

Supervisor Apprentice Program

WELCOME MEETING

July 2023

Introductions

Introductions- Ice Breaker

- **Name**
- **How many years with USPS?**
- **Fun Fact- What was your very first job?**



The Supervisor Apprentice Program

Apprentice Program Overview

Observe

Learn

Observe & Practice

Learn & Network

Demonstrate

Graduate

Week 1 (July 29-Aug 4)

- Job shadowing
- Observational checklists
- Hands on basic supervisory skills
- Mentor meetings

Week 4 (Aug 19-Aug 25)

- Job shadowing
- Observational checklists
- Check-in with Field HR Manager

Weeks 2-3 (Aug 5-Aug 18)

- USPS Supervisor Program (2 weeks virtual training)
- Knowledge test
- Mentor meetings

Weeks 5-11 (Aug 26-Oct 13)

- On-the-job (OJT) training
- Job specific checklists provide experiential learning
- First evaluation
- Mentor meetings & check-in with Field HR Manager

Weeks 12-13 (Oct 14-Oct 27)

- Cross-training experience
- ✓ Plant/Customer Service (3 days)
 - ✓ Logistics (1 day)
 - ✓ Maintenance (1 day)
 - ✓ Vehicle Maintenance (1 day)
 - ✓ Labor Relations (2 days)
 - ✓ Workforce Planning (1 day)
 - ✓ Safety & Occupational Health (1 day)
- Mentor meetings & check-in with Field HR Manager
 - Schedule will vary during these two weeks

Weeks 14-17 (Oct 28-Nov 24)

- Apprentice begins on-the-job-training at second facility/location/tour
- Second coach assigned
- Skillsoft content assignments in Learning Management System (HERO)
- Job specific checklists
- Second evaluation

Weeks 18-25 (Nov 25-Jan 19)

- Return to original office
- Apprentice takes full responsibility of unit without direct interference from coach – unless necessary
- Finalize Skillsoft courses
- Mentor meetings
- Check-in with Field HR Manager

Week 26 (Jan 6-Jan 12)

Final Performance Evaluation and Graduation



Mentors & Coaches

Mentor

Oversees your development and will provide feedback to both you and your coach throughout the program.

- Meet with you twice a month
- Review evaluations and checklists with you
- Will provide guidance, motivation and support for your development

Coach

Works side-by-side with you by providing daily training on requirements of a supervisor role.

- Engage daily with you
- Complete checklists, review performance and share feedback with you

Supervisor Apprentice Compensation

During the Program

SUPERVISOR APPRENTICE EAS-16 COMPETITIVE PROMOTION*

- You received a 5% increase (more if necessary to reach the minimum salary)
- FLSA Nonexempt
- Not eligible for Supervisor Differential Adjustment (SDA)
- Not eligible for Pay for Performance (PFP)
- Not eligible for Night Differential/Sunday Premium

Completion of Program

SDO/SCS SUPERVISOR EAS-17 NONCOMPETITIVE OUTPLACEMENT

- Non-bargaining employees receive up to 10% increase
- Special Exempt
- Eligible for Supervisor Differential Adjustment (SDA)
- Eligible for Pay for Performance (PFP)
- Eligible for Night Differential/Sunday Premium

* ELM Section 413.21 applies for nonbargaining employees promoted into Supervisor Apprentice program.

Supervisor Apprentice Outplacement

SDO/SCS SUPERVISOR EAS-17 NONCOMPETITIVE OUTPLACEMENT

- Upon successful completion of the program, you will be outplaced to a vacant EAS-17 Supervisor or Relief position
- Outplacement assignment based on:
 - Position availability
 - Organizational need
- Consideration for your geography and schedule preferences will be taken when assigning outplacement



