EMPLOYEE/LABOR CONSULTATIONS

The Employee/Labor Relations Consultation workflow tracks consulting activities performed by Employee Relations (ER) and Labor Relations (LR) staff. This form/workflow tracks ER and LR related activities such as drafting documents, conducting research, delivering training, and providing guidance. Additionally, this form tracks the work related to ‘Other’ activities such as EEO requests, CIVIL inquiries, FLRA hearings, and MSPB appeals.

This form/workflow does not track Employee or Labor Relations Case information. Use the Employee or Labor Relations Case form/workflow to track case specific information.
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Bizcoves on your Team Page

To initiate a consultation action, select the **Employee/Labor Relations Consultation** process from the ‘WiTS Action Initiation’ bizcove (section).

You can locate and access ER/LR Consultations and ER/LR Cases from the following bizcoves on your Team page (ER Team A, B, C and LR Team A). **Note:** You must access your ER or LR team page in order to view the appropriate action type. ER and LR data is not displayed on the same page. Additionally, at the top of each your Team’s page is a link (“Access WiTS Reports”) to both ER and LR reports. You can access both ER an LR reports from this link.

My Active ER or LR Worklist

This bizcove displays your active actions.
Active ER or LR Actions (Team #)
This bizcove displays your team’s active actions.

My Closed ER or LR Worklist
This bizcove displays your closed actions.

Closed ER or LR Actions (Team #)
This bizcove displays your team’s closed actions.

Additionally, there is a bizcove, located at the bottom of your workarea page, displaying your HR System Support tickets that you have entered.
Quick Search Feature
The quick search feature can be used to locate any action in your bizcove or worklist. It searches all of the data elements (Case/Consult#, Position Title, Series, Employee Last Name, Labor Org, etc.) within the bizcove. For example, if you are looking for all active actions with the Labor Org code ‘2171’, you can simply type the number in the Quick Search text box and click the filter icon. Your worklist will then be filtered by anything that contains ‘2171.’ This works for every column in the worklist.
Completing the ER/LR Consultation Form

Selecting Employee Relations or Labor Relations

- **Consultation Type**: Upon opening the form, you must determine if the consultation is related to Employee or Labor Relations. Depending upon your selection, you will be presented with the appropriate form. *You may change your selection afterwards, but many data fields will be cleared if you change your selection.*
Employee Relations Consultation

The following form is displayed when ‘Employee Relations’ is selected from the Consultation Type field.

| WITS #: | 29216 |
| Action Type: | ER Consultation |
| Consultation Type*: | Employee Relations |
| Requestor First Name*: | Philip |
| Requestor Email Address*: | lenowitz@mai nh.gov |
| Administrative Code*: | HNAM41 |
| Organization Initials*: | QM0HR.00 |
| ER Branch Chief**: | Leslie, Roman |
| ER Specialist**: | D'Andrea, Michael |
| Subject of Consultative Services*: | CS - Conduct |
| Consult Related to Employee™: | Yes |
| Employee First Name*: | Michael |
| Employee ID (Cap HR)*: | 0010468 |
| Labor Organization*: | 8000 - Not Eligible |
| Date Closed*: | 09/24/2013 |
| Action Status Code*: | Green |
| Action Status/Description*: | Active - With Specialist |

- **WITS#:** Automatically assigned when the action is created and is not editable.
- **Date Entered:** Automatically assigned when the action is created and is not editable.
- **Date Rec’d in HR:** Enter the date that the initial inquiry or request was received. The default date is the ‘Date Entered.’ This is the date that the consultation action begins.
• **Related Case Number (Optional):** This field is used to link consultation actions to active cases. This is used to show the amount of work and progression of a case. If the consultation action is related to an active case, use the Case Lookup feature to locate and link it. If a case is not established or if the consultation is not related to a case, leave this field blank. If you need to link your consultation to a closed case, follow the instructions in the Activating a closed action section of this guide to activate that case.

  o **To link an active case to your consultation action, follow these steps:**
    1. Select the ‘Type of Case’ you wish to search by (All, Conduct, Medical, Other, or Performance).
    2. Enter part or the employee’s entire last name in the ‘Last Name’ text box. Then click ‘Search.’
    3. Chose the case you wish to link in the drop down menu and then click ‘Select.’
      • Depending upon the employee, many cases may appear in the drop down menu.
    4. After clicking ‘Select’, the case will be successfully linked to your consultation action. If you need to un-link the case, click the ‘Clear’ button.

