



February 8, 2023

Mr. Ivan D. Butts  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, the Postal Service has created a new training course for supervisors entitled ***Delivering the New Employee Experience***. This training course was previously called *Managing for Retention*. The content updates were made to ensure consistent alignment with the Delivering for America Plan.

Starting February 8, 2023, this course will be available in HERO and is mandatory for all employees who manage Bargaining Unit Employees. This training will be required annually moving forward.

Enclosed is a copy of the memo addressed to USPS Officers announcing the new training and outlining training details.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "James Lloyd".

James Lloyd  
Director  
Labor Relations Policies and Programs

Enclosure

JENNY D. UTTERBACK  
VICE PRESIDENT  
ORGANIZATION DEVELOPMENT



February 8, 2023

## OFFICERS

SUBJECT: Delivering the New Employee Experience—Training Course

As outlined in the Delivering for America Plan, we are focused on creating stability within our pre-career workforce by improving the overall employee experience, particularly in the first 90-days of employment.

A critical component to our stabilization plan includes equipping our front-line leadership with the skills needed to drive a culture of performance, accountability, and engagement by effectively onboarding and supporting our pre-career employees as they start their careers with the Postal Service.

With this commitment in mind, we are excited to announce the release of the *Delivering the New Employee Experience* training course, previously known as *Managing for Retention*.

This is a new three module eLearning course that provides an overview of the current state of employee retention, strategies to recognize drivers and impacts of employee turnover, development concepts for onboarding and employee retention, and tools to provide effective feedback to reinforce positive outcomes.

Beginning February 8, this course will be assigned and available to all operational leaders who manage bargaining unit employees and **must be completed within 60-days of assignment**.

Given our commitment to stabilize the workforce and reduce employee turnover in our pre-career employee category by 50 percent over the next 10-years, this course will be assigned on an annual basis as a strategic learning initiative. Managers and supervisors can access the course through our learning management system (HERO).

For Field Operations, questions should be directed to the respective Field Human Resources team that serves your Area and/or Region.

For Officers and Headquarters teams, questions can be directed to Taren Reynolds, Director, Training Development, at (202) 268-8082 or [taren.l.reynolds@usps.gov](mailto:taren.l.reynolds@usps.gov).

A handwritten signature in cursive script that reads "Jennifer D. Utterback".

Jennifer D. Utterback