

Federal Mediation and Conciliation Service

Index Score: 81.4 (Ranked #3 out of varied totals)

To preserve and promote labor-management peace and cooperation. Provide mediation and conflict resolution services to industry, government agencies and communities.

Scores and Rankings by Class

Class	2011 Score	Rank (out of varied totals)
Employee Skills/Mission Match	87.0	2
Strategic Management	64.3	9
Teamwork	71.4	9
Effective Leadership	64.5	8
Effective Leadership - Empowerment	67.7	3
Effective Leadership - Fairness	58.3	11
Effective Leadership - Senior Leaders	58.6	9
Effective Leadership - Supervisors	71.8	8
Performance Based Rewards and Advancement	55.5	9
Training and Development	69.7	4
Support for Diversity	63.7	8
Pay	74.4	3
Family Friendly Culture and Benefits	21.8	34
Work/Life Balance	76.0	3

Scores by Class	2010	2009	2007	2005	2003
Employee Skills/Mission Match	89.4		90.9	90.7	
Strategic Management	64.0		69.1	64.1	
Teamwork	70.3		74.2	73.6	
Effective Leadership	63.5		64.0	59.2	
Performance Based Rewards and Advancement	56.4		57.4	46.4	
Training and Development	73.9		76.0	70.3	
Support for Diversity	58.4		69.1	65.4	
Pay	82.2		82.0		
Family Friendly Culture and Benefits	27.9				
Work/Life Balance	79.4		76.9	73.6	

Index Scores

Year	Score
2011	81.4
2010	84.3
2009	
2007	85.6
2005	81.2
2003	

Scores and Rankings by Demographic

Demographic	Score	Rank (out of varied totals)
Female		
Male		
40 and over		
Under 40		
Asian		
Black or African-American		
Hispanic or Latino		
Multi-racial		
White		
American Indian or Native American		

Scores by Demographic	2010	2009	2007	2005	2003
Female					
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40 and over					
Under 40					
Asian					
Black or African-American					
Hispanic or Latino					
Multi-racial					
White					
American Indian or Native American					

Staff/Manager Alignment

Score: 0

Less Aligned / More Satisfied:

Agencies in this group have *Best Places* Index scores that exceed government-wide norms, but less-than-normal alignment between staff and managers on key workforce issues. Despite good scores on the *Best Places* index, agencies in this group should therefore examine the areas of high disconnect between staff and managers.

Workforce Size and Trends

Number of Employees in:	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
	284	280	284	271	268	257	250	247	246	241

Employees joined (2009): 13

Percentage joined (2009): 5.40%

Average joined (2004-2009): 7

Employees left (2009): 19

Percentage left (2009): 7.90%

Average left (2004-2009): 14

Rookie ratio (percentage of workforce with less than three years of service): 8.30%

More About the Agency

Headquartered in Washington, D.C.

Other Locations: Numerous offices throughout the United States.

<http://www.fmcs.gov/internet/>