

TRAINING QUARTERLY

Volume 7, Issue 4, Summer 2012

facebook



Summer Celebrations!

We wish to welcome some new names to Training and Employee Development!

Danielle Carter	MARFORRES	Human Resources Specialist
Travis Carter	Camp Allen	Human Resources Director
DeWitte Mandley	Twentynine Palms	Employee Development Specialist
Katarina Pena	Twentynine Palms	Training Specialist
Dinorah Ramos	Iwakuni	Human Resources Assistant
Kim Steigelman	Camp Lejeune	Training Program Manager

LSFM & MCCS Managers' Course Manager Certifications

In our first Quarterly Conference Call, we recognized everyone who had at that time completed their apprenticeship and were certified as new Course Managers for LSFM & MCCS Managers' courses. We would like to congratulate DeWitte Mandley of MCAGCC 29 Palms and Denise Housand of MCAS New River for having successfully completed their apprenticeship and being certified as Course Managers for the MCCS Managers' course. We would also like to thank Kim Glaze for helping with this process by acting as a Certifying Course Manager for DeWitte Mandley's apprenticeship. We would like to extend our best wishes to Judy Monges of Camp Pendleton who will complete her MCCS Managers' apprenticeship 25-29 June and Marisela Fraijo of MCAS Yuma who will complete her LSFM apprenticeship on 23-27 July. Thanks again to all involved!!!



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Semper Fit & Exchange
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A message from the Training Program Manager:

We love hearing from you!

On April 26th, we held our first quarterly conference call and we'd like to share your feedback.

Our first call lasted exactly 1 hour and 1 minute and consisted of 29 participants. The participants included Employee Development Specialists, Training Coordinators and HR Representatives from 15 installations.

Together, we reviewed seven important items including:

1. PeopleSoft Course Code Assignment
2. LSFM/MCCS Course Apprenticeship Updates
3. Coaching Program Update
4. MarineNet Update
5. Newsletter Input
6. Information Sharing (Sales Skills Course)
7. Questions & Answers

After the call, 13 Conference Call participants representing eight MCCS installations provided the following feedback about the call.

Expectations: 91% of you rated the call as better than expected

Customer Service: 92% rated MRG as Very-Extremely helpful in meeting your expectations of the call. 60% rated all other participants as Very to Extremely helpful in meeting your expectations

Time of Day: 50% of you rated time of day as Moderate to Extremely important to your decision to participate on the call. 50% rated time of day as Slightly to Not Important

Length of Call: 75% rated 1 hour as the ideal call length and as Moderate to Extremely important to your decision to attend the call.

Call Format: 76% of you indicated that the combination format (Field provided agenda, MRG provided agenda, Open discussion/ Q&A) was the ideal format for the conference call.

Overall Satisfaction: 83% of you indicated that you were Moderately to Extremely satisfied with the Conference Call and 76% said that you are Very to Extremely likely to invite someone else to attend the next conference call.

Thank you for your continuous feedback and the opportunity to serve you.

At your service!

Bryant Carthan

Training Program Manager

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Reminder:
Don't forget to post and share at least one course you developed to the Team Site!

A big thank you to Cherry Point, San Diego, Lejeune, Miramar, and New River for sharing.

As Epictetus once said, "We have two ears and one mouth so that we can listen twice as much as we speak."

***Going out of our way to make each other look good!
By Marcie Fraijo, Employee Development Specialist
MCAS Yuma***



Way to go Yuma!

A new program has been added to our Incentive Awards and Recognition Program: The Golden Pickle Tree Award. It is the first and newest team recognition award that began in 4th quarter of 2011, which is in addition to the Employee of Quarter awards that recognize individuals.



Above from left to right: Sergio Medina-Medrano, Michael Medina, Rachel Nunez, Joshua Adams, Bill Cardenas, Jorge Perez, Nikia Simpson, Joseph Gonzales, Jessica Lopez, Aucencio Tafolla

All MCCS (0270) NAF, GS, and assigned military personnel attend World Class Customer Service training where they receive “Give ’em the Pickle” training. Pickles, in this case, are special or extra things done to make our internal and external customers happy by figuring out what they want and then making sure they get it. This award is specifically for a group or team of employees that went above and beyond their normal duties to satisfy their customer’s needs. Consideration for this award should be based on four (4) factors; Service, Attitude, Consistency, and Teamwork.

Nominations for the Golden Pickle Tree Team Award are forwarded to the Training Officer via the chain-of-command. The Training Officer ensures the nominations meet the four criteria listed above. The Training Officer then forwards the nomination to the MCCS Director, via the MCCS Human Resources Director, for approval.

(Pictured here are the 4th quarter 2011 Employees of the Quarter: Ms. Cindy Harris, Education Services Specialist and Mr. Steven Klauck, Family Readiness Officer, MWSS-371)



Eyes on the Prize

By Joshua Collins, *Employee Development Specialist,*
MCRD San Diego



Our New Employee Orientation (NEO) has a teambuilding exercise where employees must get a marble into a bucket using different lengths of pipe. The marble may not drop, stop, or be carried and it must pass through everyone's pipe at least once. Often this can be very frustrating as teams attempt to accomplish the goal with little other guidance. By the time they figure out how to successfully move the marble they are nowhere near the bucket. The takeaway?

