



P&F SERVICE

Fiduciary Training Updates

Pension and Fiduciary Service

July 28, 2015



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Review

- Fiduciary NTC Progress Reports
- PMDB Training
- VALU Course Offerings



NTC Progress Reports

- P&F Service provides quarterly reports to hubs
- Reflects hours for technical positions (FEs, LIEs, and FSRs)
- TT&E and P&F Service can offer a brief overview of these reports if requested
- Instruction for Training Managers on running ad hoc reports can also be provided

Each quarter, per FL 14-15, Training Managers send a spreadsheet of all hub employees in technical positions to P&F Service in order to produce a progress report showing the number of training hours achieved toward NTC requirements. Technical positions are FEs, LIEs, and FSRs. These reports, once compiled, are forwarded to the hubs each quarter for review.

Should Training Managers at ROs with fiduciary hubs desire, TT&E and P&F Service can offer a brief overview of these reports. Instruction on how to run ad hoc reports can also be provided. Please just email the P&F Service Fiduciary Training email inbox with requests.



PMDB Training Initiative

- Initiative directed to the field on June 12th
- Prevention and Management of Disruptive Behavior
- VHAs Workplace Violence Program
- Help FEs prepare for and prevent violent situations in the field

On June 12th we issued a new training to all Field Examiners, the Prevention and Management of Disruptive Behavior series, also known as PMDB.

PMDB is a part of the Veteran Health Administration's (VHAs) [Workplace Violence Prevention Program](#). The program trains staff to identify disruptive situations, recognize signs that a disruptive situation is escalating toward violence, and intervene appropriately to reduce risk of injuries to self and others. It will be a valuable training for helping our FEs prepare for and prevent any potential violent situations in the field.



PMDB Tracks

- 3 out of 4 levels mandated for all FEs

Level	Description	Due By
1	Sexual Assault and Violence Prevention Awareness Training (in TMS)	09/30/15
2-A	Observation, Assessment, and Verbal De-escalation Skills Training to address Verbal Disruptive Behaviors in the Workplace (in TMS)	09/30/15
2-B	Observation, Assessment, and Verbal De-escalation Skills (VHA Instructor-Led)	12/31/15
3	Verbal Limit Setting and Personal Safety Skills Training to Address Physical Disruptive Behaviors in the Workplace (VHA Instructor-Led)	12/31/15

There are 4 different tracks of the PMDB training and P&F Service has mandated the first 3 tracks for all trainee and experienced FEs. Those tracks are:

Level 1: Sexual Assault and Violence Prevention Awareness Training (in TMS)

Level 2: Observation, Assessment, and Verbal De-escalation Skills Training to address Verbal Disruptive Behaviors in the Workplace (TMS and VHA Instructor-Led)

Level 3: Verbal Limit Setting and Personal Safety Skills Training to Address Physical Disruptive Behaviors in the Workplace (VHA Instructor-Led)



Other Notes

- 2 courses to be completed by 9/30 (FY15)
- 2 courses to be completed by 12/31 (FY16)
- Automatically added to TMS learning plans
- FEs must search and register for instructor-led classes in TMS
- FEs may volunteer to become certified instructors
- Joint effort between VBA and VHA

All courses are automatically added to FEs learning plans as long as the FEs are in the FY15 TMS Classes as instructed in FL 14-15.

We have provided guidance for FEs on how to search and register for a class in TMS, so if you receive any questions for assistance, please forward them to us.

We may be able train FEs on becoming certified instructors to give the hubs easier access to this training. Please email us with the names of any interested FEs.

Finally, this is a notable joint training effort between VBA and VHA that has taken a lot of work, particularly by our peers in ED&T, and should hopefully be a celebrated success towards our goal of One VA.



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Station-Selected Courses

- VBA Learning Catalog items, VALU, and Skillsoft courses may be used for station-selected hours in FY15 (FL 14-15)
- Any item from any Service Line can be used from the VBA Learning Catalog at:
<http://hvnc.gdit.com/lc/>
- Skillsoft courses are on 24x7 Learning page of VALU site: <http://www.valu.va.gov/Home/Explore>




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Station-Selected Continued

- VALU Courses are available in the VALU Course Catalog:

<http://vaww.infoshare.va.gov/sites/VALU/PMO/VST/Catalog/SitePages/Catalog.aspx>

 Catalog Requirements > Catalog

VALU Sponsored Training Catalog Requirements Customized Learning Solutions SharePoint Resources VALU TR Team Site

All Catalog Manager & Supervisor (Not Available for Requesting) Career & Technical Transformational Leadership Courses by Competency

VALU Course Catalog

Print Catalog

All Catalog

- Advanced Change Management - NEW
- Advanced Communications - NEW
- Advanced Decision Making and Problem Solving
- Advanced Personal Focus
- Advocating for Your Customer

TMS Item Number	NPED 1322000
Course Title	Building Resilience
TMS Registration Link	TMS Link
Duration	8 hours
Course Format	Live In-Person



Recommended VALU

- P&F Service highly recommends customer service trainings from VALU such as:
 - Advocating for Your Customer TMS Curricula #: OHRA-029
 - Communicating Positive Customer Service TMS Curricula #: OHRA-028
 - Preventing and Resolving Customer Service Breakdowns TMS Curricula #: OHRA-030
 - Refining your Communication Style TMS Curricula #: OHRA-061
 - Understanding Customer Service TMS Curricula #: OHRA-027
- [Sign-up](#) for monthly VALU E-Learning Digest for regular updates and new offerings



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Questions?