



# ACCMA STM NEWS

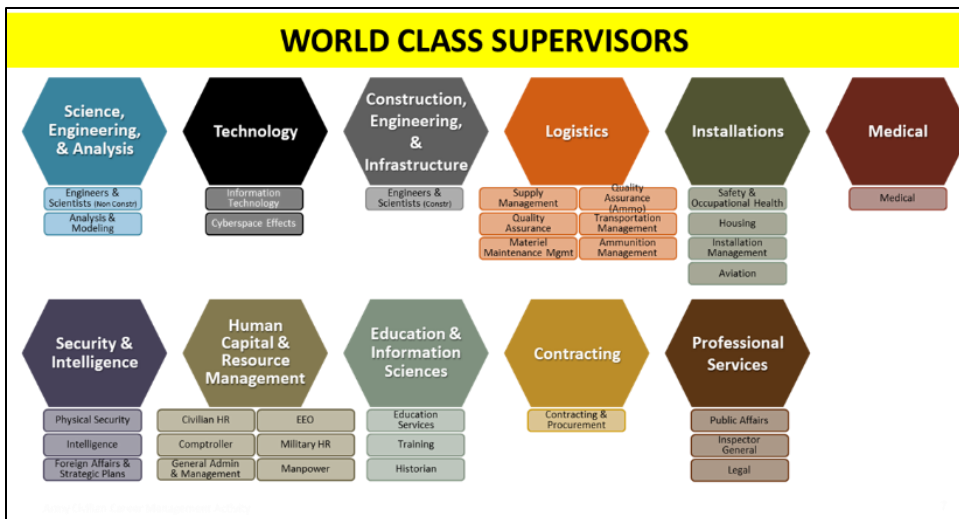
## Supervisor Talent Management

ISSUE 1 | November 2021



### INTRODUCTORY ISSUE

The Supervisor Talent Management (STM) office would like to welcome you to the first issue of the STM NEWS. Of our approximately 300,000 Army Civilians, about 39,000 of you are supervisors. As a group of supervisors, you are absolutely critical to the success of our people.



The Army People Strategy Civilian Implementation Plan (APS-CIP) directs us to build and sustain a cadre of world-class supervisors to enhance readiness of the Army Civilian Corps. The Army will create the systems and processes to acquire, develop, employ, and retain the best supervisors in government at every level through

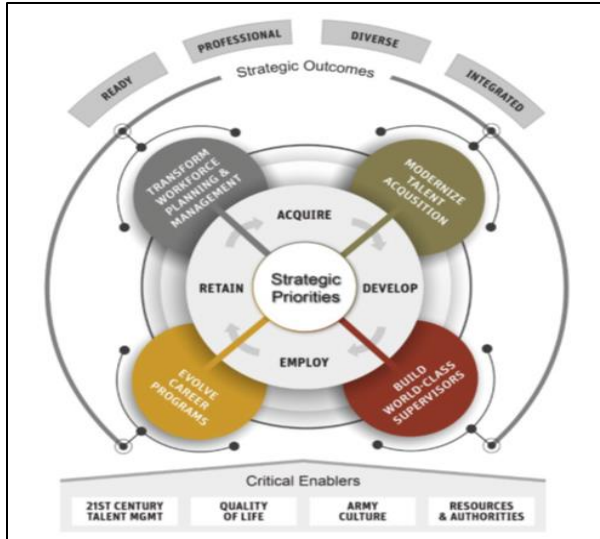
delivering on the Civilian Implementation Plan, which calls on us to certify our supervisors to effectively and optimally perform their roles at all levels.

Our goal with STM NEWS is to use this forum as a communications channel to inform Army supervisors of ongoing initiatives and developments in the supervisory lifecycle as we grow, refine, and enhance certification processes and procedures to provide oversight and guidance across career fields and commands to acquire, develop, employ, and retain world-class supervisors.

### SUPERVISOR FOCUS

The APS-CIP stipulates that we must change our internal culture of civilian human resource management to prioritize results while maintaining compliance with Title 5 of the United States Code. Our charter is to instill a new philosophy that facilitates the ability of our Civilians to move into opportunities that provide job satisfaction and meaningful employment, so that we may secure the most talented and engaged workforce to meet our missions. By hiring and developing the best supervisors to manage civilian talent, we will foster work experiences that nurture talent, promote innovation, and provide rewarding work that complements the knowledge, skills, behaviors, and preferences (KSB-Ps) of each Army Civilian.

## MISSION AND THE WAY AHEAD



The STM office was established to set forth policies, programs, and processes that recognize and capitalize on the unique knowledge, skills, and behaviors of every member of the Army team and facilitate employment of these attributes for maximum effect.

As Army supervisors, you guide and lead Army Civilians to mission, team, and personal success. In the future, you could become the Army's senior leaders by gaining management and leadership certifications, and through gaining experience as STM establishes, develops, and manages the program. Beyond merely completing a series of training courses, supervisors will immerse into a future, integrated process of

education, coaching, mentoring, monitoring, and measuring of your performance.

Army Civilians, units, commands, and the entire Army enterprise will benefit from implementation of world-class supervisor development and certification processes. Effective supervision is critical as you seek to improve developmental resource utilization, impacting Army commands, units, and each Army Civilian. The Army People Strategy stipulates how we will shift from simply "distributing personnel" to more deliberate management of the talents of our Soldiers and Civilians.

***The mission of STM is to inform and enable Army Civilian supervisors, career field leaders, commanders, and Army enterprise leaders, and to support and advocate for Army supervisors, across the human capital lifecycle, to develop a highly skilled and ready professional civilian workforce that supports national defense.***

STM will establish policies, programs and processes to be approved by the Deputy Assistant Secretary of the Army, Civilian Personnel (DASA-CP) who has proponency for supervisors across the Army. As Army supervisors, you guide and lead Army Civilians to mission, team, and personal success.