• **Requestor First Name, Last Name, & Email address:** The Specialist must use the NED Lookup feature to locate the contact information for the IC or Program area requestor (e.g., supervisor, administrative officer, or proposing official). For requests originating within WRD such as a team leader review or a re-draft of documents, ensure that you select the IC or Program area requestor that the consultation action is being performed for. By using the NED Lookup feature to select the desired IC or Program area requester, the service provided by the Specialist will be accurately reflected on reports and queries.

• **Administrative Code, Institute/Center, & Organization Initials:** These fields will autopopulate with the Requestor’s information when the NED Lookup feature is used. You can edit the ‘Administrative Code’ or enter it manually if needed. You can also use the Admin Code Lookup
feature if you are unsure of the administrative code. Once the ‘Administrative Code’ is entered, the ‘Institute/Center’ and ‘Organization Initials’ will autopopulate.

- **ER Branch Chief, ER Team Leader, ER Specialist, & ER Team:** The ER Specialist is defaulted to the individual who initiates the action. The ER Specialist’s Team, Team Leader, and Branch Chief are then populated. This information can be changed if needed. If the ER Specialist belongs to multiple teams, the first team in alphabetical order that they have access to will be defaulted.

- **Subject of Consultative Services:** Select the subject or category of the consultation action.

- **Consultative Services:** Select the appropriate type of service related to the consultation.

- **Other (Optional field):** For consultation actions related to ‘Other’ activities only, select the appropriate activity type or category.

- **Consult Related to Employee?:** Indicate whether the consultation is related to a specific employee.

- **Employee First Name, Last Name, & Employee ID:** If the consultation is related to a specific employee, their first and last name, admin code along with their Labor Organization (Bargaining Unit Code) are mandatory. These fields, along with the ‘Employee ID’, are autopopulated from the Cap HR Lookup feature. See the Using the Cap HR Lookup Feature section of this guide for more information.

- **Date Closed:** Enter the date that the consultation was completed or considered closed. This is the date that the consultation action ends.

- **Comments:** Enter any needed or required comments. Please ensure that you keep comments brief. Also note that comments are displayed on reports.

- **Action Status/Description:** Select the appropriate status. The ‘Action Status Code’ will autopopulate based on the ‘Action Status/Description’ you select. The ‘Action Status/Description’ field is used to help others identify the status of a particular action quickly. See the Action Status/Description Matrix for more information.
Labor Relations Consultation

The following form is displayed when ‘Labor Relations’ is selected from the Consultation Type field.

- **WITS#**: Automatically assigned when the action is created and is not editable.

- **Date Entered**: Automatically assigned when the action is created and is not editable.

- **Date Rec’d in HR**: Enter the date that the initial inquiry or request was received. The default date is the ‘Date Entered.’ This is the date that the consultation action begins.

- **Related Case Number (Optional)**: This field is used to link consultation actions to cases. This is used to show the amount of work and progression of a case. If the consultation action is related to a case, use the Case Lookup feature to locate and link it. If a case is not established or if the consultation is not related to a case, leave this field blank.
When the related case is associated to the Union as a whole and not a specific employee:
1. Select the ‘Type of Case’ you wish to search by (All, Information Request, Negotiability, Negotiation, Negotiated Grievance, Representation, or Unfair Labor Practice).
2. In the Labor Organization field, select the Union. Then click ‘Search By Labor Organization.’
3. Chose the case you wish to link in the drop down menu and then click ‘Select.’

When the related case is associated to a specific employee and not a Union as a whole:
1. In the Last Name field, enter all or part of the employee’s last name. Then click ‘Search By Last Name.’
2. Chose the case you wish to link in the drop down menu and then click ‘Select.’

➢ To help make your selection, the WiTS number, Type of Case, Labor Organization, Date Rec’d in HR, and first 25 characters of the comments field are displayed.

- After clicking ‘Select’, the case will be successfully linked to your consultation action. If you need to un-link the case, click the ‘Clear’ button.

