



Training Managers Profile

Ariadna Crawford

May 12, 2015

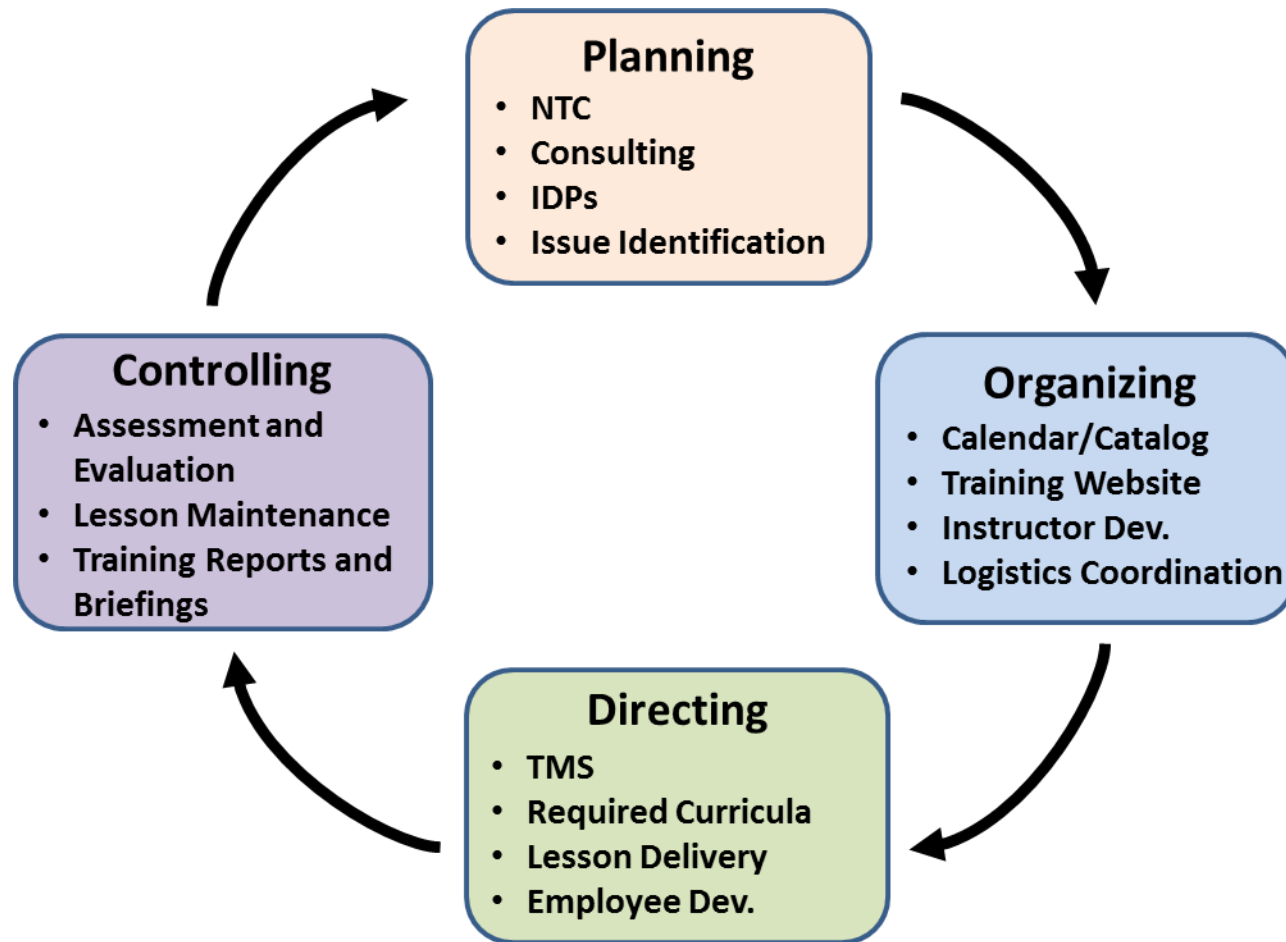


Network Card Activity

1 Your role	2 People who help you	3 People you help	4 Top performers	5 Your customers	6 Accomplishments
7 Your tasks	8 Your tools	9 Your support	10 Your barriers	11 TM success factors	12 Your talents and skills