STM will put a blueprint in place to help guide your success! We anticipate developing distinct, achievable levels of certification, from new supervisor to advanced supervisory proficiency that lead toward supervisory expertise, and that meet federal statutory requirements.

The supervisor certification program will utilize automatic enrollment and will be integrated, supportable and geared to various levels for newly hired supervisors, newly promoted supervisors, supervisors transferring from other federal agencies who are new to the Army at all paygrade levels, and for existing supervisors.

### OPERATIONAL PROCESS TEAM (OPT)

STM is facilitating an ongoing OPT with supervisors from across the spectrum of Army functional communities and commands who will recommend a supportable implementation plan for supervisor development and certification. Certification will become a cohesive, distinct process that incorporates education, training, coaching, mentoring, performance practice/demonstration, and some type of evaluation. More than attending a series of training courses, certification will include evaluating readiness for supervisor service and certification.

## NEW ARMY SUPERVISOR TRAINING

We will provide three training courses, as a coordinated program, for just-in-time training to new supervisors in their first year so that they may gain knowledge and skills as needed in a way that introduces them to topics gradually and reinforces key points throughout the courses. To meet statutory guidelines and to ensure new supervisors get off to a good start, the three training courses will progressively expose them to key concepts, and give them classroom practice in foundational supervisory concepts. Each course, as follows, will build upon the previous one and provide more in-depth insight and understanding into the requisite topics:

- **Supervisor 101 (SPV-101) Course** – A new 10-hour online, asynchronous distributed learning (ADL) course. This course will be developed and delivered by AMSC and will be required for all newly assigned supervisors, immediately upon hiring or assignment to a supervisor role. This course covers topics critical for initial success and stresses the kinds of things that will ensure supervisors are prepared to confidently and competently lead on issues they’ll immediately experience.
- **Supervisor Human Resources Orientation Course (SHROC)** – A new 2-day face-to-face or virtual course developed and delivered by CHRA Civilian Personnel Activity Centers (CPAC). This course will be attended by all new supervisors during the first three months of hire or assignment to a supervisory position. This course expands upon the topics covered in SPV-101 and enables the new supervisor to ask questions and to practice some of the key behaviors required of them.
- **Supervisor Development Course (SDC)** – A redesigned 40-hour ADL course required as a capstone training event completed prior to the 1-year anniversary of hire or assignment to a supervisory position. The new supervisor will have the opportunity to pre-test out of the modules of this course based upon the knowledge they obtained from the Supervisor 101, SHROC and on-the-job-training they have gained throughout their first year of supervision. As with the SDC refresher course, they will only need to take the modules where they were not successful based upon the pre-test. This course rounds out the supervisor’s first year training combined with on-the-job-training, which will serve as the “final exam” for initial certification as an Army Civilian Supervisor.

Purpose	Potential Event	Details Under Consideration
<ul style="list-style-type: none"> <li>• Put the new supervisor on an immediate trajectory for success</li> <li>• Provide necessary redundancy in courses to ensure full coverage of key concepts</li> <li>• Build increasing supervisory capacity over first year</li> </ul>	Supervisor 101	10-hour online course to describe legal guidelines in first month
	Supervisor HR Orientation Course	2-Day CPAC led classroom or virtual practical application of Supervisor responsibilities within the first three months
	Supervisor Development Course	40-hour online course that serves as the “final EXAM”

## ENABLING A CULTURAL SHIFT

Supervisor talent management includes the full range of activities to acquire, develop, employ, and retain certified Army Civilian supervisors.

To acquire the best and the brightest, we need to shake up the way we seek and hire people. To develop the best and brightest, we need to embody continuous learning not just in the classroom, but in quicker, varied, and meaningful ways away from the classroom. To employ the best and the brightest we don't need to embody control, but we need to free people to innovate within control limits. To retain the best and the brightest, we need to offer a clear path that enables them to see and pursue movement with the Army, where their skills and experience are brought to tackle the new management and leadership challenges we will increasingly face.

This initial STM newsletter is for your situational awareness, to introduce our charter, and communicate our current and future operational plans. We will publish a quarterly newsletter to keep you apprised of STM developments and ongoing initiatives. As Army Supervisors, your input into the development of these processes and procedures is essential. If you have ideas to help shape our efforts, please reach out to a member of the ACCMA STM team. Thank you, we look forward to hearing from you!

## FAQ

**When will the courses be available?** SDC is available now. SPV-101 and SHROC are coming soon. The online courses will feature an auto-enrollment function for new supervisors.

**What is auto-enrollment?** This capability is under development and coming soon. When Army Civilians become supervisors either through promotion or hiring, they will automatically be enrolled in SPV-101 in their first month, and in SDC two months before completion of their supervisor probationary year.

**Who can get certified?** We are working with a team of supervisors across the Army (Supervisor OPT) to define certification requirements, and present them to DASA-CP, who has supervisor proponency. We currently believe that there will be a foundational and mastery certification level. Additionally, there will be recertification processes for both levels. We believe that ALL supervisors should ultimately become world-class through their certification.

## ACCMA STM Team

**George Taylor** - Division Chief,  
[george.d.taylor4.civ@army.mil](mailto:george.d.taylor4.civ@army.mil)

**Howard L'Heureux** - Plans and Supervisory Certification,  
[howard.a.lheureux.civ@army.mil](mailto:howard.a.lheureux.civ@army.mil)

**Michael Costanza** - Policy, Strategic Communication and Civilian Implementation Plan Initiatives,  
[michael.v.costanza.civ@army.mil](mailto:michael.v.costanza.civ@army.mil)