

ORGANIZATIONAL CLIMATE ASSESSMENT PROGRAM (OCAP)

A key ingredient of high performing organizations is the ability to keep committed and engaged employees. To accomplish this, organizations must understand what matters most to their employees. Employees who are satisfied with their work environment tend to be more motivated, creative and productive.

The Office of Resolution Management (ORM) offers the Organizational Climate Assessment Program (OCAP) to VA organizations with the primary goal of helping organizations measure employee satisfaction in their workplace environments.

OCAP Assesses:

- Your Mission
- Workplace Environment
- Diversity
- Employee-Employee Relations
- Supervisor-Employee Relations
- Conflict and Conflict Management
- Training and Awards
- Morale

*Our veterans and their families
deserve nothing but the best. Let us
help your organization exceed our
customers' expectations.*

OCAP MODEL

(1) Web-Based Climate Survey

This survey is used to obtain input from a cross section of employees about the environments in which they work. To encourage candid responses, the survey is voluntary and confidential. The survey is electronically distributed to all employees and the comments are not attributed to any individual.

(2) Focus Groups

Focus groups are carefully organized interviews led by skilled moderators. The groups are designed to encourage individuals to share perceptions, opinions, and thoughts about their work environments in a structured and non-threatening discussion. Employees are randomly selected to participate in these voluntary focus groups.

(3) Individual Interviews

Senior Leaders, select management officials, EEO and HR Managers, and Union officials are interviewed to obtain their perception of the workplace environment.

(4) HR- Programs and EEO Complaint Activity

Human Resource and EEO data are reviewed to identify significant systemic patterns.

BENEFITS

The benefits of OCAP include improvements in:

- The Workplace Environment
- Employee-Employee Relations
- Supervisor-Employee Relations
- Conflict Management
- Training
- Morale



For additional information about

OCAP, call

(202) 501-2800

or visit

www.va.gov/orm

Office of Resolution Management

The Office of Resolution Management (ORM) provides equal employment opportunity (EEO) discrimination complaint processing services to VA employees, applicants for employment and former employees. Complaint processing services include counseling, investigation, and procedural final agency decisions. Alternative dispute resolution (ADR) is encouraged through all phases of the complaint process.

For additional information
Visit our Web site:

www.va.gov/orm or

Call our toll-free number:

1-888- 737-3361
(1-888 RES-EE01)

For the Hearing Impaired

1 888 626-9008-TDD

ORM Field Offices

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