

## **BASELINE REGIONAL HUMAN RESOURCES DEVELOPMENT PROGRAM (prescribed by CHRA, January 2005)**

### **PURPOSE:**

This baseline program establishes the responsibilities and duties of a Regional Human Resource Development Program with the goal of improving individual and organizational performance through workforce development. The HRD program is designed to provide learning opportunities and expert consultation to managers to achieve results. The program elements were identified through the IDEF, CHR-ABC and standard framework for human resource development activities.

This standard baseline, utilized by the HR community, will strengthen our products and services, create a standard CHRA approach in recognizing program requirements, and build the competencies of the professionals involved.

### **SCOPE:**

This baseline applies to the Human Resource Development Division in each CHRA Region. CPOCs and CPACs have an important role to assist the Regional Director in achieving the goals of this baseline. The full cooperation and partnership of each CPOC Director and CPAC Chief is necessary for our workforce development efforts to be valuable to Commanders.

### **HRD GOALS**

Regional HRD Divisions will:

- Offer Regional training programs as identified in this baseline in addition to other learning requirements identified in the Region.
- Use a training needs survey to identify learning requirements of Commanders and managers.
- Work with CPOC Directors and CPAC Chiefs to support the learning requirements of Commanders, managers, and employees at serviced activities.
- Help improve organizational and individual performance by building partnerships with managers, strategic planners, and key stakeholders throughout serviced Installations/Districts.
- Identify internal training and development providers and assist in the development of platform skills, mentoring capabilities, and facilitation skills
- Utilize organizational training coordinators to market Regional training opportunities, assist in identifying training requirements, and strengthen the Regional training program.
- Ensure Installation/District Commanders and managers are fully aware of Army Core Leadership Training programs and Career Program Training

opportunities and how the application process works. Coordinate with MACOM HRD Chiefs as necessary.

- Coordinate the LEAD program at each Installation/District as needed.
- Provide Delegation of Training Authority training.
- Work with CPACs to identify Activity Career Program Managers (ACPM) and market training responsibilities.
- Oversee training completion and rotational assignments for CPOC and CPAC DA Interns.
- Coordinate the conduct of CHRA courses within the Region.
- Provide HRD regulatory guidance to CPOCs, CPACs, Commanders, and managers.
- Provide assistance to CPACs and Commanders in establishing local Commanders' Training Policy.
- Assist CPACs in conducting the HR for Supervisors course at least annually for each Installation/District.
- Support the professional development of HRD staff as funding and opportunities allow. Attendance at Instructional Methods and certification to be Adjunct Faculty is encouraged. Attendance at LEAD Train-the-Trainer, Basic HRD, HRD Seminars, VTT Skills, and American Society for Training and Development (ASTD) seminars is encouraged.
- Establish and maintain Training opportunities and advice through the use of CHRTAS (when available) and Regional websites.
- Report on Baseline training accomplishments and other HRD program goals quarterly or as requested by CHRA.

CPOC Directors and CPAC Chiefs will:

- Assist the HRD Division by marketing and supporting Regional training needs surveys, informing managers and employees of training opportunities and resources, and providing HRM training for managers and supervisors.
- Ensure each serviced Commander is aware of available HRD programs and advisory services. Each Commander is to be kept up to date on available Army Leadership and Long-Term-Training opportunities available through ACTEDS and the necessary process for applying for such programs.
- Consult with the HRD staff on training plan requirements of developmental positions such as Interns and functional trainees.
- Consult with the HRD staff on regulatory and policy issues relating to the Delegation of Training Authority and other HRD areas.
- Inform the HRD Chief of changes in organizational strategic plans, mission and structures that may require a training assessment.
- Conduct the HR for Supervisors course at least annually at each Installation/District.
- Ensure completed training data is timely entered into DCPDS.

## **WEST HRD BASELINE MEASUREMENT AND PROCESSES**

Your West Region Human Resources Development Division will offer all training services as outlined under HRD Goals and courses in each baseline training course category. Course titles in the baseline course catalog are generic and do not represent a specific course from a specific training provider. The goal of the baseline course catalog is to offer a wide range of learning opportunities throughout our Region. These course titles represent generic training that has historically been completed in significant numbers across all regions, as determined by a review of completed training history data in DCPDS.

The West Region Human Resources Development Division is responsible for preparation/submission of a Quarterly HRD Report to CHRA that reflects accomplishments of the baseline list of courses in conjunction with narrative evaluation of the HRD Goals as outlined above. The BOA reporting tool will be used for this purpose. The first quarterly report is due 15 April 2005 and quarterly thereafter on the 15<sup>th</sup> of the month following the end of the quarter.