Action is great, but it is worthless without direction.

When I was hired in November 2011, I was tasked with updating and expanding the NEO program for our Depot. Before I started on anything else, I sat down with my Director to determine our direction. What were our goals for a New Employee Orientation program? The first goal was to create a strong culture based on our mission and a sense of dual commitment. With the economy down, we had quite a few applicants and new hires that were looking for "just a job." We wanted people who understood that our role was a commitment - to serve our Marines just as they commit to serve our country. Additionally, in an organization as large, complex and diverse as MCCS, it is easy to only focus on one's area or those tasks one is assigned to. But that is myopic. To better serve the Marines and their families, we must work together- across levels, across departments, and across divisions.

Finally, to allow our new employees to focus on the mission of taking care of our customers and taking care of each other we needed them at the jobsite consistently. With 15 mandatory Annual Trainings, there is a lot of training that we put our employees through. It is hard to wow customers and coworkers when you aren't at the worksite, so we planned to get as many of the trainings as possible accomplished at one time.

Understanding the direction NEO needed to go and with the blessing of my Director and my AC/S MCCS, we expanded our NEO to 3 ½ days. We start with a focus on what MCCS does, cover almost all mandatory trainings, spend 2 hours on Customer Service and close by attending a Marine Recruit Graduation. Have we been successful in meeting our goals? I think one of the NEO reviews we received summed it up better than I could:

"Most NEOs are 1-2 days tops (my last employer's [A Navy contractor] was only 4 hours!); having ours for 3.5 days lends a bit of "gravitas" to the job and to the topics... It made me feel, right off the bat, that my training and understanding of our organization is a top priority!... From A-Z, the basics were covered... I also really like how new employees from all areas of MCCS and of all pay grades received the same information, together. It creates much more of a "team" atmosphere!" In the words of those we are here to serve, "Ooh-rah."

MCRD San Diego's primary mission is the training and development of Marines. San Diego molds approximately 17,000 young men into Marines each year. In addition, MCRD SD trains half of the drill instructors and all Marine Corps recruiters for the USMC. San Diego is also home of the 12th Marine Corps District. In total, MCRD San Diego supports about 400 NAF employees.



"The mediocre teacher tells. The good teacher explains. The superior teacher demonstrates. The great teacher inspires." -
William Arthur Ward



***The Training Program at MCAS
Miramar, By Theresa Dimapilis,
Employee Development Specialist/EEO
Intake Coordinator, MCAS Miramar***

When I began my position at MCAS Miramar as the Employee Development Specialist/EEO Intake Coordinator, it was in the Spring of 2011 in April. I was previously a facilitator for WCCS and an Area Sales Manager at the MCX prior to joining the Human Resources department. When I worked at the MCX, there wasn't a training calendar for on-site base training for staff and the only time we did any training was once a year at the base Theatre for Anti-Terrorism or online because it was a mandated training disseminated from Headquarters through webinar. My first task was that I wanted to make it easier for any associate to have access to training so they may grow within MCAS Miramar. So, I began my research into what resources were available here on base and plus cost effective for the company. One day, I was teaching New Employee Orientation and I was approached by a transfer from 29 Palms, Ms. Secret Brown. She proceeded to tell me that she was a Life Skills Trainer with Marine Corps Family Programs and that they have different classes they could tailor for our MCCS Staff. So, we began to communicate and meet over a 6 month period to come up with this year's Training Calendar offering not only New Employee Orientation, World Class Customer Service, HR for Managers which is facilitated by our Deputy Director of Human Resources Christopher Butler, Mandatory Training throughout the year but adding 4 Lenses, 7 Habits for Highly Effective People, FOCUS and Leadership Training through their facilitators at L.I.N.K.S., Secret Brown, Jessica James and Angel Deluz. The announcements were sent out monthly with an application attached for me to track attendees. The responses we were receiving were overwhelming with the associates wanting more. We had become a "team" to facilitate the associates on board MCAS Miramar. A "marriage" of sorts that reached on both sides of the spectrum here that covered all areas.

I, also, became a facilitator for "Are You Listening?" last year which taught Community Connectedness with two other facilitators, DJ McCluskey and Julie Carlson-Howard from the Semper Fit side. It has been an awesome year so far and I was able to add, "Employee Relations for Supervisors and Managers" on the calendar at no cost through HRSC-SW. The Training Calendar was sent out to all MCCS Directors at the start of this year and I follow up with any changes as well throughout the year.

My philosophy is a simple one that I don't forget daily: Be available and listen to what they want to learn. It's pretty amazing how the answer is always right in front of you. Turn a problem into a challenge and if you don't know the answer to a question, ask someone who might know the answer. On the other side of my duties, I was blessed to attend DEOMI last June to become an EEO Counselor for MCAS Miramar. But that is another story for another day.....