Program Evaluations

Program Evaluation



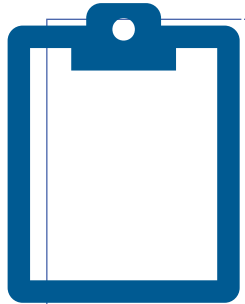
Knowledge Test

A knowledge test is administered after the virtual classroom training



Skills Checklists

The coach evaluates apprentice performance using skills checklists



Surveys & Focus Groups

Program feedback will be solicited through surveys and focus groups



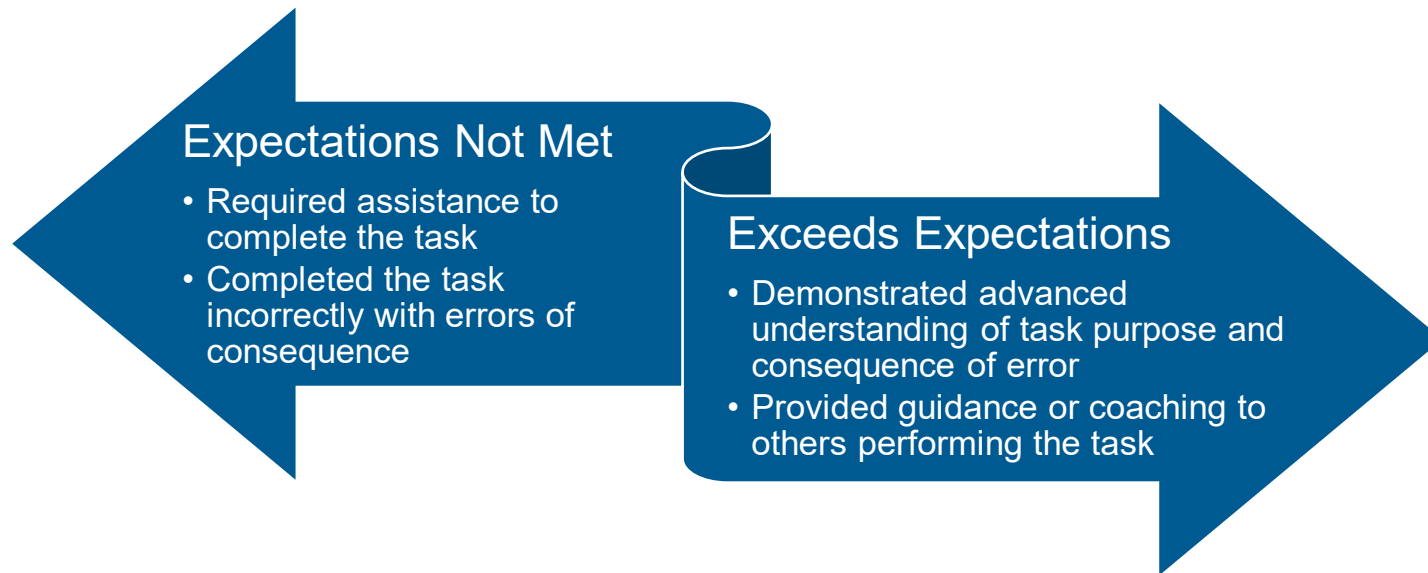
Post-Outplacement Assessment

A knowledge test, self assessment and manager assessment will be administered three months after outplacement

Performance Assessments

The coach will evaluate the apprentice on the tasks listed on the performance assessment skills checklists.

- The expected performance will vary depending on the task.
- In order to receive a rating of “meets expectations,” the apprentice must complete the task independently with no errors or only minor errors that would not have a consequential impact on the work.



The coach will work with the apprentice until they can perform at a level that meets expectations.

The apprentice will be given several attempts to complete each task, with coaching along the way.

If the apprentice receives a rating of “does not meet expectations” on any task, they have the rest of the program to work with their coach and achieve a “meets expectations,” rating.

Accessing Program Materials on Blue

Accessing Program Materials – Blue Page

The screenshot shows the USPS Blue website interface. At the top, it says "Blue United States Postal Service" with the tagline "You deliver for the country, we deliver for you." The navigation bar includes "Home", "My Work", "My Life", and "Inside USPS". The date is "Wednesday, June 21, 2023".

On the left sidebar, under "Essential links", there is a "National Training" section with two items: "National Training Development" and "National Training Programs". A red box highlights "National Training Programs" and is labeled with a red "3.".

In the main content area, there is a "Link" section with a post titled "Where the heart is" and a "June is LGBTQIA+ Pride Month" banner. A red box highlights the "Link" section and is labeled with a red "1.".

On the right sidebar, there is a search bar and a list of departments/functions. A red box highlights "Human Resources" and is labeled with a red "1.". Below it, another red box highlights "Employee and Leadership Development" and is labeled with a red "2.".

National Training Programs

The graphic features a person in a blue suit holding a large circular icon labeled "National Training Programs". Surrounding this central icon are four smaller circular icons: a hammer and pickaxe, a person standing, a lightbulb, and a head with gears.

- Acting Customer Service Supervisor Training
- Management Essentials for Field Leadership (MEFL)
- Manager Distribution Operations (MDO)
- Manager In-Plant Support (MIPS)
- Policy Essentials for Delivery Supervisors ILT
- Policy Essentials for Delivery Supervisors vILT
- Postmaster Essentials (PME)
- USPS Supervisor Apprentice Program
- USPS Supervisor Program

Blue – Human Resources – Employee and Leadership Development – National Training Programs

Accessing Program Materials – Blue Page

Supervisor Apprentice Program



The Supervisor Apprentice Program is a six-month program designed specifically to support and train supervisor apprentices to become EAS-17 supervisors. Through the apprentice program, you will gain job-related knowledge and applicable job skills to the requirements to become a supervisor.

