

FSM Onboarding Curriculum Overview

Background

The new Field Service Managers (FSMs) – May 16, 2022 (Class F) will be provided with an Onboarding Training curriculum which includes leadership skills, operational processes and performance management. The Field Development Leader (FDL) teams onboarding curriculum strategy includes virtual classroom and FSM field operational shadowing.

Timeline

The Onboarding Training curriculum timeline is as follows:

- Virtual training with FDL will be approximately 6 hours a day, unless otherwise indicated. Start times will vary based on the region
- Training will be conducted 5 days a week Monday-Friday, with 2 days OFF each week for 7 weeks based on start date
- FDLs will work closely with base leaders on any schedule exceptions based on operational needs
- Onboarding FSM field operational shadowing of base shifts will be scheduled throughout the week
- FDLs will work with the local bases to determine field shadow time, which could be held prior to virtual training, after virtual training or both based on specific needs
- Onboarding FSMs will attend Field Leader Immersion (*fLi*) training through a series of workshop sessions related to Investigations 101, Performance Development (PD), Reliability, Operations Customer Center (OCC), Positive Employee Relations (PER), Employee Involvement Group (EIG), Scheduling and Absences, Leaves, Programs & Compliance
- Onboarding FSMs will attend Subject Matter Expert (SME) sessions related to Administrative Services, Diversity, Equity & Inclusion (EIG), Safety, Case Management, Scheduling Specialist, MyTeam, Wellbeing and more
- A calendar for specific training dates will be provided once the class start date is determined

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FSM Onboarding Curriculum Overview, Continued

Follow-up

Gradual levels of development within training are as follows:

- Homework to enhance knowledge gained during training
- Quizzes and Knowledge Checks will be given throughout the training to reinforce content learned during class, from homework assignments and field operational shadowing experiences
- FDLs will meet 1:1 with new FSMs to offer support and mentoring as follows through their scheduled training
- FDLs will provide base leaders weekly reports on group and individual onboarding FSM progress during their scheduled training
- FDLs will meet weekly with base leaders to review outstanding items, in addition to providing verbal progress reports
- FDL engagement with base leaders on new FSM readiness to take on their team
- Onboarding FSMs will participate in a mandatory Leadership Development Series, through a series of workshop sessions to be held in the first 12-months of being a new FSM. The workshop sessions will be related to PD & Investigations case studies, CRP, Health Wellbeing/EAP-RFL, Focus Groups with key IFS Leaders, Monthly Performance Report (MPR), iPerform, MyTeam & Reliability refreshers and more

Technology

Guidelines for technology are as follows:

- Local base leadership should ensure laptops have been ordered and received by field leaders as this is an important component to their virtual training to ensure a viable platform in which to train
- If laptops have not been provided prior to training, what will the platform look like? Onboarding FSMs with a SkyPro could use their SkyPro however the screen is very small
- The onboarding FSM may choose to use their own device, but it is not required

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