



Office of Resolution Management Strategic Plan FY 2006 - 2010



Goals

Objectives

1. Prevention

Implement a prevention program that ensures employees and managers understand the characteristics of a healthy work environment and has the tools to address workplace disputes.

- 1.1 Develop and disseminate education and training tools for managers and employees to address workplace disputes.
- 1.2 Develop, update and market the use of data to increase management's understanding of the work environment and to support efforts to improve it.
- 1.3 Improve the value and use of the Organization Climate Assessment Program (OCAP).

2. Early Resolution

Serve as a resource for resolution of workplace disputes.

- 2.1 Increase ADR activity VA wide through education, communication, and marketing efforts.
- 2.2 Provide tools and resources to aid in early resolution of workplace disputes.
- 2.3 Provide high quality, timely, and responsive EEO counseling and assistance to employees and managers.
- 2.4 Implement assessment methodology to measure the effect of ADR initiatives and satisfaction with the program.

3. Process Improvement

Improve the overall management of the EEO Complaint Process.

- 3.1 Improve the efficiency of the EEO complaint process.
- 3.2 Maintain an accurate electronic data management system.
- 3.3 Develop and maintain a comprehensive Quality Assurance Program for the EEO process.
- 3.4 Keep stakeholders advised of program issues and developments.
- 3.5 Improve customer service.

4. High Quality ORM Workforce

Recruit, develop, train and retain a highly competent and diverse workforce by promoting a positive work environment.

- 4.1 Develop effective employee training and education strategies.
- 4.2 Develop recruitment and retention strategies.
- 4.3 Ensure efficient and responsive ancillary business processes.