

Conflict Can Exist

ALPA Staff
Resources For
Resolution

ALPA Staff Code of Excellence

ALPA is dedicated to excellence and takes pride in the exemplary service and support that our staff consistently provide to our pilots and the aviation industry.

- We all generally want to be the best we can be at our jobs by
 - Supporting a safe and pleasant work environment
 - Adhering to ethical and moral standards
 - Promoting ALPA as our employer
 - Treating others with dignity, equity and respect

But sometimes there can be conflict with our fellow ALPA employees

What Is Professional Standard's Responsibility?

Address
problems of a
professional or
ethical nature
between staff

- ▶ In a confidential manner
- ▶ To an interested group of our peers
- ▶ Neutral party to the discussion
- ▶ Always attempt to resolve conflicts/problems at the lowest level of involvement wherever possible

Cases that can be handled by prostans



▶ Conflicts between ALPA Staff

- Peer to peer
- Employee to supervisor
- Employees in different departments

▶ Personality Conflicts

▶ Non-adherence to ALPA's Code of Excellence

Cases that cannot be handled by prostans



▶ Collective Bargaining Agreement enforcement/violation Cases

▶ Grievance matters

▶ Substance abuse problems

▶ Medical-related problems

▶ Legal problems

▶ Sexual harassment brought to the attention of management

Available Resources to ALPA Employees

Staff Professional Standards Committee


- Fellow employees (Unit 1 / Unit 2 / Mgmt)
- Confidential resource
- ALPAStaffProstans@alpa.org

Ombuds Program

- Consulting firm Culture Cultivators
- Confidential resource
- Jai@culture-cultivators.com

Human Resources

- Formal process



ALPA management &
UALPAPAE Unit 1 and Unit 2
are committed to providing
resources that employees may
use to resolve problems,
complaints or conflicts.