

SIMON M. STOREY
VICE PRESIDENT
HUMAN RESOURCES



December 30, 2020

JOSEPH WOLSKI
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Resolution – First-Line Supervisor Resources
(Report 19SMG010HR000-R20), Recommendation #4

The following constitutes the Postal Service's status update to the above referenced audit.

Recommendation #4: We recommend the Vice President, Employee Resource Management, require supervisory training for all acting first-line supervisors who act over 30 consecutive days.

Management Response: The Postal Service reaffirms acting supervisors receive on the job training by management; however, to address this recommendation, the Postal Service has developed a Leadership Journey for Acting Supervisors curriculum.

This HERO training program will be required for all acting first-line supervisors who are acting over 30 consecutive days. The curriculum is approximately 5 hours in length and contains the following courses:

- A Manager's Guide to Discipline and Documentation 30min
- Understanding Unconscious Bias 25 min
- Resolving Workplace Conflict 25 min
- Difficult People: Strategies to Keep Everyone Working Together 31 min
- Facing Confrontation in Customer Service 27 min
- Communicating with Confidence 20 min
- Ethics, Integrity, and Trust 15 min
- Commitment: Understanding the USPS 30 min
- Safety Review–Accident Response & Report 60 min
- Getting Time under Control 15 min
- Coping with Conflicting Priorities 15 min

The Leadership Journey for Acting Supervisors curriculum has a scheduled release date of February 28, 2021. Based on the foregoing, we respectfully request this recommendation be closed as completed.

Completion Date: Quarter 1, FY2021.

A handwritten signature in black ink that reads "Simon M. Storey".

Simon M. Storey