"Tell me and I forget, teach me and I may remember, involve me and I learn."
~ **Benjamin Franklin.**

RV Park & Campground Management



During the week of 21-26 Feb 2012, four MCCS employees attended the RV Park & Campground Management, Part 1 program at Oglebay Conference Center in Wheeling, WV. This program focused on business management principles and practices as applied to the RV Park and Campground Industry.



It provided our employees with the tools needed to develop a thriving campground business. Upon completion, participants were tasked to take 3 ideas or best practices that they learned about at the training and describe how they plan to implement those ideas in the next 6 months.

Some of the plans include:

- Sending thank you letters to first time visitors to improve guest services.
- Providing "Value Season" discounts to target groups to increase occupancy during the slower seasons.
- Begin tracking guest satisfaction by adding a survey to website and handing out hard copy comment cards at check out.
- Incorporating themed activities into the programming calendar.
- Improve visibility by advertising on the Internet and flyers to RV Stores along I-95 corridor.
- Provide information to guests upon check-in about other eligible base services along with coupons.
- Evaluating pricing strategies for various marketing mix, package product, dare to be different, and recognize the danger of competing primarily on price.
- Evaluating resources to institute a social networking program tailored to the campground.



In September, participants will be asked to detail their progress, noting successes, challenges, and areas of opportunity. This is the first time an opportunity like this has been presented to our RV & Campground Managers and we look forward to sharing their successes!



I can DO that!

The “I can DO that!” train-the-trainer was hosted by the Headquarters Business Operations branch 8-10 May 2012 and included representatives from Camp Lejeune, Camp Pendleton, Camp Allen, South Carolina, Quantico, Cherry Point, Miramar, Henderson Hall, Twentynine Palms and Iwakuni; representing Employee Development Specialists, Retail Trainers, and various other Retail Managers, all who were nominated and sent by their Business Operations Directors and/or HR Directors.

For those installations that were not present, there will be an upcoming WebEx conference call to be announced by Headquarters Business Operations to ensure there is an opportunity for the remaining installations to provide insight and feedback. As a result of this train-the-trainer event, a working group was established which has been named the “MCX Training Network.” The goal of this network is to collaborate across installations to develop a standardized retail on-boarding (NEO) program. Currently, all installations that took part in this train-the-trainer are submitting their retail training materials to Heather Tackett, the HR Specialist within Business Operations who will work to streamline everyone’s content and begin building a common format and methodology.

INNS OF THE CORPS

Also you will soon be hearing of a brand new training project focused on the temporary lodging facilities and the branding evolution to become the “Inns of the Corps” across the organization. Headquarters, Food & Hospitality in conjunction with their Inns of the Corps advisory committee is working on finalizing both operational and service standards for the temporary lodging facilities. We are currently in the development stages of the “Inns of the Corps Brand Ambassador Training,” a TLF employee learning journey to support the implementation of these brand standards across the TLFs.

This training will be for all TLF employees which will include:

- an innovative high impact service session based on Service Delivery
- hospitality-version of I can DO that! based on Service Recovery
- training modules which will be created based on the brand standards manual in:
 - Housekeeping
 - Guest Service
 - Maintenance
 - Breakfast Operations
 - Management

These modules will then be supported with:

- on-site on-the-job skills development
- learning transfer based on completion of an individual position-based learning plan
- a motivational, informative and blended training program incorporating several different components
- delivered in a team-style approach in the employee’s actual work environment

We are currently anticipating Quantico, Camp Lejeune and South Carolina to have their learning events scheduled in September and October, with the remaining installations in January through March of 2013. Once dates are finalized they will be forwarded out to all Employee Development Specialists with additional information.



"The real voyage of discovery consists not in seeking new lands, but in seeing with new eyes."
- **Marcel Proust, French novelist**



ServSafe Update

You can now find the latest edition of ServSafe on SharePoint. Follow the path: MRG Team Site > Training Team Site > ServSafe 6th Ed. You will find a great selection of resources in addition to those listed below.



Are You Listening Reminders

✓ Are You Listening is a standardized course developed and funded by HQMC. As such, any changes to the content, materials or delivery format must be approved by MRG Training.

✓ Changes to the schedule or cancellations need to be communicated to MRG Training.

✓ Upon completion of each Are You Listening course, an instructor needs to submit the following documentation to MRG Training:

1. Course Manager's Report
2. Roster
3. Course Evaluations
4. Pre and Post Self-Efficacy Assessments

✓ Are You Listening has a Facebook page that is used to continue building community connectedness across the Marine Corps. Please feel free to like the page and share stories of how Are You Listening participants are making a difference and share pictures from your classes. <http://www.facebook.com/#!/pages/Are-You-Listening/208048419238570>

“A wise old owl sat on an oak; The more he saw the less he spoke; The less he spoke the more he heard; Why aren't we like that wise old bird?”
- *unknown*