



VETERANS BENEFITS ADMINISTRATION



Developing people, improving performance, creating partnerships

Training Manager's Monthly Call

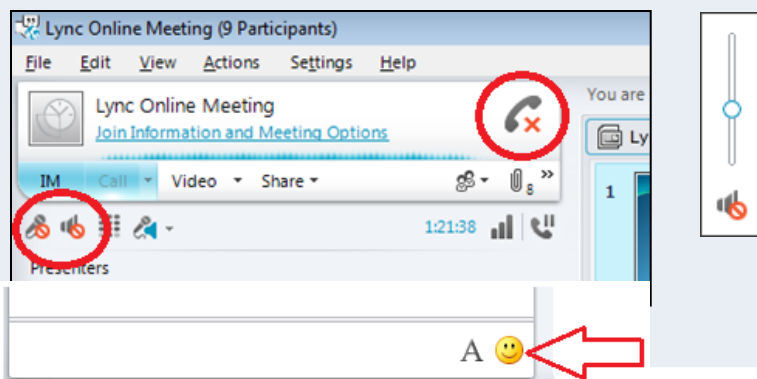
March 22, 2016
2-3 p.m. Eastern Time

Welcome to the TM Monthly Call!

Tuesday, March 22, 2016 2-3pm ET
If you are connecting to Lync by...

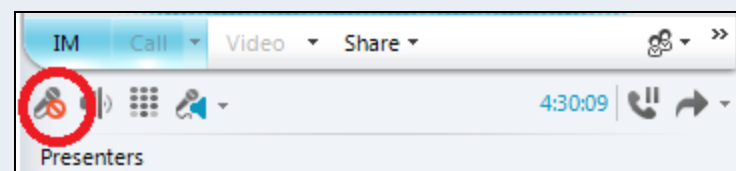
Phone:

1. Call: 1-855-767-1051
2. Enter Conference ID: **99329862#**
3. Once connected to the call, mute your phone. Do **NOT** put your phone on hold!
4. Please mute microphone/speaker:



Headset with microphone:

Please mute microphone:



If you need assistance, put a 'sad face' icon in the chat box (on the bottom left of the Lync screen).

Audio Check

- Note: I am speaking. If you cannot hear me, please put a 'sad face' icon in the chat window.



Debbie Violet
Course Advocate
EDT Support Team
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Agenda

Speaker	Department	Topic
George Boyd & Tina Thompson	Compensation Service Quality Review & Consistency Team	Consistency Study General Information & QRT SharePoint Demo
Robert Reiher	Seattle Regional Office	New Employee Orientation Best Practices
Raymond Bryan & Debbie Violet	Appeals Management Center/ GDIT in support of EDT	Best Practices for Using Lync to Train Work-At-Home Employees
Lamoyd Figures	VR&E Service	DoD/VA Lead Coordinator Awareness Training Verification: TM Assistance & VR&E FY16 NTC
Christy Chesnut	Camber Corp. in support of EDT	Q&A and Pre-Call Activity Wrap-Up

Note: Please hold all questions until the end of each presentation. You will have the opportunity to post questions on the whiteboard.

George Boyd (VSR) & Tina Thompson (RVSR) ***Compensation Service*** ***Quality Review & Consistency Consultants***

New Employee Orientation Best Practices

Robert Reiher
Seattle Regional Office Training Manager



Lync Training Best Practices

Raymond Bryan
*Appeals Management Center
Training Manager*



Debbie Violett
*Course Advocate
Program Coordinator*



Lamoyd Figures

VR&E Training Specialist

- DoD/VA Lead Coordinator Awareness Training Verification: Training Manager Assistance
- FY16 National Training Curriculum



Questions



Announcements



2016 Training Manager Symposium May 16-20, 2016 Orlando, Florida

*****Be on the lookout for an invitation
email in early April!*****

BAS National Training Curriculum Assignments

- TMS Administrators should reassign all Benefits Assistance Service curricula to employees to reset them
- Back-date the assignment date to 10/01/2015

Pre-Call Activity: Do You Remember?

Q: A Veteran enrolled in the RVSR Challenge Graduate Training Plan has questions about her education benefits. She asks you, her School Certifying Official (SCO), for guidance, but you are unsure how to answer her benefits questions. Where should you turn for information?

Discuss your responses from the whiteboard.

A: SCO questions regarding trainee benefits should be directed to the SCO hotline. TMs can also contact their Education Liaison Representative (ELR) for assistance.

Pre-Call Activity: Do You Know?

Q: A new employee will be joining your team in two weeks. What training needs does the new employee have to complete prior to arriving for her first day at the RO?

Discuss your responses from the whiteboard.

Training needs are:

- ☒ VA Privacy and Information Security Awareness
- ☒ Privacy and HIPAA
- ☒ Annual Employee Certification of Veteran Status

Pre-Call Activity: What Do You Think?

Q: Which of the following topics would you like to see covered during future Training Manager Monthly Calls?

- ☐ National Work Queue (NWQ) updates
- ☐ Preparing employees for Skills Certification Tests
- ☐ Attaching content to local TMS items
- ☐ Other

Discuss your responses from the whiteboard.

If you have expertise in any of these topics, please consider sharing your knowledge by volunteering to present.