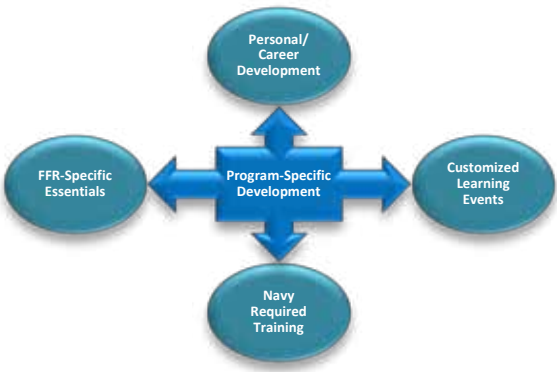


Develop FFR Talent

Fleet & Family Readiness (FFR) Training seeks to partner with you to identify areas of opportunity for professional development, to make your job easier, to improve the programs and services you deliver and ultimately build customer loyalty. We want you to proudly serve Sailors and their family members as an FFR Employee.

In addition to the learning opportunities offered by FFR Training, you will want to discuss with your Supervisor any Program-Specific Development or Navy Required Training such as Prevention of Sexual Harrassment (POSH) or Sexual Assault Prevention & Response (SAPR) you will need to attend.



Learning Events lead to Commencement

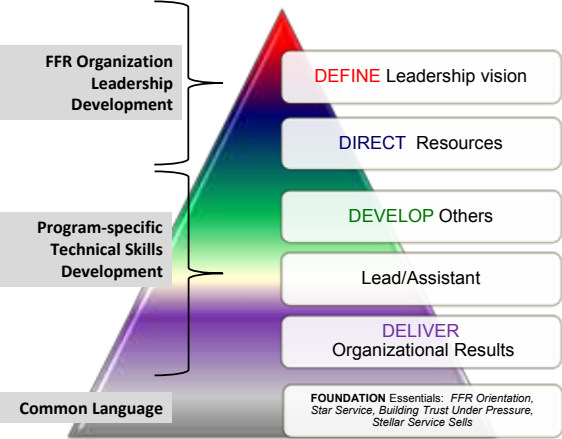
FFR Training offers Learning Events for all employees, regardless of Non-Appropriated (NAF) or Appropriated Fund (APF)/GS status, rank or grade. While there are expenses to the organization for these Learning Events, you are not charged any fees to attend. Every Learning Event offers you the opportunity to commence using new behaviors skills, apply knowledge or improve your abilities in the FFR-Specific Essentials: leadership, sales, and service.

Manage Your Career Progression

Similar to how your career progresses to a pinnacle of success, Learning Event opportunities progress too. You need to decide where you want your FFR career to take you. Work with your Supervisor to develop an Individual Development Plan (IDP) that identifies what FFR needs from you, what you want to be, where you want to grow and develop and when you want to be there. You may choose to incorporate Personal Career Development opportunities such as mentoring, job shadowing, college classes, professional seminars or certifications to reach all of your goals. However, you won’t want to miss out on the learning opportunities offered by FFR.

4 D’s

Take a look at the four levels of FFR Training: Define, Direct, Develop and Deliver. Have you mastered the skills at your current level of employment? What Learning Events will prepare you for where you aspire to be? Make your plan, discuss it with your Supervisor and get started today.



All FFR employees are expected to attend and implement in their daily duties the key actions and behaviors of three foundational Learning Events: *Star Service: Creating Stellar Customer Relations (CSCR)* or *Star Service: Customer Experience (CX)*, *Building Trust Under Pressure* and *Stellar Service Sells*.

Make Your Learning Time Stick

To get the most value from any Learning Event, you are encouraged to meet with your Supervisor before and afterward. During these meetings, review the learning objectives and determine what is the most important outcome from this Learning Event and discuss any potential barriers to learning you are anticipating. For example, “Who is going to cover my shift during class?” After you have attended the Learning Event, meet again and discuss how you will apply what you have learned and how your Supervisor will reinforce your correct application of the behaviors or skills. By taking the time to review the learning objectives with your Supervisor, discussing how to implement the new behaviors and skills and identifying what improved performance looks like, before and after a Learning Event, you will find greater personal and organizational benefits. Most importantly what you have learned will stick with you!

Make It Stick!

Panel 1: Hey Supervisor, I am going to a FFR Learning Event. Can we get together to discuss the learning objectives and what we want me to commit to doing better or different afterwards?

Panel 2: Sure Employee, that would be great. I am excited for you to be attending NAF Budget Planning. You will have a better financial plan after you attend. How does Monday at 2 sound?

Panel 3: I will be there. Can we also meet the following Monday to discuss the Learning Commitment Tool and my plan of action for this year's budget cycle?

| DELIVER   |   | DEVELOP   |   | DIRECT  | DEFINE   |
|---|---|---|---|---|--|
| <p>If you provide front line services, but do not lead or supervise employees and do not manage a facility attend these Learning Events:</p> <ul style="list-style-type: none"><li>• What It Takes to Succeed</li><li>• Managing Life Outside of Work</li><li>• Defusing Emotionally Charged Situations</li><li>• Helping your Team Work</li><li>• Getting the Information you Need</li><li>• Identifying Work Priorities and Setting Verifiable Goals</li><li>• Managing your Priorities</li><li>• Personal Strategies for Navigating Change</li><li>• Listening in a Hectic World</li><li>• Speaking to Influence Others</li><li>• Resolving Conflicts with Your Peers</li><li>• Cash Handling Procedures</li></ul> <p>If this is your first job, or you are beginning your career either as a seasonal or flex employee, you are encouraged to attend these Learning Events:</p> <p>Getting the Information You Need<br/>Positive Responses to Change<br/>Helping Your Team Work</p> | <p>If you provide front line services and are a Lead, Manager on Duty, or Assistant Manager you will also want to attend these Learning Events:</p> <ul style="list-style-type: none"><li>• The Hallmarks of Supervisory Success</li><li>• Delegating for Shared Success</li><li>• Conducting FFR Performance Reviews</li><li>• Correcting FFR Employee Relations Problems</li><li>• Performance Planning &amp; Expectations</li><li>• NAF Budget Planning</li><li>• Establish Fees and Prices</li><li>• Addressing Emotions at Work</li><li>• Coaching for Extraordinary Service (CfES)</li><li>• Problem Solving Results: Solutions, Improvements &amp; Innovation</li><li>• Achieving Results Through Continuous Improvement</li></ul> <p>Speaking with Confidence<br/>Defusing Emotionally Charge Situations<br/>Managing Life Outside Work</p> | <p>If you supervise one or more employees and/or manage a facility or program, you will want to complete these Learning Events:</p> <ul style="list-style-type: none"><li>• APF and NAF Financial Analysis</li><li>• APF Financial Management</li><li>• Activating Change</li><li>• Shaping a Motivational Workplace</li><li>• Building Team Pride &amp; Purpose</li><li>• Developing Team Agility: Day-to-Day Tools</li><li>• Resolving Conflicts with Your Team</li><li>• Negotiating Resources for Your Tea</li><li>• Leading Innovation</li><li>• Selecting the Right Staff</li><li>• Leading for FFR Customer Driven Business Results</li><li>• Driving Learning Results</li><li>• Developing Others</li><li>• Giving Constructive Feedback</li><li>• Recognizing Others</li></ul> <p>You may also find value in attending:</p> <ul style="list-style-type: none"><li>• Generations in the Workplace: Leveraging Age Diversity</li></ul> | <p>If you are an Individual Contributor, such as a Program Analyst whom influences or leads project teams, but does not supervise employees or manage a facility, you will want to complete these Learning Events:</p> <ul style="list-style-type: none"><li>• Realizing Talent in Others</li><li>• Giving Needs-Based Feedback</li><li>• APF Financial Management</li><li>• Negotiating Resources for Your Team</li><li>• Leading Innovation</li><li>• Managing Your Priorities</li><li>• Resolving Conflicts with Your Peers</li><li>• Facilitating for Results</li></ul> | <p>If you supervise one or more Su-<br/>pervisors, manage more than one<br/>program or facility OR are an Indi-<br/>vidual Contributor, such as a Man-<br/>agement Analyst, with no employ-<br/>ees or facilities, however you direct<br/>human and financial resources at<br/>the executive level, you will want to<br/>complete these Learning Events:</p> <ul style="list-style-type: none"><li>• Profiles in Genuine Leadership</li><li>• Activating Change<br/>(Executive Version)</li><li>• Bridging Strategies to<br/>Outcomes</li><li>• Leading Virtually</li><li>• Realizing Talent in Others</li><li>• Giving Needs-Based Feedback</li><li>• Offering Rewards &amp; Recogni-<br/>tion</li></ul> <div><p><i><b>In addition to any Program-Specific Development,<br/>you are encouraged to complete the Learning Events<br/>up to and for your current level of professional development.</b></i></p></div> | <p>If you are an Executive and super-<br/>vise multiple senior managers, or<br/>are an Individual Contributor that<br/>defines policy at the installation,<br/>region or headquarters level you<br/>will want to complete this Learning<br/>Event:</p> <ul style="list-style-type: none"><li>• Activating Change<br/>(Executive Version)</li></ul> |