The program incorporates several elements to support supervisor apprentices throughout the six months as they learn their responsibilities and prepare for a supervisor position. Program components include training, webinars, coaching, self-study courses, mentorship, and functional assignments that build foundational skills, and opportunities to learn, and to practice in a real environment with knowledgeable guidance. An "observe, practice, demonstrate" approach is used. The skills are scaffolded in accordance with this model.

There are several components to support you as you learn more and grow as an apprentice.

[Pre-Program Activities](#)

[2-week Virtual Classroom Required Tools](#)

[Program Guides](#)

[Supervisor Apprentice Program Skills Checklists](#)

[Frequently Asked Questions \(FAQs\)](#)

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[Frequently Asked Questions \(FAQs\)](#)

Accessing Program Curriculum in Learning Management System

Accessing the Program – Learning Management System (HERO)

The screenshot shows the Blue United States Postal Service website. The navigation menu includes Home, My Work, My Life, and Inside USPS. The 'Essential links' section lists various topics, with 'HERO' highlighted by a red box and labeled '2.'. The 'Featured topics' section includes 'Accessing LiteBlue Safely', 'Bank Secrecy Act Compliance', 'Business Intelligence Capacity Model (BICM) C380', 'Career Conferences', 'Continuous Improvement', 'Connecting with Customers', 'Coronavirus employee resources', 'CRDO Resource Library', 'CyberSafe', 'Diversity, Equity & Inclusion', 'ePayroll', 'Employee Assistance Program (EAP)', 'Employee Deals', 'Employee Engagement', 'Environmental Affairs and Corporate Sustainability', 'FMLA', 'Forms', 'Front Line Supervisor's Toolkit', 'HERO', 'IdeaSMART', 'Informed Delivery', and 'IT Self Help/ServiceNow'. A red box labeled '1.' highlights the 'HERO' link in the 'Essential links' section.

The screenshot shows the HERO Learning Management System dashboard. The header includes the United States Postal Service logo and the HERO logo. The navigation menu includes Home, Connect, My Learning, Performance, Career Development, Reports, ILT, Content, Admin, Recruit, and Support. The main content area displays a user's profile with the text 'Welcome, !' and 'HEROProfile Status: First-Class'. A red arrow points from the profile to the 'Assigned Training' section, which shows 'Assigned Training' with a count of 3 and 'HERO Conversations' with a count of 1.

Your Assigned Training

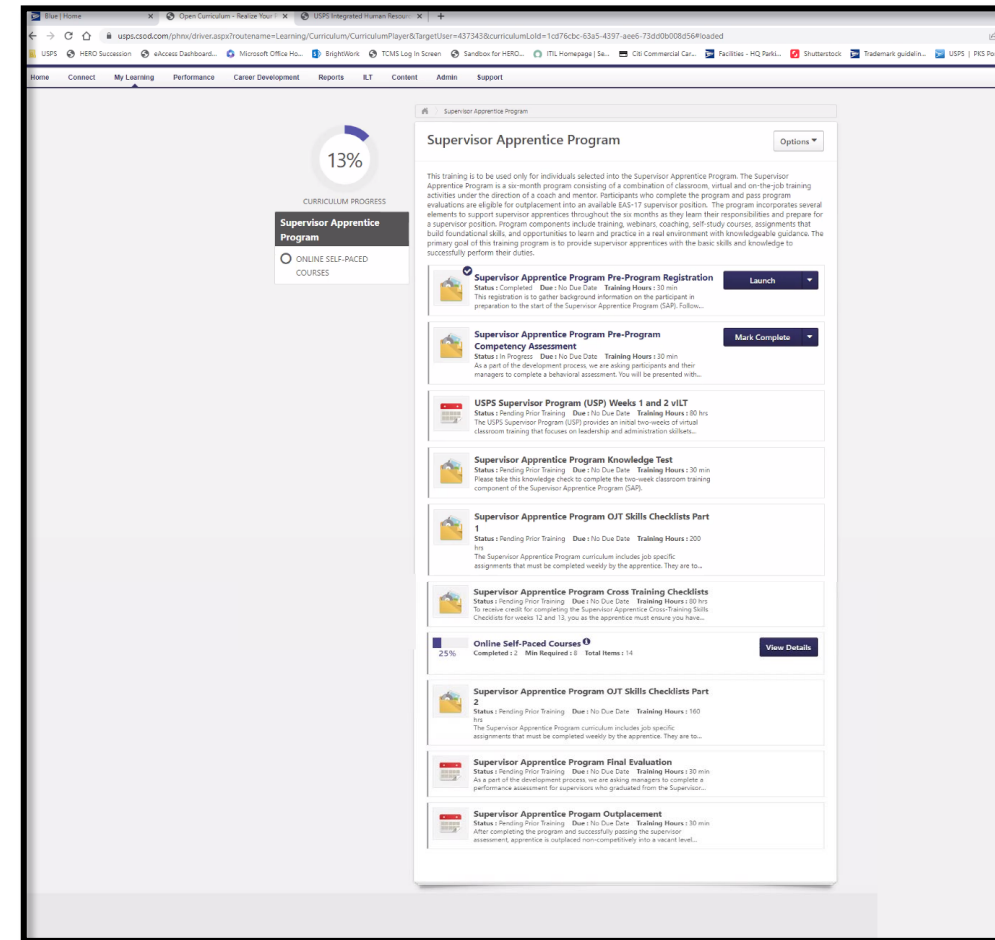
Title	Due Date	Action
Self Development: Operations	None	None
CHRO Path for PDP	None	Open Curriculum
Professional Development Program (PDP) Core Curriculum	None	Open Curriculum
Supervisor Apprentice Program		Open Curriculum

