

Federal Labor Relations Authority (FLRA)
Strategic Plan
(2010 – 2015)

MISSION

The FLRA Promotes Stable, Constructive Labor-Management Relations in the Federal Government by Resolving and Assisting in the Prevention of Labor Disputes in a Manner that Gives Full Effect to the Collective Bargaining Rights of Employees, Unions and Agencies.

VISION

The FLRA Offers Unparalleled Expertise in our Commitment to Making Federal Labor-Management Relations Work

GOALS

STRATEGIC GOAL #1 - Achieve superior customer service.

STRATEGIC GOAL #2 – The FLRA will Develop Leaders at every Level to Meet Goals and Position the Agency for the Future.

STRATEGIC GOAL #3 – Advance performance through organizational and management excellence.

STRATEGIC GOAL #4 – Develop, empower and engage FLRA employees to meet program needs and improve job satisfaction.

Strategic Goal 1: Achieve Superior Customer Service.

The FLRA's mission is accomplished by making timely, quality decisions within all components of the Agency, and providing customers with tools and resources that promote and support stable labor-management relations. Superior customer service requires disputes to be resolved expeditiously and effectively, resulting in improved labor-management relations throughout the Federal government.

Objective 1.1: Resolve cases within Annual Performance Goal timelines established by component and contained in each component's Fiscal Year Performance Plan.

Objective 1.2: Meet established quality standards for all work products.

Objective 1.3: Offer training, outreach services and reference resources which facilitate access to and understanding of FLRA services and improve labor-management relations in the Federal government.

Objective 1.4: Narrow and resolve disputes using alternate dispute resolution (ADR) where accepted by the parties.

Objective 1.5: Reduce backlog of overage cases.

Strategic Goal 2: Develop leaders at every level within the FLRA to meet goals and position the FLRA for the future.

Managing the FLRA's talent portfolio is critical to ensuring that the required capabilities exist for short- and long-term organizational performance. The FLRA needs effective leaders to achieve the strategic plan's goals and objectives.

Objective 2.1: Engage in Succession Planning.

Objective 2.2: Establish a multi-dimensional leadership program.

Objective 2.3: Establish core competencies for leadership development. Target training and development opportunities to meet competencies.

Objective 2.4: Identify employees with leadership potential and provide opportunities to develop their leadership capabilities.

Objective 2.5: Agency leadership will foster an open dialogue to communicate goals and strategies and to increase communication at all levels throughout the agency.

Strategic Goal 3: Advance Performance through Organizational and Management Excellence.

FLRA managers will work collaboratively to ensure that administrative functions, such as budgeting and financial management, information technology, security, administrative operations and human resources management, operate efficiently and uniformly across organizational lines. Success in these efforts enables our components to maximize the effectiveness and efficiency of mission performance ensuring the promotion of stable constructive labor management relations in the Federal Government.

Objective 3.1: Provide effective human resources management.

Objective 3.2: Provide effective administrative services and security management.

Objective 3.3: Provide effective information resources management.

Objective 3.4: Provide effective financial management.

Strategic Goal 4:

Develop, empower and engage FLRA employees to meet program needs and improve job satisfaction.

<i>Strategic goals are achieved with the right mix of skills and people who are free to operate in a climate that fosters personal investment and excellence, a commitment to a common vision and shared values, provides opportunity and latitude for growth and promotes collaboration and teamwork.</i>
<i>Objective 4.1: Create an environment that promotes continuous learning and development.</i>
<i>Objective 4.2: Create an environment that empowers employees.</i>
<i>Objective 4.3: Promote collaboration and teamwork with the UAE and across the FLRA components.</i>
<i>Objective 4.4: Make the FLRA the best place to work in the Federal Government.</i>
<i>Objective 4.5: Develop and implement targeted techniques for the recruitment and retention of a culturally diverse workforce.</i>