- Related Matter (Optional): The Matter field is used to link or relate many Labor Relations Cases and/or Consultations together that share a common issue. If your consultation is not directly related to an LR Case, but is related to an overarching issue, select the Matter. If not, leave this field blank. Only active Matters will appear in the Matter drop down menu.

Note: You cannot relate a consultation action to both a Matter and a case. If your consultation action is related to a case that is related to a Matter, the LR Status Report will reflect this.
- **Requestor First Name, Last Name, & Email address:** Specialist must use the NED Lookup feature to locate the contact information for the IC or Program area requestor (e.g., supervisor, administrative officer, or proposing official). For requests originating within WRD such as a team leader review or a re-draft of documents, ensure that you select the IC or Program area requestor that the consultation action is being performed for. By using the NED Lookup feature to select the desired IC or Program area requestor, the service provided by the Specialist will be accurately reflected on reports and queries.

- **Administrative Code, Institute/Center, & Organization Initials:** These fields will autopopulate with the Requestor’s information when the NED Lookup feature is used. You can edit the ‘Administrative Code’ or enter it manually if needed. You can also use the Admin Code Lookup feature if you are unsure of the administrative code. Once the ‘Administrative Code’ is entered, the ‘Institute/Center’ and ‘Organization Initials’ will autopopulate.

- **LR Branch Chief, LR Team Leader, LR Specialist, & LR Team:** The LR Specialist is defaulted to the individual who initiates the action. The LR Specialist’s Team, Team Leader, and Branch Chief are then populated. This information can be changed if needed.

- **Subject of Consultative Services:** Select the subject or category of the consultation action.
  - Employee – select this option when the subject of the consultation is related to one specific employee (e.g., a meeting about a Negotiated Grievance for a particular employee).
  - Labor Org –select this option when the subject of the consultation is related to one specific Union as a whole (e.g., drafting documents related to the Union’s filing of an Unfair Labor Practice).
  - Multiple Labor Orgs—select this option when the subject of the consultation is related to many Unions (e.g., a meeting with management about the status of several LR Cases).

- **Employee First Name, Last Name, Employee ID:** If the consultation is related to a specific employee, their first and last name, admin code along with their Labor Organization (Bargaining Unit Code) are mandatory. These fields, along with the ‘Employee ID’, are autopopulated from the Cap HR Lookup feature. See the Using the Cap HR Lookup Feature section of this guide for more information.

- **Labor Organization:** If the consultation is related to one specific Union as a whole, the Labor Organization is mandatory. Select the appropriate Union from the drop down list.

- **Consultative Services:** Select the appropriate type of service related to the consultation.

- **Other (Optional field):** For consultation actions related to ‘Other’ activities only, select the appropriate activity type or category.
• **Date Closed:** Enter the date that the consultation was completed or considered closed. This is the date that the consultation action ends.

• **Comments:** Enter any comments needed or required. Please ensure that you keep comments brief. Also note that comments display on reports.

• **Action Status/Description:** Select the appropriate status. The ‘Action Status Code’ will autopopulate based on the ‘Action Status/Description’ you select. The ‘Action Status/Description’ field is used to help others identify the status of a particular action quickly. See the [Action Status/Description Matrix](#) for more information.
Using the Cap HR Lookup Feature

**Note:** It is recommended for Specialists to use the Cap HR Lookup feature. It is the only way to generate the ‘Employee ID.’ WiTS uses the ‘Employee ID’ to relate other ER/LR Cases and Consultations to a specific employee. Using the Cap HR Lookup feature also auto-populates the employee’s Labor Organization (Bargaining Unit Code). Not using the Cap HR Lookup feature will cause a misrepresentation or incomplete history of ER and LR Case and/or Consultation actions for a specific employee on reports.

1. **Click** on the *Cap HR Lookup* link under the ‘Employee Last Name’ field.

   *Employee Last Name*:  
   *(Cap HR Lookup)*

2. Type in part or all of the employee’s last name and then **click** the ‘Search’ button. *To further narrow the list of names returned, you can also search by the employee’s first name.*

3. Locate the correct employee in the ‘Select User’ field and then **click** the ‘Select’ button.
   a. The employee’s title and administrative code will be displayed to assist you with your selection.