A red arrow labeled '3.' points to the 'Open Curriculum' action for the 'Supervisor Apprentice Program'.

Apprentice Responsibility - Learning Management System (HERO)

Curriculum:

- Pre-Program Registration
- Pre-Program Competency Assessment
- USPS Supervisor Program (USP)
- Knowledge Test
- OJT Skills Checklists Part 1
- Cross Training Checklists
- Online Self-Paced Courses
- OJT Skills Checklists Part 2
- Final Evaluation
- Outplacement



The screenshot displays the 'Supervisor Apprentice Program' page in the HERO LMS. At the top, a progress indicator shows '13%' completion. Below this, a list of curriculum items is presented, each with a status icon, title, and description. The items include:

- Supervisor Apprentice Program Pre-Program Registration**: Status: Completed, Due: No Due Date, Training Hours: 30 min. Includes a 'Launch' button.
- Supervisor Apprentice Program Pre-Program Competency Assessment**: Status: In Progress, Due: No Due Date, Training Hours: 30 min. Includes a 'Mark Complete' button.
- USPS Supervisor Program (USP) Weeks 1 and 2 vILT**: Status: Pending Prior Training, Due: No Due Date, Training Hours: 180 hrs.
- Supervisor Apprentice Program Knowledge Test**: Status: Pending Prior Training, Due: No Due Date, Training Hours: 30 min.
- Supervisor Apprentice Program OJT Skills Checklists Part 1**: Status: Pending Prior Training, Due: No Due Date, Training Hours: 200 hrs.
- Supervisor Apprentice Program Cross Training Checklists**: Status: Pending Prior Training, Due: No Due Date, Training Hours: 60 hrs.
- Online Self-Paced Courses**: 25% Completed, 2 Min Required, 8 Total Items. Includes a 'View Details' button.
- Supervisor Apprentice Program OJT Skills Checklists Part 2**: Status: Pending Prior Training, Due: No Due Date, Training Hours: 160 hrs.
- Supervisor Apprentice Program Final Evaluation**: Status: Pending Prior Training, Due: No Due Date, Training Hours: 30 min.
- Supervisor Apprentice Program Outplacement**: Status: Pending Prior Training, Due: No Due Date, Training Hours: 30 min.

Resources

Name	Title	Email
Tara Murray	Sr. Plant Manager	Tara.murray@usps.gov
Onita Larrier	Sr. Manager Distribution Operations	Onita.c.Larrier@usps.gov
Paul Joseph Stremel	Manager, Field Human Resources	Paul.j.stremel@usps.gov
Don R. Beete	Manager, Employee Development	don.r.beete@usps.gov
Wilma Rivera	Manager, Workforce Planning & Complement	wilma.rivera@usps.gov

Resources-continued

Apprentice Name	Mentor Name	Coach Name	Coach Email
Carl Moore	Felicia Gilmore	Jared Cunningham	Jared.Cunningham@usps.gov
Jasmine White	Pearson Edwards	Donna Baksh	Donna.A.Baksh@usps.gov
Alexa Benitez	Pearson Edwards	Tori Streeks -Stevens	tori.n.streeks-stevenson@usps.gov
Daymonn Richards	Nina Dunham	Tisha Lasaine	Tisha.J.Lasaine@usps.gov
Sharon Gregory	Nina Dunham	Rannie Miles	Rannie.Miles@usps.gov
Md Hasan	Felicia Gilmore	Edwin Adams Gomez	Edwin.A.Adamsomez@usps.gov

**A few tips before
you go...**

Tips for Success





Believe in
yourself
and you
will be
unstoppable