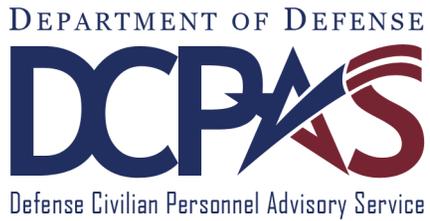


Labor and Employee Relations Line of Business

Key Partnerships 	Key Activities 	Value Propositions 	Customer Relationships 	Customer Segments 
<p>OPM/OMB</p> <p>Sexual Assault Prevention and Response Office</p> <p>Equal Employment Office</p> <p>Federal Labor Relations Authority</p> <p>Merit Systems Protection Board</p> <p>Office of Special Counsel</p> <p>DoD Senior Leadership</p> <p>CPP-DCPAS-DHRA relationship</p> <p>Component labor & employee relations communities</p> <p>Labor unions with national consultation rights</p>	<p>We develop and provide labor & employee relations training for our customers</p> <p>We provide advisory services and support to the Components to help fill their skills gaps</p> <p>We provide legal advisory services to Component HR and legal offices preventing adverse litigation</p> <p>We are fact finders that develop the right arguments at the right time for our Component customers</p> <p>Intellectual Capital</p> <p>Policy</p>	<p>We provide legal expertise in applying the law to Presidential intent which results in equal opportunity</p> <p>To support fair treatment and to avoid adverse litigation, we provide contract review of laws and regulation</p>	<p>We serve as policy experts in our respective areas</p> <p>We maintain highly trusted relationships with our customers by meeting their expectations, by demonstrating our expertise, by being responsive, and by working collaboratively with Component LER/Union points of contact to ensure proper application of the law</p>	<p>DoD civilian employees</p> <p>Military Leaders supervising DoD civilian employees</p> <p>DoD Leadership</p> <p>DoD Component Labor & Employee Relations Offices</p> <p>Communities of Practice</p> <p>Unions</p> <p>OPM/OMB</p> <p>Congress</p> <p>Department of Justice</p> <p>The Public</p>
Key Resources  <p>Highly trained, in-house legal and program analyst experts</p> <p>Case/work management system that facilitates timely response to customer submissions</p> <p>Access to legal research tools and databases</p> <p>Intellectual Capital/website/HR IT system</p>	Channels  <p>We establish two-way communication with our customers through direct, face-to-face contact, targeted outreach, website and email</p>	Customer Demonstration of Value  <p>The subject matter experts we serve trust us because of the solutions we provide</p> <p>High demand for our participation is Component LER training and outreach activities.</p> <p style="text-align: center;">Allen Brooks, Director</p>		



Staff

Labor & Employee Relations

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