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February 12, 2021

FEB 16 2021

Mr. Brian J. Wagner  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of information, the Postal Service plans to conduct a study, *Supervisor Skills Enhancement / Development*, and the primary focus is on the Supervisor, Customer Service position. This initiative will begin with focus groups and an online survey that will be administered to all Supervisors, Customer Service.

The purpose of this initiative is to create a culture of development, competency and opportunity. The current level of skills and abilities of supervisors will be assessed to determine developmental needs of the position and its incumbents to provide effective training and improve performance. This assessment and the enhancements to the Supervisors, Customer Service position will contribute towards individual organizational productivity and enrichment, and lead to advancement and promotion of our front-line supervisors.

Participation in this initiative is voluntary.

We also ask for your soonest possible availability so we may provide you a more in-depth overview of this initiative and solicit your support and participation in it.

Please contact James Timmons at extension 2324 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce A. Nicholson".

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration