

Fundamentals (5.e): Administrative Services Training for DTSC Managers and Supervisors

Create a training plan that provides staff members with the skills they need to succeed in their jobs and careers.

Goal: Create effective managers and improve supervisory skills to facilitate performance and improve morale by developing and implementing a training plan that provides managers, supervisors, and analysts the tools and skills they need to succeed in their jobs and careers.

Timeline:

April – June 2013:

- Begin “Speaker Series” to provide Administrative Services employees with training on program operations and functions.
- Roll out one analytical skills training course: Writing Skills for the Analyst
- Finalize curricula, content, and schedule for manager/supervisor training

July – September 2013:

- Roll out one analytical skills training course: Seven Steps of Completed Staff Work
- Roll out two manager/supervisor training courses: Effective Duty Statements and Hiring and Interviewing Applicants for Employment

October – December 2013:

- Complete Crucial Conversations training for all employees
- Roll out one analytical skills training course: Critical Thinking for the Analyst
- Create a leadership academy

January – March 2014:

- Roll out one manager/supervisor training course: Documenting Job Performance Expectations