

Organizational Assessment

The **Organizational Assessment** provides insight into employees' perceptions about their work environment. It measures employee satisfaction, surfaces employee concerns, provides labor and management with information on what is working well within the organization, and identifies opportunities for improvement.

Assessments may include customized online surveys, reviews of data from the VA All Employee Survey and EEO/ADR processes, as well as site visits to conduct individual interviews and focus groups.

Conflict Assessment

A **Conflict Assessment** creates an in-depth understanding of one particular conflict in an office or workgroup by analyzing the issues involved and proposing an action plan for addressing them. This assessment normally involves a site visit to gather qualitative data through comprehensive interview sessions with affected employees. An analysis is made and recommendations are offered to help resolve the conflict. ORM support in action plan implementation is also available upon request.

ADR Program Assessment

ADR Program Assessments are used to gain specific information about the functioning of an ADR program at a facility or organization. An ADR specialist reviews documentation and conducts interviews with key officials and stakeholders.

This assessment provides ADR program managers and facility leadership with an understanding of program strengths and weaknesses in addition to recommendations for improvement.