### **DCPDS DATA ENTRY INSTRUCTIONS**

Training coordinators, managers, supervisors, administrative personnel and other individuals assigned to CPACs and/or Training Offices who are responsible for this function and have been granted access to the MDCPDS with an "OTA hat," will utilize OTA-Lite to process/enter completed training data directly into MDCPDS. The Screen cam training movie for this process can be found at: [http://www.cpocma.army.mil/howtomovies/compl\\_trng-new.exe](http://www.cpocma.army.mil/howtomovies/compl_trng-new.exe).

The standard 7-character course code provided in the baseline course catalog will be used when recording course completions to the "Completed Training DDF" in DCPDS. These standard course codes will allow CPACs, the West HRD Division and CHRA to track Regional Training productivity. (These course codes will also be used in CHRTAS as soon as deployed in each Region.)

In addition to the standard course code, individuals who are responsible inputting completed training data into DCPDS using OTA-Lite will enter the 1-character digit "9" in the "Local Code" field of the "Completed Training DDF" to identify the West Region. All centrally-managed, centrally-funded ACTEDS courses attended by CHRA employees must be entered in DCPDS using the standard course number identified in the ACTEDS catalog. These numbers are available in the "List of Values (LOV)" in the "Type" data element of the "Completed Training DDF."

**Baseline Course Catalog Categories,  
Course Titles, Course Numbers and  
DCPDS data entry instructions**

**A. Business and Program Management (CODE: B)**

1. Army Performance Improvement Criteria (APIC) – BB7AAPI
2. Cost-Benefits Analysis – BB7ACBA
3. Creative Problem Solving and Decision Making – BB7ACPS
4. Data Analysis and Interpretation – BB7ADAI
5. Data Collection Techniques – BB7ADCT
6. Decision Analysis – BB7ADEA
7. Marketing - BB7AMKT
8. Program Development and Improvement - BB7APDI
9. Program Evaluation – BB7APEV
10. Project Management – BB7APMT
11. Risk Management – BB7ARMT
12. Statistics (Basic) – BB7ASTB
13. Strategic Planning for Government Organizations – BB7ASPG

**B. Communication Skills (CODE: D)**

1. Briefing Techniques - DB7ABRF
2. Communicate Better – DB7ACOM
3. Conducting Effective Meetings – DB7ACEM
4. Conflict Resolution for Managers – DB7ACRM
5. Effective Writing – DB7AEFW
6. English as a Second Language – DB7AE2L
7. Essentials of Communicating – DB7AESC
8. Evelyn Wood Reading Dynamics – DB7AEWR
9. Facilitation Strategies for Leaders – DB7AFSL
10. Grammar and Proofreading – DB7AGAP
11. How to Design Newsletters, Brochures, Ads – DB7ANBA
12. Instructional Methods – DB7AISM
13. Interpersonal Communication Skills Development – DB7AICS
14. Listening Skills – DB7ALIS
15. Memory Improvement – DB7AMEM
16. Negotiation and Persuasion Techniques – DB7ANPT
17. Technical Writing Workshop – DB7ATWW
18. Writing for Government and Business – DB7AWGB
19. Resume Writing Tips – DB7ARWT

**C. Contract Administration (CODE: E)**

1. Basic Contract Administration – EB7ABCA
2. Contracting Officer's Representative – EB7ACOR
3. Source Selection – EB7ASRS

**D. NSPS Courses (CODE: N)**

1. Train-the-Trainer Central – NB7ANTC
2. Pay Pool Management – NB7ANPM
3. Train-the-Trainer Regional – NB7ANTR
4. NSPS for CPOCs – NB7ANOC \*
5. NSPS General Overview/Change Management – NB7ANGC
6. Labor Relations – NB7ANLR
7. Instructional Methods – NB7ANIM
8. NSPS for CPACs/MACOMs – NB7ANAC \*
9. NSPS for Supervisors – NB7ANFS
10. NSPS for HR Professionals – NB7AHRP \*

(NSPS Courses may be added or modified as training is implemented)

**E. CP-10 Courses (CODE: F – non-CHRA courses \*\*)**

1. Coding Personnel Actions – FB7ACPP
2. Delegated Classification Authority – FB7ADCA
3. Delegation of Training Approval Authority – FB7ADTA
4. Determining Veterans Preference/Calculating SCDs – FB7ASCD
5. DEU Certification – FB7ADEU
6. Pay Setting – FB7APAY
7. Priority Placement – FB7APPP

**F. Customer Service (CODE: I)**

1. Customer Service – IB7ACSV
2. Dealing with Difficult People - IB7ADP
3. Telephone Techniques – IB7ATLT

**G. Financial Management (CODE: J)**

1. Accounting for Non-Accountants – JB7AANA
2. Budget Analysis Workshop – JB7ABAW
3. Budget Execution – JB7ABEX
4. Budget Formulation – JB7ABFO
5. Budget Justification and Presentation – JB7ABJP
6. Defense Financial Management – JB7ADFM

