

<b>LABOR/MANAGEMENT RELATIONS</b>	
<b>KEY ELEMENTS</b>	<b>SUGGESTED PERFORMANCE INDICATORS</b>
<p><i>The agency has a labor/management relations system that:</i></p> <ul style="list-style-type: none"> <li>• Provides a process encouraging labor and management to jointly develop successful plans to accomplish organizational goals and to develop effective solutions to workplace challenges</li> <li>• Sets the stage for effectively working through human capital issues</li> <li>• Ensures management is aware of and properly applies collective bargaining agreements and satisfies statutory labor-management relations obligations.</li> </ul>	<p><b><u>Effectiveness Indicators</u></b></p> <ul style="list-style-type: none"> <li>• Data on complaints, grievances, and unfair labor practices are gathered, analyzed, and acted upon as appropriate. Data indicate problems are usually resolved at the lowest practicable level and management is complying with contractual and statutory requirements.</li> <li>• Management works to resolve conflicts promptly and in a manner that enhances agency performance.</li> <li>• The agency implements an alternative dispute resolution program to resolve employee/labor relations issues. The program achieves documented results in resolving problem situations.</li> </ul> <p><b><u>Compliance Indicator</u></b></p> <ul style="list-style-type: none"> <li>• Recognized labor organizations are afforded the rights established in 5 U.S.C. 7101 or other congressionally-mandated enabling legislation.</li> </ul>