Face-to-face or on the Computer?

FFR Learning Events are available in a variety of formats; for the best learning experience plan to include a variety of delivery methods and locations in your IDP.

**Classroom Learning Events** afford the opportunity to meet face to face with your Facilitator and fellow Learners. Classroom Learning Events are held at a variety of locations and may be 2-4 hours, 1-2 days or 3-5 days in length. Classroom Learning Events include large and small group discussions, videos, reading assignments and role-play activities. The classroom format affords you the opportunity to actively build a professional network.

**Virtual Learning Events** are offered in three formats:

- 1. Synchronous *Virtual Instructor-Led Training (vILT)*. During this modality you and the Facilitator are in the virtual classroom at the *same time, or synchronously*. The Facilitator guides you through content, video demonstrations, small and large group discussions, and pre- and post-Learning Event activities. The vILT is generally 1-2 hours and many include two or more sessions. The vILT affords you the opportunity to verbally network and collaborate with FFR Professionals.
- 2. Asynchronous *Interactive Courseware (ICW)*. During this modality you will access a virtual classroom over a period of several days or weeks *asynchronously, or on your own schedule*. The Facilitator will frequently visit the classroom and review your progress and ask and answer questions. You will complete reading assignments, watch videos, conduct practice activities and share knowledge with other FFR Professionals by typing or posting information in the virtual classroom. The ICW can be accessed from any computer with internet 24-hours a day. This format brings you together with Learners from all over the world to share best practices and communicate learning excellence. The asynchronous ICW allows you the opportunity to thoroughly study reading assignments and thoughtfully respond to questions in writing.
- 3. Self-paced *eLearning*. During this modality you will access a virtual classroom and complete the entire learning at your own pace. You may be asked to complete reading assignments, watch videos, or demonstrate knowledge through quizzes and short answer assignments. This format allows you to study at your own pace to meet your individual development goals; reinforce skills gained but not mastered; or refresh a skill or behavior you may have forgotten.

**On-the Job Training (OJT)** delivers just-in-time on-demand learning experiences to meet your daily needs on the job. OJT is generally delivered by your Supervisor or experienced co-worker. OJT can take several minutes or days to complete. You are encouraged to take notes and ask questions to make sure you understand and retain these new skills.

Other learning opportunities include the FFR Mentoring Process, job-shadowing or facilitating Learning Events as a Certified Learning Professional. If any of these Learning Event opportunities interest you, contact FFR Training or your local Master Trainer.



FFR Training: Partnering with you to create valued learning experiences that deliver measurable performance improvement.



Developing a World-Class Workforce to Serve Sailors and Their Families



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