



STATE OF NORTH CAROLINA  
OFFICE OF STATE HUMAN RESOURCES

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January 28, 2026

**TO:** Agency Employee Relations Consultants, Agency EEO Consultants, Agency General Counsels

**CC:** Agency Human Resources Directors

**FROM:** James A. Harris, Lead Employee Relations Human Resources Consultant.

**RE:** Updates to Employee Relations and Equal Employment Opportunity Programs

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The North Carolina Office of State Human Resources (OSHR) is pleased to announce several updates to our Employee Relations (ER) and Equal Employment Opportunity (EEO) programs, including additional training opportunities and mediation process adjustments.

- Training Schedule through June 2026:** We are offering several trainings, including new classes, designed to support agencies in the consistent and effective management of workplace issues. The training courses cover core ER and EEO principles, best practices, and recent legal trends. Additional details regarding the course offerings and training dates can be found on [OSHR's website](#).
- Mediation Training Available:** Registration for the upcoming, virtual mediation training on March 17 - 26, 2026 is now available. Completing the 40-hour mediation training is required to participate in the Statewide Mediation Program.

Mediators play an invaluable role in resolving employee complaints and ensuring that grievances are managed fairly and thoroughly while avoiding escalation. This training will be delivered in partnership with the North Carolina Center for Mediation (NCCM), a non-profit organization dedicated to the process of cooperative resolution of conflicts with the intervention of alternative dispute resolution methods. The cost is \$750 per participant.

Class size is limited to 20 participants, so early enrollment is encouraged. If you have any candidates that could benefit from this professional growth opportunity, please direct them to the [registration form](#).

## Updates to Employee Relations and Equal Employment Opportunity Programs

3. **Contact Information:** We would like to ensure that each agency's ER and EEO contact information is accurate and up to date. Please use the attached spreadsheet to verify your personnel by name and role. Please ensure the roster includes the employee's desire to, or not to, receive invitations to future lunch and learns. Please e-mail XX and attach your updated roster.
4. **Mediation Process Change:** To ensure timeliness in scheduling mediations and calculating deadlines agencies and universities are asked to submit a copy of the *Step One Grievance Filing Form* to all mediation requests. Mediation coordinators are encouraged to ensure that the formal grievance filing date listed on the form matches that of the mediation request form. Additionally, agencies are asked to attach a screenshot of the IT-9834 verification to all mediation requests. As a reminder, the IT-9834 must be verified prior to submitting a mediation request.

Thank you for your ongoing collaboration and support for OSHR as we work to elevate public service.