![Cap HR Profile Search and Selection](image)

The employee data is pulled directly from Cap HR. Please ensure the correct employee has been selected.
### Action Status/Description Matrix

<table>
<thead>
<tr>
<th>Action Status/Description</th>
<th>Action Status Code (Color)</th>
<th>Action Status Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active—With Specialist</td>
<td>Green</td>
<td>Action is active and is with the Specialist <em>(Default status)</em></td>
</tr>
<tr>
<td>Active—With Assistant</td>
<td>Green</td>
<td>Action is active and is with the Assistant <em>(Automatically changes when action is sent to the Assistant)</em></td>
</tr>
<tr>
<td>Active—Under Review</td>
<td>Green</td>
<td>Action is active and is with the Team Leader <em>(Automatically changes when action is sent to the Team Leader)</em></td>
</tr>
<tr>
<td>(Team Leader)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Active—Under Review</td>
<td>Green</td>
<td>Action is active and is with the Branch Chief <em>(Automatically changes when action is sent to the Branch Chief)</em></td>
</tr>
<tr>
<td>(Branch Chief)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Active—With IC</td>
<td>Yellow</td>
<td>Action is active and is with the IC for action <em>(Must be changed manually)</em></td>
</tr>
<tr>
<td>Closed</td>
<td>Red</td>
<td>Action is Closed <em>(Automatically changes when action is sent to the Closed page by selecting the close option in the routing menu.)</em></td>
</tr>
<tr>
<td>Archived</td>
<td>Blue</td>
<td>Action is Archived <em>(Automatically changes when action is sent to the Archives page)</em></td>
</tr>
<tr>
<td>Active—Third Party (Non-Appeal)</td>
<td>Tan</td>
<td>Action is active and is pending action/decision from an entity outside of the NIH and is not related to an appeal. <em>(Must be changed manually)</em></td>
</tr>
<tr>
<td>Pending—Under Appeal</td>
<td>Tan</td>
<td>Action is pending and is under appeal <em>(Must be changed manually)</em></td>
</tr>
</tbody>
</table>

Due to the nature of ER/LR Consultations, you should only have to update the ‘Action Status/Description’ in rare cases.
Attaching Documents

You can attach documents of any type (Word, Excel, PowerPoint, PDF, etc.) easily to WiTS actions. There is no limit to the size of attached files in WiTS; however, it is recommended that the total size of all files you attach to an action be under 80MB (most attached documents tend to be less than 1MB).

To attach a document, click on the ‘Attach File’ button on the lower right hand corner of the form:

![Attach File Button]

From the Attach dialog box, click ‘Browse’ to locate the document that you would like to attach to the action and click ‘Open.’

![Browse Button]

Then click ‘Upload’ in the Attach File dialog box:
The attached file will appear at the bottom of the form.

You can repeat this process to attach as many files as you need.

Your attached documents will remain with the action as it moves through the subsequent activities in the process and are retrievable even after the action is completed and archived.
To delete an attachment, select the document by clicking on the checkbox next to it.

*Click* the ‘Delete’ button on delete the file from the action.

A pop-up message will appear asking you to confirm that you want to delete the attachment. *Click* ‘Yes.’

Your document will be deleted from the action.

**Note:** Only documents are to be attached to the WiTS action. Documents such as letters of reprimand and last chance agreements are appropriate. Audio and video files and images may not be attached to the WiTS action.

**Note:** WiTS actions may not contain Personally Identifiable Information (PII). You must redact any document containing PII such as an employee’s Social Security number or Date of Birth before attaching it to a WiTS action.
Closing the Action

When you are ready to close the ER/LR Consultation action, follow these three (3) steps:

1. Enter the date the consultation was completed or considered closed in the ‘Date Closed’ field

2. Make sure ‘Close Consulting Action’ is selected in the routing menu

3. Click on the complete button (the green checkmark)

Following these steps will automatically set the ER/LR Consultation ‘Action Status’ to red and the ‘Action Status/Description’ to Closed. Additionally, this will remove the action from your worklist and route it to the ‘My Closed ER Worklist’ or ‘My Close LR Worklist’ and your Team’s Closed Worklist. At this point, the action is considered closed.

