

## NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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*Office of  
National President*

July 29, 2022

Mr. Bruce Nicholson  
Manager, Labor Relations Policy Administration  
U.S. Postal Service  
475 L'Enfant Plaza, SW, Room 9426  
Washington, D.C. 20260-4101

### **Re: Rollout of National Supervisor Program Training**

Dear Bruce:

I write to challenge the rollout of the National Supervisor Program ("NSP," also called "Universal Service Program") launched on July 25, 2022 without prior consultation with NAPS in its revision and development. I also write to request immediate confirmation that NAPS will receive thirty minutes of time during the two-week introductory module to permit NAPS to provide information regarding the Association and the benefits of membership. Since this training is being provided on a national level by the National Center for Employee Development, NAPS National Officers will participate in the delivery of remarks on behalf of the Association

The Postal Service has undertaken revision of the National Supervisor Program without adequately consulting with NAPS prior to the commencement of the new training program. The statutory mandates of 39 USC 1004(b) obligate the Postal Service to engage NAPS in direct participation in the planning and development of supervisory training programs. Past USPS practice notably has adhered to this requirement.

Nonetheless, NAPS first received notice of USPS plans to roll out a new NSP when I received a telephone call from James Timmons of your staff on July 15, informing me that new NSP training "would start in two weeks." Your letter of July 27, 2022 noted the prior launch of the program two days earlier on July 25, obviously without NAPS engagement. Your letter of July 27 invites NAPS to observe the two-week NSP online course as it emerges and to observe future courses as they are unveiled. This approach is a pale reflection of the statutory requirements of Title 39 requiring the advance participation of NAPS in the planning and development of supervisory training programs. Title 39 does not envision retroactive review or mere monitoring; it envisions proactive engagement in the planning and development of supervisory training.

NAPS on July 26, 2022 received 1,031 pages of NSP module content from your office and will begin its review of that material to provide an appropriate response. We request that you continue to send all additional materials (including slides and videos) that are part of the module content and to refrain from proceeding in the delivery of any further NSP training beyond the initial two-week course until NAPS has had adequate opportunity to review and respond to the course content.

Thank you for your attention to this important matter.

Sincerely,



Ivan D. Butts  
National President

LABOR RELATIONS



July 27, 2022

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

Dear Ivan:

The Postal Service has re-developed the Universal Supervisor Program to better equip our supervisors for success in today's environment. This program will continue to offer the initial two-week classroom course and will be conducted virtually by professional trainers and facilitators, primarily from the National Center for Employee Development (NCED) to ensure consistent, standardized training is provided to all participants. Twelve hours will be dedicated to training that is specific to the supervisor such as training on Customer Services to Supervisors, Customer Services, and training on Mail Processing Operations to Supervisors, Distribution Operations. This training is found among Module 16.

Two-day virtual workshops will be established each month following the initial training and will be focused on a single topic and continue until course completion after twelve months. The workshops are designed to expand the supervisor's knowledge and skills that were developed during and following the initial training.

We invited you to observe the two-week classroom course pilot of this program and are extending that offer for classes that are soon to be scheduled. We welcome and encourage your participation and recommendations with the classroom training as well as any aspect of the program. We intend to continue offering the supervisor training through October 3 and make ongoing changes to the program, based on your recommendations, and provide it to attendees in calendar year 2023. Supervisor training will not be scheduled during peak season.

We have provided all the modules as part of the training content for the program for your review pursuant to Title 39 § 1004. Please contact James Timmons at extension 2324 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that reads "James Timmons".

For

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration



July 27, 2022

## OFFICERS

SUBJECT: Focus on the Front-USPS Supervisor Program

I am pleased to announce that the enhanced USPS Supervisor Program launched on July 25. This is a 12-month program designed to train our front-line supervisors to effectively manage performance in their units by influencing a culture of accountability, diversity, and inclusion, while employing engagement and retention skillsets.

Over the last year, the Postal Service deployed a three-pronged approach to strengthen our front-line leadership. Investing in our front-line supervisors is a core component to our workforce development strategies. Some key areas of enhancement included:

- Improving the front-line supervisor hiring process.
- Driving awareness of position vacancies to recruit prospective internal candidates, while hiring and onboarding newly promoted supervisors to fill current operational gaps.
- Redesigning the USPS Supervisor Program to equip newly promoted supervisors with the skills needed to perform successfully in today's business environment.

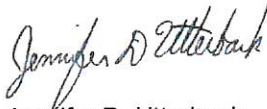
The USPS Supervisor Program will be facilitated by professional trainers and subject matter experts from within our organization. To ensure an enriching experience, a uniformed, standardized curriculum will be provided to our front-line leadership. The training content will be delivered remotely while the participants attend the program in a centralized location within their respective geographies.

The curriculum consists of a 2-week virtual classroom training, prerequisites, behavioral and knowledge assessments, monthly webinars on functional topics, weekly assignments, coaching, and pre/post-program assessments. Additionally, the program provides 12-hours of job-specific training for supervisors assigned to positions in distribution operations, customer service operations, maintenance operations, and transportation operations.

The program will continue through October 3 and will resume in January 2023, following peak season. Seats will be allocated across the Areas/Regions and Districts/Divisions.

Attendance in the USPS Supervisor Program is required for newly promoted supervisors and for those supervisors that have not yet completed the program or its predecessor program. Field Human Resources will schedule and track the completion of the supervisor training and it is incumbent upon leadership to ensure that each participant is afforded the time to attend all elements of the training as scheduled. In the event of an emergency, newly promoted supervisors will be scheduled for the next available session.

For questions regarding the USPS Supervisor Program, please contact Taren Reynolds, Director, Training Development at (202) 268-8082 or [Taren.L.Reynolds@usps.gov](mailto:Taren.L.Reynolds@usps.gov).



Jennifer D. Utterback