

FLRA Components

The FLRA is organized into the following three statutory components:

The Authority

The Authority comprises three presidentially nominated and Senate-confirmed Members who are responsible for adjudicating unfair labor practice complaints, determining whether to grant exceptions to arbitrators' awards, resolving negotiability disputes in collective bargaining, and reviewing exclusive-representation decisions.

Office of the General Counsel

The Office of the General Counsel investigates alleged unfair labor practices, prosecutes unfair-labor-practice complaints, determines representation matters, and provides Alternative Dispute Resolution services. A presidentially nominated and Senate-confirmed General Counsel leads the Office of the General Counsel and manages the FLRA's regional offices.

Federal Service Impasses Panel

The Federal Service Impasses Panel (FSIP) resolves impasses between federal agencies and unions arising from negotiations over conditions of employment under the Federal Service Labor-Management Relations Statute and the Federal Employees Flexible and Compressed Work Schedules Act. The Panel comprises seven part-time Presidential appointees.

FLRA by the Numbers

-  **35+** years of dedicated service promoting positive federal labor-management relations
-  **2.1m** federal non-Postal employees covered by the Federal Service Labor-Management Relations Statute
-  **5,540** cases resolved in 2015, involving federal agencies, employees, and unions
-  **300+** training or outreach sessions administered in 2015 to nearly 8,300 customers

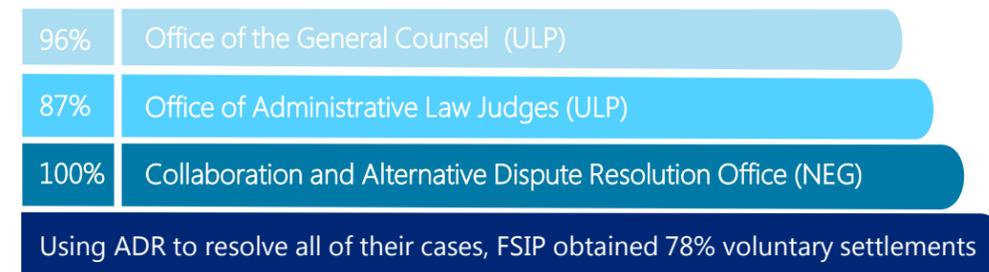


According to the 2015 *Federal Employee Viewpoint Survey* . . .



Alternative Dispute Resolution (ADR) services are a focus of the FLRA because they provide a cost-effective, amicable mechanism for parties to resolve disputes.

Percentage of cases totally or partially settled through ADR (FY 2015)

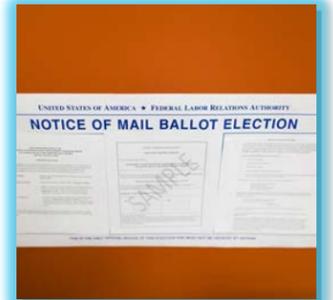


Data Sources: 2015 FLRA Performance Accountability Report, 2015 Federal Employee Viewpoint Survey, Office of Personnel Management; 2007 - 2015 Best Places to Work in the Federal Government Rankings, Partnership for Public Service

Federal Labor Relations Authority



Strategic Plan 2015 - 2018



FLRA Strategic Plan Components: Mission, Goals, Objectives, and Strategies



Mission: The FLRA promotes stable, constructive labor-management relations through the resolution and prevention of labor disputes in a manner that gives full effect to the collective-bargaining rights of employees, unions, and agencies.

Goal 1: We will resolve disputes under the Federal Service Labor-Management Relations Statute in a timely, high-quality, and impartial manner.

Goal 2: We will promote stability in the federal labor-management community by providing leadership and guidance through Alternative Dispute Resolution and education.

Goal 3: We will manage our resources effectively and efficiently in order to achieve organizational excellence.

Objective 1.1: Achieve or exceed case-resolution timeliness measures, as established by each component

1. **Establish goals for timeliness** measures and discuss lessons learned and best practices, both within and among the three components, at least annually
2. **Incorporate timeliness progress reviews** into existing monthly meeting structure and/or other venues in order to share updates and best practices, promote accountability, and discuss steps for future improvement
3. **Continuously develop and implement process and material improvements** discussed during the monthly progress reviews or at any other appropriate time

Objective 1.2: Set a high standard of quality for the case-resolution process

1. **Establish goals for quality** and discuss lessons learned and best practices, both within and among the three components, at least annually
2. **Incorporate discussions of quality-standard adoption**, both in terms of successes and needs for improvement, into existing monthly meeting structure and other venues
3. **Continuously develop and implement process and material improvements** discussed during monthly progress reviews and/or at any other appropriate time
4. **Use the FLRA's online resources** to keep parties informed of what they can generally expect with respect to FLRA case processes in terms of timing, steps, etc.

Objective 2.1: Offer high-quality outreach and prevention services, as well as reference resources, to promote more effective labor-management relations across the federal government

1. **Encourage positive, open communication** between labor and management representatives by supporting labor-management forums and other collaborative labor-management relationships
2. **Conduct independent, objective, and timely analyses** of labor-management issues and trends to inform case and outreach activities
3. **Deploy cross-component teams** to deliver external trainings when appropriate
4. **Provide tailored outreach and training**, targeting audiences with the greatest need
5. **Improve the FLRA website** to make it a truly user-friendly, empowering resource for parties and the federal-sector labor-management community

Objective 2.2: Maximize the use of Alternative Dispute Resolution practices in case resolution

1. **Set standards for how and when ADR should be offered** in each component in order to maximize parties' access to ADR
2. **Evaluate the estimated benefits** achieved through implementation of ADR practices

Objective 3.1: Recruit, retain, and develop a highly talented, motivated, and diverse workforce to accomplish the FLRA's mission

1. **Employ a targeted recruitment strategy** to hire a diverse, highly skilled workforce
2. **Work across components** to more effectively build capacity and share knowledge
3. **Cultivate a working environment** that develops, empowers, and fairly rewards employees
4. **Engage in succession planning** and develop strategies to maximize the transfer of institutional knowledge
5. **Encourage innovation**
6. **Promote a healthy work-life balance** to retain a productive workforce

Objective 3.2: Improve usage of existing technology and deploy new IT systems to streamline and enhance organizational operations

1. **Improve eFiling capability** and maximize its use in receiving case filings
2. **Enhance employee technology usage and skills** at every level
3. **Assess and develop in-house IT capabilities** on an ongoing basis
4. **Develop and implement data-analytics tools** to improve case processing, outreach, and internal operations

Objective 3.3: Act as an effective steward of agency resources

1. **Conduct an internal assessment** of the "supply and demand" for ADR services
2. **Develop a workforce-planning system** that will allow for better deployment of administrative and professional staff when resource needs increase in specific offices or regions
3. **Implement a performance-management process** that encourages all FLRA employees to achieve objectives that lead to successful organizational outcomes
4. **Conduct a survey for program-office staff** to provide feedback on administrative services, at least annually
5. **Build a strategic resource-planning process** to inform the budget-planning cycle

