

Problem Resolution Subcommittee

Presentation to the
National Council on Federal Labor-Management Relations
March 19, 2014

Metrics Subgroup

Metrics Quick-Tip
Multi-Part Series

Metrics Quick-Tip Series

- Part 1 – Introduction and Overview
- Part 2 – Identifying Your Issue
- Part 3 – Identifying Your Goal
- Part 4 – Identifying Your Measurement
- Part 5 – Collect and Consider Data
- Part 6 – Record and Report
- Part 7 – Metrics Development Resources

Metrics Quick-Tip Series

Executive Order 13522 Metrics



Identify Your Issue



Your agency's
Performance
Improvement
Officer



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Identify Your Goal



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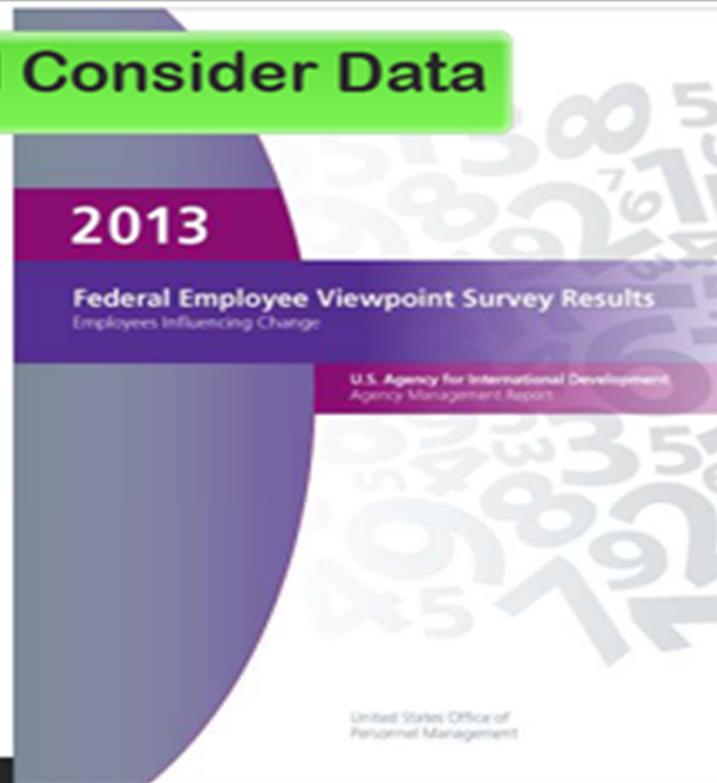
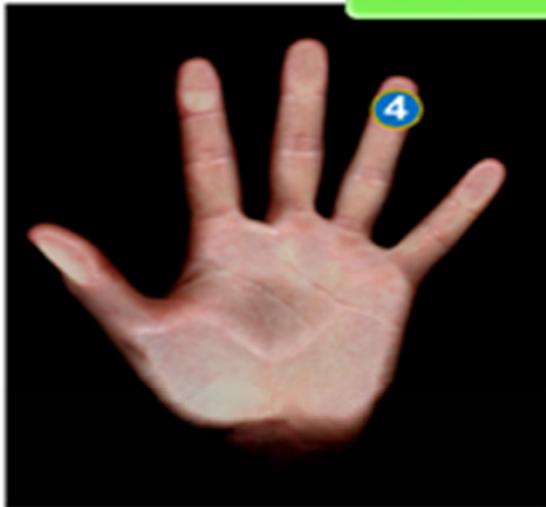
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Collect and Consider Data



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Metrics



Resources

Your agency's
Performance
Improvement
Officer



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Metrics Quick-Tip Series

- Emphasis on Agency Mission Accomplishment
- Refer to Using Agency PIOs in Several Segments
- Left Possibility Open to Add Future Segments
 - ✓ Metrics Best Practices
 - ✓ Drill-Down Topics

Metrics Quick-Tip Series

- Ready to Roll Out
- Links to Segments on National Council Website
- Housed on OPM's You Tube Training Page

Metrics Quick-Tip Series

THANK YOU!!



