
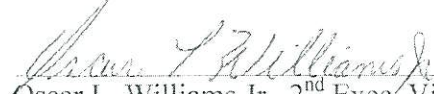


## Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Experience Office and the American Federation of Government Employees, (AFL-CIO), National Veterans Affairs Council #53 (NVAC) on *Own the Moment* training and Human Centered Design interviews.

1. The national parties understand the Human Centered Design interviews and *Own the Moment* training are two separate voluntary programs for bargaining unit employees.
2. Bargaining unit employees that volunteer to participate in Human Centered Design interviews will be asked open ended questions designed to guide the discussion with employees. All bargaining unit employee responses will remain confidential. Any responses given to leadership will be in an aggregate manner.
3. Any interviews or training related to Human Centered Design and or *Own the Moment* shall be conducted on duty time for bargaining unit employees. If available, the training modules shall be scheduled on different days and times to allow all voluntary employees to attend
4. NVAC reserves its right to address matters related Human Centered Design or *Own the Moment* as they occur.
5. In the event participation in the Human Centered Design interviews or *Own the Moment* training becomes mandatory, NVAC shall be notified and given the opportunity to bargain.
6. Upon their receipt, the appropriate management officials shall provide a copy of this MOU to the AFGE Local President.

  
Steven Flatley, VA Labor Specialist  
For the Department of Veterans Affairs (VA)

  
Oscar L. Williams Jr., 2<sup>nd</sup> Exec. Vice President  
AFGE National Veteran Affairs Council #53

12/19/16  
Date

12/19/2016  
Date