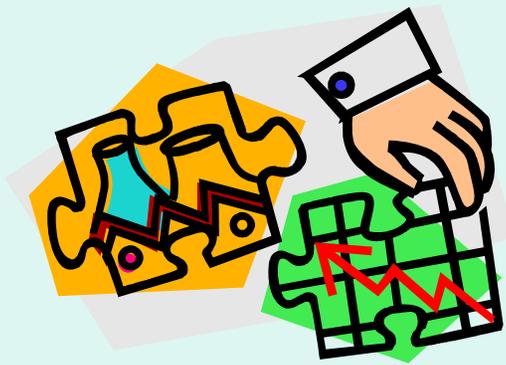


Problem Resolution Subcommittee



Presentation to the
National Council on Federal Labor-Management Relations
Washington, D.C., March 20, 2013

Problem Resolution Subcommittee Composition

Management

- Department of Defense
- Department of Veterans Affairs
- Office of Management and Budget
- Office of Personnel Management

Associations

- Federal Managers Association
- Senior Executives Association

Neutral Agencies

- Federal Labor Relations Authority
- Federal Mediation and Conciliation Service

Labor

- American Federation of Government Employees
- International Brotherhood of Teamsters
- International Federation of Professional and Technical Engineers
- National Association of Government Employees
- National Federation of Federal Employees
- National Treasury Employees Union

Problem Resolution Subcommittee Purpose

Assist Forums

- Provide help to ensure forums are established
- Assist forums that are established but struggling
- Help good forums go to the next level

Provide Training and Facilitation Clearinghouse

- FMCS and FLRA to provide forums with the tools they need for success

Identify Best Practices

Identify Barriers and Ideas to Resolve Them

Problem Resolution Subcommittee Activities

Regular Meetings Focus on Developing:

1. Forum Reports

- To identify specific problem areas, common barriers and best practices

2. A Toolkit for Forums

- To provide access, information, resources and assistance geared toward LMFs' level of progress

Problem Resolution Subcommittee Forum Reports

The report will consist of brief questions for forums, designed to assess:

- Where problems may exist
- Common barriers to success
- Best practices



This Subcommittee is developing strategies for distribution and messaging of the report

Problem Resolution Subcommittee Forum Reports

Screen Shot of Draft Reporting Tool

Labor-Management Forum Reporting Tool

Please spend 10-15 minutes to report the current status of your labor-management forum, council or committee that supports the purposes of [Executive Order 13522](#). Agencies are to submit one report per forum, council or committee. Unions are to submit one report for each bargaining unit per forum, council or committee. The information will be used by the National Council on Federal Labor-Management Relations to help you improve mission performance, workplace relations, and quality of work life.

You will be asked for a BUS code at the end of this survey. BUS codes are recorded in Box 37 of bargaining unit employees' "Notification of Personnel Action" Standard Forms (SF) 50. This information also can be found in the Federal Labor Management Information System at <http://apps.opm.gov/flis/start.aspx>.

You may contact us at (xxx) xxx-xxxx concerning any questions about the reporting tool or items contained herein.
Thank You!

Note: Wherever the word "forum" appears below, please answer the question about YOUR process even though your process might not be called a forum.

	Response
General	
Does the labor-management relationship about which you are reporting have a forum, committee or council in accordance with Sec. 3(a) (i) of Executive Order 13522 ?	Reply Here ▾
If the parties do not use a forum, council or committee to accomplish the purposes of Executive Order 13522, do they use another process to do so? <i>If you selected Other, please specify below:</i>	Reply Here ▾
How often does the forum meet? <i>If you selected Other, please specify below:</i>	Reply Here ▾
How frequently does your forum engage in pre-decisional involvement (PDI)?	Reply Here ▾
Issues	
What issues has the forum worked on and what frequency? Mission accomplishment (e.g. Service quality, the work itself, making it faster, better, or more cost-effective)	Reply Here ▾

Problem Resolution Subcommittee Toolkit

Online Portal to LMF Resources

- Access from www.lmrcouncil.gov
- Links to training, webinars, articles, best practices, agency and union resources, etc. organized into helpful categories
- Menu of possible LMF issues
 - User clicks on the one that best describes the issue
 - Links to selected resources tailored for that issue appear

Problem Resolution Subcommittee Toolkit - Online Portal, cont'd.

- New material development (“quick tips”)
 - Myth busters/FAQs
 - Metrics (emphasis on mission performance)
 - PDI
 - Best Practices (success stories)
 - Employee engagement
 - Trust
 - Interplay between statutory rights and PDI/Employee engagement

Problem Resolution Subcommittee Toolkit – Online Portal, cont'd.

- Improve accessibility/utility of existing resources
- Seven FLRA and FMCS LMR courses posted on HRU
 - Add job aid for accessing HRU
 - Develop downloadable instructor and student manuals
- Additional existing Union or Agency created information

Problem Resolution Subcommittee Toolkit – Online Portal, cont'd.

- Option to submit email request for training/facilitation/intervention assistance (requests monitored by designated FLRA/FMCS team using pre-established protocol and uniform information tracking system).

Next Steps

1. Finish and Administer Forum Report
2. Assess Reported Results and Develop Action Plan
3. Develop LMF Resource Portal
 - a. Work with OPM IT on website
 - b. Create menu of possible LMF problems and issues
 - c. Improve accessibility of existing information resources and develop additional resources (e.g. FMCS quick tips) to fill resource gaps.
 - d. Match LMF resources with menu items.