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LABOR RELATIONS



Per \_\_\_\_\_

January 17, 2019

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

The Postal Service is proposing, in accordance with Title 39, U.S. Code, § 1004(d), revision of the current New Supervisor Program (NSP). The revised program will be titled USPS Supervisors Program (USP). USP will offer students greater opportunities for face-to-face learning, peer collaboration and interactivity, applied on-the-job learning and a one-year mentorship program following graduation.

Learning and Development conducted focus groups comprised of Subject Matter Experts at the William F. Bolger Center in Potomac, Maryland, February 20-27, 2018. NAPS participated in these focus groups designed to develop specific strategies to expedite the process of developing this final product within the parameters of the consultation process.

A course overview is enclosed for your review. Please advise concerning any questions or recommendations you might have regarding this matter. We look forward to your soonest possible input in order to expedite establishment and deployment of this revised program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce A. Nicholson".

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosures



## Updated FY19 USPS Supervisors Program

### Overview & Purpose

USPS Supervisors Program is the official corporate training program for supervisors at the USPS. Based on continuous program feedback from supervisors and managers; and focus group outcomes, the updated supervisors program offers supervisors greater opportunities for face-to-face learning, peer collaboration and interactivity, applied on-the-job learning and a one-year mentorship program following graduation.

Founded on the USPS managerial competencies, the USPS Supervisors Program combines instructor-led training (ILT), on-the-job instruction (OTJI) and self-paced learning to create diverse opportunities for supervisors to gain knowledge and expertise, build networking relationships, and translate mentor guidance into hands-on practical experience.

Postal management plays an integral role in the development of supervisors. Throughout the program, managers have an opportunity to provide feedback on strengths and opportunities; and potentially serve as official mentors.

### About the Program

The total length of the program is sixteen (16) weeks beginning with two weeks of classroom instruction designed to enhance the leadership and administrative skills of mid-level supervisors. Participants also review program expectations, the USP Mentorship Program and next steps for Lean Six Sigma (LSS) Yellow Belt Certification (to be presented at USP graduation).

Following the initial two-week core program, supervisors complete a prerequisite Six Sigma and Lean: Foundations and Principles web-based training prior to attending the instructor-led portion of the LSS Yellow Belt Certification (including Operational Excellence). A Kaizen project is the capstone to this portion of the training, and required for certification. Participating in this certification process provides supervisors an opportunity to implement skills learned during the first two weeks, and develop a continuous improvement mindset before returning to the work site.

At the work site, supervisors receive On-the-Job Instruction (OTJI) from an experienced, pre-selected on-site trainers using detailed checklists that outline the tasks and assignments to be completed. During this time, supervisors also begin a Yellow Belt Certification project by applying their LSS knowledge to identify operational opportunities. At graduation, supervisors are inducted into the Supervisors Mentoring Program and formally presented with their Yellow Belt Certification.



## Program Comparison of Changes

	Original New Supervisors Program	Updated USPS Supervisors Program
<b>Length</b>	<b>16 weeks</b>	<b>16 weeks</b>
<b>Modality</b>	<b>Blended</b>	<b>Blended</b>
Web-Based Training	10-20 hours	3 hours
Classroom Training	2 weeks	3 weeks
Virtual Learning Room	2 weeks	N/A
Applied Learning on the Job	12 weeks OTJI & Cross-Functional Training	12 weeks OTJI, Yellow Belt Project & Cross-Functional Training
Self & Management Assessments	Week 7 & 14	Week 7 & 14
Graduation	Week 16	Week 16 (Graduation includes Yellow Belt Certification)
<b>Mentorship</b>	<b>N/A</b>	<b>1 Year from Graduation</b>

