, and performance improvement</li> <li>• Creative problem solving, analytics, statistics, and decision support</li> <li>• Custom agency academies and cohort-based learning</li> </ul>	<p><b>Executive Coaching &amp; Leadership Development</b></p> <ul style="list-style-type: none"> <li>• Executive coaching and leadership transition support</li> <li>• Emerging leader and supervisor readiness programs</li> <li>• ECQ-informed leadership development</li> <li>• Team performance, emotional intelligence, and executive presence</li> <li>• Leadership communication and change management</li> </ul>
<p><b>ADR, Mediation &amp; Facilitation Services</b></p> <ul style="list-style-type: none"> <li>• EEO mediation and workplace mediation</li> <li>• Pre-mediation intake and conferencing</li> <li>• Settlement support and disposition reporting</li> <li>• Conflict resolution, negotiation, and communication training</li> <li>• Facilitation for teams, workgroups, and leadership retreats</li> </ul>	<p><b>EEO, Compliance &amp; Workplace Conduct</b></p> <ul style="list-style-type: none"> <li>• EEO counselor and investigator training</li> <li>• MD-110 refresher and federal-sector EEO training</li> <li>• Harassment prevention and workplace conduct training</li> <li>• Civil rights awareness and employee relations support</li> <li>• 29 C.F.R. Part 1614 and federal ADR best-practice alignment</li> </ul>
<p><b>Continuing Education &amp; Certification Programs</b></p> <ul style="list-style-type: none"> <li>• IACET-accredited continuing education programs</li> <li>• Certificate-based professional development</li> <li>• LMS-supported learning and documentation</li> <li>• Attendance, evaluation, and certificate record support</li> <li>• Customized curriculum and instructional design</li> </ul>	<p><b>Organizational Development &amp; Workforce Support</b></p> <ul style="list-style-type: none"> <li>• Workforce upskilling and reskilling</li> <li>• Employee engagement and workplace culture</li> <li>• Organizational resilience and communication systems</li> <li>• Strategic planning facilitation and change support</li> <li>• Agency-specific learning needs assessment</li> </ul>

# Compliance & Quality Controls

- Section 508 and ADA-friendly training materials where feasible, including clear headings, readable fonts, structured tables, sufficient contrast, descriptive file names, and alternative text for meaningful visuals.
- Federal-sector mediation and EEO services aligned with 29 C.F.R. Part 1614, EEOC Management Directive 110 (MD-110), confidentiality, neutrality, and voluntary participation principles.
- Project management controls for scheduling, instructor readiness, secure-site logistics, material submission deadlines, certificates, evaluation collection, and issue escalation.
- Quality assurance practices include pre-delivery review, delivery-day controls, post-delivery feedback review, lessons learned capture, and continuous improvement.



# Relevant Experience & Past Performance

Client / Experience Area	Relevant Capability
National Archives and Records Administration (NARA)	Mediation and ADR services supporting federal dispute resolution needs.
National Labor Relations Board (NLRB)	Leadership and executive coaching; resilience and change leadership support for federal supervisors and executives.
Army Management Staff College / Military Audiences	ADR and mediation training for federal/military leadership audiences.
USACE District Programs	Professional skills and Microsoft Excel training for federal employees.
City of Charlottesville / ADR, Human Rights, Employment & HUD Investigations	ADR services, human rights and employment/HUD investigations, workplace mediation, conflict resolution, and investigative support.
National Labor Relations Board (NLRB) / Workforce Development, Executive Coaching & EEO Services	Workforce development, executive coaching, leadership programs, EEO services, supervisor support, and organizational effectiveness training.

## Featured 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 providing executive oversight, government liaison support, compliance review, quality assurance, and staffing continuity.

### Dr. Phuong Le Callaway, PhD, CEC, CCA - Federal Workforce Development Advisor

Senior federal workforce, strategic planning, leadership development, performance management, organizational transformation, and executive coaching advisor supporting federal-ready training initiatives.

### Instructor, Mediator, and Coach Bench

RMA / ADRA maintains qualified instructors, certified mediators, executive coaches, facilitators, instructional designers, and subject-matter experts to support nationwide virtual, onsite, and hybrid delivery.



# Service Delivery Model

Phase	RMA / ADRA Approach
1. Intake & Needs Confirmation	Confirm agency goals, audience profile, scope, delivery format, schedule, compliance needs, and required outcomes.
2. Curriculum / Service Alignment	Map services and training to agency requirements, competencies, learning objectives, federal policies, and operational constraints.
3. Delivery & Facilitation	Provide engaging instructor-led training, coaching, mediation, facilitation, or consulting services onsite, virtually, or hybrid.
4. Documentation & Reporting	Provide certificates, attendance, participant evaluations, disposition reporting, settlement support, or other agreed deliverables.
5. Continuous Improvement	Review feedback, lessons learned, and agency priorities to improve future delivery and strengthen outcomes.

## Differentiators

- Veteran-led, federal-ready, and experienced with mission-driven workplaces.
- GSA MAS contract holder with SDVOSB / VOSB / Small Business status and IACET-accredited training governance.
- Evaluator-friendly proposal discipline: capability crosswalks, compliance matrices, clear deliverables, quality controls, and risk mitigation.
- Full service mix covering workforce development, leadership training, coaching, EEO, mediation, facilitation, and continuing education.
- Flexible nationwide support through virtual, onsite, hybrid, and LMS-enabled delivery.

## Contact

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This capability statement is designed for use in federal agency introductions, government outreach, GSA eBuy / RFQ support, capability briefings, training proposals, ADR service responses, and organizational workforce development discussions.