✓ Presenters:

- Deborah Kleinberg, Council for the Seafarers' International Union
- Dean Rogers, Labor Relations Specialist with the Department of Defense

✓ Production:

- FMCS – Heather Butler and LuAnn Glaser

✓ Working Group:

- Teamsters, Seafarers, DOD, OPM, USDA, FMCS, FLRA

2013 Metrics Reports Received

- AFRH
- AID
- CCR
- CFTC
- CNCS
- CPSC
- CSOSA
- DOC
- DOD
- DOE
- DoEd
- DHS
- DOI
- DOJ
- DOL
- DOS
- DOT
- EEOC
- EPA
- EXIM
- FCC
- FEC
- FERC
- FMCS
- FTC
- ITC
- MSPB
- NARA
- NASA
- NCUA
- NEA
- NEH
- NLRB
- NMB
- NRC
- NSF
- OPIC
- OPM
- PBGC
- RRB
- SSA
- TREAS
- USDA
- VA

*8 remaining reports

2013 Metrics- Examples

- USDA- Rural Development, Centralized Servicing Center and AFGE Local 3354
 - Labor and Management worked together to jointly develop strategies for lowering the average speed of answer time and, as a result, improved by 46% compared to FY12

- DHS- FEMA and AFGE
 - 61.3% increase in number of employees equipped for transition to mobile workforce from FY12 to FY13
 - Increased network hits (teleworkers) on OPM Inclement Weather day by 111.5% from an average work day

Metrics Reports Analysis

- Volunteers needed to review metrics reports and present to the Council at May 21, 2014 meeting
- Metrics reports will be split up between the volunteers for analysis
- The workgroup will come together and discuss best practices and areas that need improvement or assistance

Pre-decisional Involvement and Collective Bargaining Subgroup

Pre-decisional Involvement
Frequently Asked Questions

PDI/FAQs- Purpose

- Explain how PDI relates to collective bargaining rights and obligations
- Encourage early communication to minimize misunderstandings
- Promote benefits of PDI
 - PDI should take place at many agency levels
 - PDI at the level of recognition has a specific relationship to collective bargaining

PDI/FAQs- Guiding Principles

- Keep answers short, but accurate
- Plain language initiative
- Encourage PDI
- Confer maximum flexibility for parties to tailor PDI to their needs

PDI/FAQs- Structure

- General questions (Part A)
- Process questions, including the most difficult questions concerning inter-relationship with collective bargaining (Part B)
- Resources -- where to find help (Part C)

PDI/FAQs- Key Topics

- Appropriate Subjects for PDI
 - Topics are completely up to the parties,
 - But, PDI should take place before a final decision is reached
- Outcomes
 - What do you do if you reach consensus?
 - What do you do if you don't reach consensus?

PDI/FAQs- Key Topics

- Enforceability of PDI Agreements
 - Treated like any other collectively bargained agreement if signed by the authorized parties
 - Agreements are binding to the extent permitted by law, rule or regulation
 - If disputes arise, they may be addressed through existing dispute resolution mechanisms or through return to PDI

Labor-Management Forum
Reporting Tool
Data Analysis Working Group

Labor-Management Forum (LMF) Reporting Tool

- Results from the Reporting Tool prompted questions about the possibility of different ***perceptions*** between labor and management on the topic of pre-decisional involvement (PDI)
- The subcommittee has been looking at ways to learn more on this topic, and has developed two sets of recommendations

Labor-Management Forum (LMF) Reporting Tool

Recommendation: Follow Up Interviews

- Interview a small group of labor/management pairs
- Use standardized interview questions, methodology, and messaging designed to convey objectivity of data gathering effort
- Conduct these interviews using teams of labor and management representatives (*volunteers welcome*)

Labor-Management Forum (LMF) Reporting Tool

Recommendation: Revised On-Line LMF Reporting Tool

- Questions are being developed that will focus on PDI experience and perceptions
- To be distributed to a full universe of potential forum participants
- Design should facilitate identification of LMFs
- Respondents will be encouraged to complete the 2013 Reporting Tool if they have not yet done so, in addition to the 2014 edition