7. Federal Appropriations Law – JB7AFAL
8. Federal Budget Process – JB7AFBP
9. Federal Budgeting for Non-Budget Personnel – JB7AFBN
10. Introduction to Financial Management - JB7AIFM

#### **H. Management/Supervisory and Leadership Skills (CODE: K)**

1. A Manager's Introduction to the Resumix System – KB7AMIR
2. Basic Supervision – KB7ABSU
3. Behavior in Organizations – KB7ABIO
4. Coaching Skills for Managers – KB7ACSM
5. Conflict Resolution for Managers - KB7ACRM
6. Creating a Positive Work Environment – KB7APWE
7. Decision Making - KB7ADEC
8. Discipline and Performance Problems – KB7ADPP
9. EEO Basics for Managers and Supervisors – KB7AEEO
10. Effective Delegation - KB7AEDL
11. Emotionally Intelligent Leaders – KB7AEIL
12. Employee Empowerment for Teams – KB7AEET
13. Evidence-Based Management – KB7AEBM
14. Flagstones of Visionary Leadership – KB7AFVL
15. How to Handle Unacceptable Behavior and Other Tough Employee Problems – KB7AHUB
16. How to Motivate, Manage and Lead a Team – KB7AMML
17. HR Tools for Supervisors – KB7AHRT
18. IDP Training for Supervisors – KB7AIDP
19. Interviewing Skills for Supervisors – KB7AISS
20. Labor Relations for Supervisors and Managers – KB7ALRS
21. Leaders at All Levels – KB7ALAL
22. Leadership Renewal – KB7ALRL
23. Leave Entitlements: What Supervisors and Managers Need to Know – KB7ALES
24. Management for Managers – KB7AMFM
25. Managing Change Effectively – KB7AMCE
26. Meeting the Challenge of Medical Issues – KB7AMCM
27. Mentoring – KB7AMEN
28. Organizational Transformation – KB7AORT
29. Performance Management for Supervisors and Managers – KB7APMM
30. Personnel Management for Supervisors – KB7APMS
31. Team Building – KB7ATMB
32. Women and Leadership – KB7AWAL
33. Workers Compensation for Managers and Supervisors – KB7AWCM
34. HR for Supervisors –XB8AHR
35. Intern Leadership Development Course (ILDC) – 12ILD
36. Leadership Education and Development (LEAD) – 12LED
37. Total Army Personnel Evaluation System (TAPES) – KB7ATAP

**I. Other Training (CODE: O)**

1. 7 Habits of Highly Effective People – OB7AHAB
2. Achieving Maximum Productivity – OB7AAMP
3. Business Etiquette – OB7ABSE
4. Change: Opportunity or Obstacle – OB7ACOO
5. Civilian Travel Regulations (PCS/TDY) – OB7ACTR
6. Consideration of Others – OB7ACOO
7. Critical Thinking – OB7ACRT
8. Employee Empowerment – OB7AEET
9. Introduction to Special Operations – OB7AISO
10. Joint Travel Regulations (JTR) – OB7AJTR
11. Leadership Skills for Non-Supervisors – OB7ALSN
12. Management Skills for Administrative Professionals – OB7AMSA
13. Managing Multiple Priorities – OB7AMMP
14. Managing Your Career – OB7AMYC
15. Office Management – OB7AOMT
16. Prevention of Violence in the Workplace – OB7APVW
17. Stress Management – OB7ASTM
18. Time Management – OB7ATIM

**J. Retirement Courses (CODE: P)**

1. Mid-Career Planning Workshop – OB7AMPW
2. Pre-Retirement (CSRS and CSRS-Offset) – OB7APRC
3. Pre-Retirement (FERS and Transfers) – OB7APRF
4. Retirement Planning (CSRS/FERS) – OB7ARPL

**K. Trades and Crafts (CODE: Q)**

1. Basic Electricity – QB7ABEL
2. Confined Space Entry and Rescue-OSHA – QB7ACSE
3. Crane Safety – QB7ACRS
4. General Transportation of Hazardous Materials – QB7ATHM
5. HAZWOPER (24 Hour) Course – QB7AHZ2
6. HAZWOPER (40 Hour) Course – QB7AHZ4
7. Hydraulics and Pneumatics - QB7AHAP
8. Pump Maintenance – QB7APMC
9. Shaft Alignment – QB7ASHA
10. Technical Transportation of Hazardous Materials – QB7ATHM
11. OSHA Compliance – QB7AOSH
12. Safety Awareness – QB7ASFA