

Associate Supervisor Program Leadership and Management Training Outline

Week 1

Unit 1	Foreword and Introduction
Unit 2	Participant Introductions
Unit 3	Participant Roles & Responsibilities
Unit 4	Coach-Trainee Contract
Unit 5	Trainee Assessments and Program Evaluation
Unit 6	Structure of the Organization
Unit 7	Transition to Supervision
Unit 8	Transitional Leadership
Unit 9	Workplace Values & Employee Motivation
Unit 10	One-on-One Communications
Unit 11	Interpersonal Skills
Unit 12	Examination - Week 1
Unit 13	Program Evaluation - Week 1

Week 2

Unit 14	Managing Employee Performance
Unit 15	Tools for Influencing Performance
Unit 16	Giving and Receiving Feedback
Unit 17	Managing Your Boss
Unit 18	Culture Change & Managing Change
Unit 19	Team Building
Unit 20	You and Your Customer
Unit 21	Planning and Time Management
Unit 22	Written Communications
Unit 23	Valuing Diversity in the Workplace
Unit 24	Employee Assistance Program
Unit 25	Ethics in the Workplace
Unit 26	Security...All day...Everyday...Everybody
Unit 27	EEO
Unit 28	Sexual Harassment
Unit 29	Examination-Week 2
Unit 30	Program Evaluation-Week 2

Associate Supervisor Program

Processing & Distribution Functional Training Outline

Week 3

Introduction w/ Plant Manager, Staff, Coach, Trainers

Unit 1 Facility Operating Plan

Unit 2 Platform Operations

Unit 3 Modes of Transportation

Unit 4 Mail Transportation Equipment

Unit 5 Color Codes

Operation On-the-Job Assignment

Week 4

Unit 6 Mail Arrival and Mail Preparation

Unit 7 Mail Flow

Operation On-the-Job Assignment

Week 5 & 6

Unit 8 Automation

Operation On-the-Job Assignments

Week 7

Unit 9 Manual Distribution Operation and Registry Unit Operations

Unit 10 AFSM 100 and UFSM 1000

Unit 11 Automated Package Processing System (APPS) and Small Parcel & Bundle Sorter (SPBS)

Operation On-the-Job Assignment

Week 8

Unit 12 Mail Condition Reporting System (webMCRS)

Unit 13 Tracking and Reporting Systems

Unit 14 Forecasting Workloads and Workweek Scheduling

Unit 15 Service Performance and Customer Satisfaction

Measurement Systems

Operation On-the-Job Assignment

Associate Supervisor Program

Customer Service Functional Training Outline

Week 3

Introduction w/ District Manager, Staff, Coach, Trainers

Unit 1 Conducting the Count of Mail

Unit 2 Conducting the Route Inspection

Operation On-the-Job Assignment

Week 4

Unit 3 Introduction to Automation

Unit 4 Address Management Systems Edit Book

Unit 5 Delivery Point Sequence (DPS)

Unit 6 Volume Recording

Operation On-the-Job Assignment

Week 5

Unit 7 Matching Workhours to Workload and Control Forms

Unit 8 Delivery Operations Information System (DOIS)

Unit 9 Workload Adjustments

Unit 10 Carrier Scheduling: Contractual Guidelines

Operation On-the-Job Assignment

Week 6

Unit 11 Mail Condition

Unit 12 Route Adjustments

Unit 13 Street Management

Unit 14 PM Supervisor Duties & Responsibilities

Unit 15 AM SOP

Operation On-the-Job Assignment

Week 7

Unit 16 Retail Vision and Mission

Unit 17 Retail Operations

Unit 18 Postal Accounting Procedures

Unit 19 Customer Service and Image

Operation On-the-Job Assignment

Week 8

Unit 20 Sales Process and Product Knowledge

Unit 21 Lobby Management

Unit 22 Retail Performance Indicators

Unit 23 Staffing and Scheduling

Operation On-the-Job Assignment

Unit 24 (Optional) Rural Delivery and Highway Contract Routes

NOTE: Unit 24, Rural Delivery and Highway Contract Routes is an optional unit to be given where necessary. If this unit is to be given, an additional three hours of classroom training needs to be scheduled in the appropriate week.

Associate Supervisor Program

Bulk Mail Center Functional Training Outline

Week 3

- Unit 1 Facility Operating Plan
 - Unit 2 Color Codes
 - Unit 3 Inbound Docks
- Operation On-the-Job Assignment*

Week 4

- Unit 4 Hazardous Materials
 - Unit 5 Mail Transport Equipment
 - Unit 6 Mail Flow Control
 - Unit 7 Non-Machinable Outsides (NMO)
- Operation On-the-Job Assignment*

Week 5

- Unit 8 Sack Sorter Machines (SSM)
 - Unit 9 Sack Shakeout (SSO)
 - Unit 10 Rewrap
 - Unit 11 Primary
 - Unit 12 Package Bar Code System (PBCS)
- Operation On-the-Job Assignment*

Week 6

- Unit 13 Mail Condition Reporting System (MCRS)
 - Unit 14 Reporting Service Measurement System
 - Unit 15 Secondary
- Operation On-the-Job Assignment*

Week 7

- Unit 16 Tow Conveyor System
 - Unit 17 Small Parcel Bundle Sorter (SPBS)
 - Unit 18 Modes of Transportation
- Operation On-the-Job Assignment*

Week 8

- Unit 19 Vehicle Tracking Analysis Performance System (VTAPS)
 - Unit 20 Outbound Docks
- Operation On-the-Job Assignment*

Associate Supervisor Program Assuming Responsibility for Supervision Training Outline

Week 9

Unit 1 Safety for Postal Leadership
Operation On-the-Job Assignment

Week 10

Unit 2 Labor Relations – History of the Postal Service and
Postal Unions

Unit 3 Grievance Procedure

Unit 4 Correcting Employee Deficiencies

Unit 5 National Contract Overview

Unit 6 Union Representation and Information Requests

Unit 7 Local Agreements and Issues

Operation On-the-Job Assignment

Week 11

Unit 8 Injury Compensation Program
Operation On-the-Job Assignment

Week 12

Unit 9 Managing New Employees

Unit 10 Leave Control

Operation On-the-Job Assignment

Week 13

Unit 11 Workplace Violence Awareness
Operation On-the-Job Assignment

Week 14

Unit 12 Cross-Functional Interchange

NOTE: While the focus of this week is exposure to the cross functional operation, the classroom day can be utilized to present local training initiatives.
Operation On-the-Job Assignment and Cross-Functional Checklists

Week 15

Unit 13 Managing the Unit
Performance Discussion

Week 16

Managing the Unit
Graduation/Reception