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 . . .

- 99% of FLRA employees reported that they are willing to put in extra effort to get the job done
- 98% of FLRA employees reported that they are being held accountable for achieving results
- 94% of FLRA employees know how their work relates to the agency’s goals and priorities

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)

- 96% Office of the General Counsel (ULP)
- 87% Office of Administrative Law Judges (ULP)
- 100% Collaboration and Alternative Dispute Resolution Office (NEG)

Using ADR to resolve all of their cases, FSIP obtained 78% voluntary settlements
**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.

**Objective 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 1.1: Achieve or exceed case-resolution timeliness measures**

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

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

1. Set standards for how and when ADR should be offered, both within and among the three components in order to maximize parties’ access to ADR.
2. Evaluate the estimated benefits achieved through implementation of ADR practices.

**Objective 2.1: Offer high-quality outreach and prevention services**

1. 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.
2. Implement a performance-management process that encourages all FLRA employees to achieve objectives that lead to successful organizational outcomes.
3. Conduct a survey for program-office staff to provide feedback on administrative services, at least annually.

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

1. Reward employees fairly for their contributions.
2. Share knowledge and develop strategies to maximize the transfer of institutional knowledge.

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

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

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

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.