



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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Board Memo 011-2023: S&DC Open House Playbook

Executive Board,

The Sorting and Delivery Center (S&DC) has designed an *Open House Playbook*. The S&DC open house is designed to familiarize employees (and their families) with the facilities. Each S&DC will host an open house before the launch date. The goal of this guide is to provide a new environment with teams that create a positive impact as employees work through the location and facility changes. This playbook will provide standard information for easy preparation and organization.

Please share with your membership.

Thank you, and be safe.

NAPS Headquarters

SORTING AND DELIVERY CENTER

welcome
TO THE
TEAM

A decorative graphic featuring six gold stars arranged in a semi-circle around the text "TO THE TEAM". The word "welcome" is written in a black cursive font above "TO THE". The word "TEAM" is written in a bold, black, sans-serif font below "TO THE". The entire graphic is set against a white background within a gold-bordered box.

Open House Playbook



Purpose of the Open House Playbook

GUIDE FOR SORTING AND DELIVERY CENTER OPEN HOUSE

The Sorting and Delivery Center (S&DC) open house is designed to familiarize employees (and their families) with the facilities. This also opens informal communication channels between S&DC leadership and employees.

Each Sorting and Delivery Center (S&DC) will host an open house prior to the launch date. This playbook will provide standard information for easy preparation and organization.

A scheduled open house date, avoiding other conflicts will be established by district and local leadership. It should be scheduled the week of launch or no earlier than one week prior. Once that date is established the following link will be utilized to populate other information.

[Open House Documentation](#) (LINK)

S&DC Open House

COMMUNICATING AND PREPARING FOR DAY OF OPEN HOUSE

DISTRICT AND S&DC HUB POSTMASTER

Each district should validate the information in the respective folder of the open house documents. Open house invitations should be posted and placed at cases along with being verbally communicated. If determined a presentation or speaking program will be held, note that time on the invitation.

Being prepared and communicating the task to accomplish is a positive reflection in our leadership and employee attendance. Each of the items below should be assigned and completed prior to the open house date.

- Welcome gift items will be provided and shipped directly to each S&DC hub location
- District / local EAS should secure funds to provide a snack, refreshment, and balloons
- Employee packets of information should be created by district / local EAS. (link below for documents)
- District MPOO / S&DC postmaster should schedule all EAS to participate in giving tours day of open house
- S&DC postmaster should complete a guided walk through with all EAS to create talking points for employees day of open house
- S&DC postmaster should be in contact with EAP to validate onsite availability

ITEMS TO BE FOUND IN PLAYBOOK

- SCHEDULE DATE OF OPEN HOUSE
- WELCOME INVITATION
- PREPARATION ITEMS
- SIGN-IN TABLE WITH WELCOME GIFT
- PACKET OF INFORMATION

WHO TO INVITE

EMPLOYEES,
UNION ASSOCIATIONS,
MANAGEMENT ASSOCIATIONS,
DISTRICT LEADERSHIP & SUPPORT,
AREA LEADERSHIP

KEY TASK FOR LEADERSHIP

- **Interpret & Communicate**—Be honest, transparent, and available. Communicate and respond to concerns.
- **Support & Empower**—Give as much structure as you can. Provide opportunities for development and training.
- **Motivate & Energize**—Help workers see the purpose in the change.
- **Focus on what workers want and need**—Information, input, and the ability to be successful. Set up short-term goals with tangible results .
- **Seek input**—Encourage questions—involve workers in problem solving.
- **Listen actively & Empathetically**—Demonstrate caring and respect.



WELCOME GREETINGS

On the day of open house, a registration table along with a large welcome board will be housed at the door the employees and their families will enter. On the registration table will be an employee sign in sheet, welcome gifts and a packet of information. A local EAS will be assigned at registration to greet and provide brief directions on where to proceed next to meet other leadership and provide a guided tour.

VISUAL COMMUNICATION

District and local EAS will prepare packets of information to hand out the day of open house. Enough packets should be prepared to hand to each employee. All the documents for the packet are provided in the open house document folder and should be printed in color.

- Folders will be shipped to the S&DC hub locations
- S&DC hub postmaster will need to attach business card
- Welcome letter from the S&DC hub postmaster will need to be signed & printed
- Contact information
- OSL -flow chart of building for tour. (cases, scanner, keys, communication boards; huddle, schedule)
- Parking lot diagram
- Route maps of incoming delivery routes to/from first and last delivery points to S&DC
- EAP communication about change

Open House document link: [Open House Documentation](#) (LINK)