Note: Actions will archive automatically after 365 days of inactivity (action has not been saved). Saving an action will re-start the 365 days. See the Archiving Closed Actions section for information on archiving an action manually.
Routing the Action

WiTS offers users the ability to route actions to participants contained within the workflow. While the routing of actions is an optional process for the ER/LR Consultation workflow, you will use the same ‘routing menu’ to close or cancel an action.

As a Specialist

After all of the relevant information is complete, the ER/LR Specialist makes a selection from the routing menu to move the action through the process:

- **“Send to Team Leader”** – use this response to route the action to the Team Leader for review, if necessary. This will also update the ‘Action Status/Description.’
- **“Send to Branch Chief”** – use this response to route the action to the Branch Chief for review, if necessary. This will also update the ‘Action Status/Description.’
- **“Close Consulting Action”** – use this response to route the action to the ‘My Closed ER Worklist’ or ‘My Closed LR Worklist’ and your Team’s Closed Worklist. This will also update the ‘Action Status/Description’ to Closed.
- **“Cancel Action”** – only use this response to cancel an action entered in error. *Cancelled actions do not appear on any reports or dashboards.*

When the appropriate selection has been made, click the checkbox icon next to the menu.

As a Team Leader

When/if the Team Leader receives an action, he/she reviews the form and then makes a selection from the routing menu.

- **“Send to Specialist”** – use this response to route the action to the Specialist. This will also update the ‘Action Status/Description.’
- **“Send to Branch Chief”** – use this response to route the action to the Branch Chief for review, if necessary. This will also update the ‘Action Status/Description.’
- **“Close Consulting Action”** – use this response to route the action to the ‘My Closed ER Worklist’ or ‘My Close LR Worklist’ and your Team’s Closed Worklist. This will also update the Action Status/Description to Closed.
- **“Cancel Action”** – only use this response to cancel an action entered in error. *Cancelled actions do not appear on any reports or dashboards.*

When the appropriate selection has been made, click the checkbox icon next to the menu.
As a Branch Chief
When/if the Branch Chief receives an action, he/she reviews the form and then makes a selection from
the routing menu.

- **“Send to Specialist”** – use this response to route the action to the Specialist. This will also update
  the ‘Action Status/Description.’
- **“Send to Team Leader”** – use this response to route the action to the Team Leader for review, if
  necessary. This will also update the ‘Action Status/Description.’
- **“Close Consulting Action”** – use this response to route the action to the ‘My Closed ER Worklist’
  or ‘My Closed LR Worklist’ and your Team’s Closed Worklist. This will also update the Action
  Status/Description to Closed.
- **“Cancel Action”** – only use this response to cancel an action entered in error. *Cancelled actions do not appear on any reports or dashboards.*

When the appropriate selection has been made, **click the checkmark button** next to the menu.
Activating and Archiving Closed Actions

Closed ER/LR Consultation actions are located in the ‘My Closed ER Worklist’ or ‘My Closed LR Worklist’ and your Team’s Closed Worklist. Fields on a closed action can be updated, but the action cannot be routed unless it is activated. Additionally, Closed ER/LR Consultation actions can be archived manually.

Opening a closed action:

1. Locate the action you wish to open and click on the ‘Case #.’

2. Place a checkmark in the last or bottom row.

3. Click on the ‘Complete’ button. This will open the action. Once the action is open, you can edit any of the fields on the form.

   a. Note: You can click on the ‘View’ button if you wish to only view the information on the form, but not save or modify it.
Activating a closed action:

1. Ensure that the appropriate ER or LR Specialist is listed under the ‘Assigned ER Specialist’ or ‘Assigned LR Specialist.’ The action will be routed to this individual once activated.

   **Note:** You must return the action to an ER/LR Specialist who is located in WRD ER/LR and is a WiTS user.

2. Select ‘Return Action to Active’ from the routing menu, and click on the checkmark button.

   - The action will be moved to the worklist of the Assigned ER/LR Specialist or the ER/LR Specialist selected in the dropdown menu.

Archive a closed action manually:

1. Select ‘Archive Consulting Action’ from the routing menu, and click on the checkmark button.

2. You will receive a pop-up message asking you to confirm that you wish to archive the action. If you wish to archive the action, click ‘OK.’

   - The action will be moved to the ER or LR Archives page and will no longer be editable.