VBA Training Management





Project Requirements

- The USB tasked the Chief Learning Officer (CLO) to review the status of TM guidance
- An Integrated Project Team (IPT) reviewed the:
 - Position Description
 - Performance Standards
 - Standard Operating Procedures (SOPs)

Name	Title
Ariadna Crawford	IPT Lead
Mark Hawkins	CLO Representative
Kathy Smith-Sasse	Portland TM/ TM Lead
Jennifer Rollins	Boston TM
Kyle Schmidt	Indiana TM
Marcia Burns	Little Rock TM
Mary Beth Barnett	St. Louis TM
Bob Reiher	Seattle TM
Tina Rash	Louisville TM
Dwana Grotkopf	Administrative Assistant

Network Card block 7



Phase I – Current State

Phase I

- Administered a job/task survey to Training Managers during July and August 2014.
- The survey asked participants to rate the frequency with which they perform forty-nine duties.
- Job/Task analysis experts reviewed and analyzed the survey responses, existing TM documents, and VBA's strategic plan to identify important trends in TM roles and responsibilities.
- Result was a defined “current state” description of the TM role.



Phase II – IPT Draft Products

Phase II

- Created an Integrated Project Team (IPT) composed of 7 TMs and 2 Central Office representatives
- The IPT held workshops to review the results from the job/task survey, hold discussions, gather additional information and formulate draft products
- Result is the following revised draft documents:
 - Position description
 - Performance Standards
 - Standard Operating Procedure (SOP)



Identified Duties

- Forty-eight of the fifty-six training managers (86%) responded
- Thirty-six (75% of respondents) said that they were full-time Training Managers.
- The primary duties and responsibilities fall into four categories:
 - Program Administration
 - Program Evaluation
 - Customer Service and Engagement
 - Organizational Support

Network Card block 7



Identified Tasks

Known Tasks (2008 PD)	Newly Identified Tasks
<ul style="list-style-type: none">• TMS administration• Training implementation and process management• Training quality management• Strategic planning and consulting for ROs• Instructional design and development• Communication with, and support of, VBA Central Office	<ul style="list-style-type: none">• Discuss FY NTCs with division chiefs• Manage training facilities• Administer Skill Certification exams and Consistency Studies• Manage training for VSOs and special employees• Coordinate special training• Coordinate new employee training• Develop instructors• Provide mentoring

Network Card block 7



IPT Draft Products

Position Description

- Based on the Job/Task findings
- Currently in concurrence with OFO, etc.

Performance Standards

- Define the measures for the four duties listed in the position description.
- A fully successful standard was established for each critical element.

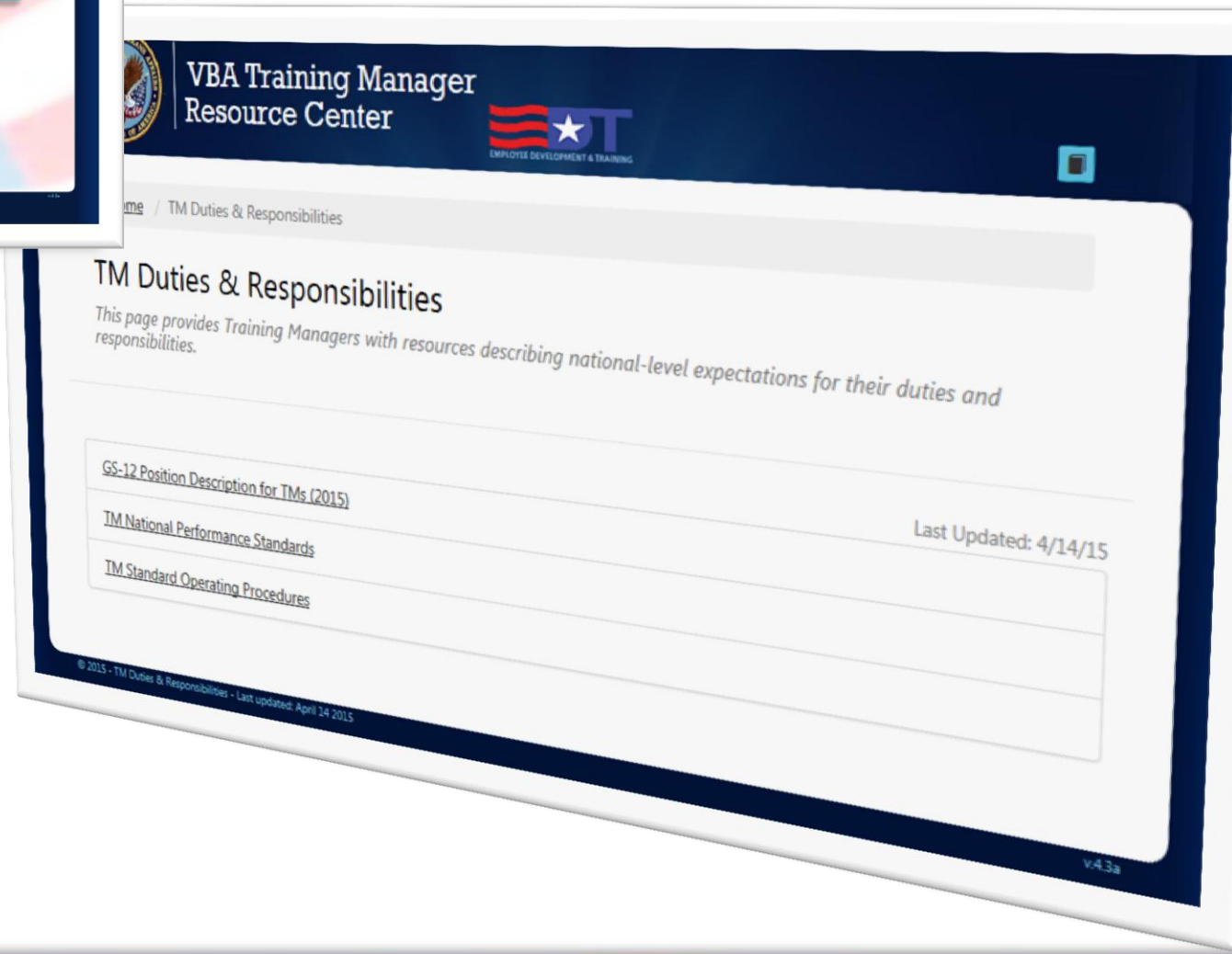
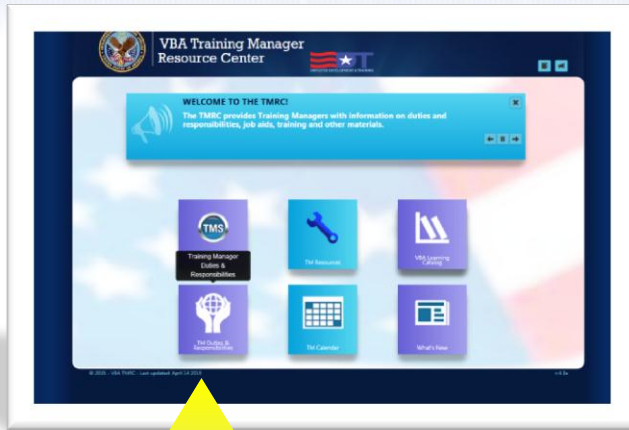
TM SOP

- Provides guidance for the daily duties of the TM, to facilitate consistency, quality, and integrity
- Applicable to all Training Managers reporting directly to an RO Director

**Network Card blocks 8 and
11**



Documents Location





Questions?