

# Training Plan

National Active and  
Retired Federal Employees (NARFE)

*Arkansas Federation of Chapters*



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## **Definition of Training**

*Background:* Over the years and especially over the past five to ten years, the types of training, training philosophy and need for training have changed. Training now encompasses more of an organization's planning.

In years past, training took on limited forms and was divided mainly into classroom or formal training and on-the-job (hands-on) or informal training. Most often formal training which allowed a person or group to learn a particular topic was followed by either a workshop or hands-on training to functionally and practically exhibit what had been learned.

The evolution of training has brought onboard new technology since the advent of computers and sophisticated software. While the idea of formal and informal training has been retained, more venues and styles of presentation of training have come forward. Some of these involve multimedia presentations like PowerPoint, computer-based training either on an interactive or passive level, and teletraining or teleconferencing where the trainer can communicate over long distances to save resources.

*Proposed Types of Training:* In start-up mode, the training proposed in this plan will take on two basic, but somewhat different forms of presentation.

The primary form would be the actual scheduling and presentation of a seminar or workshop in the chapter's/district's locale to conserve resources. Presentations would be made up and delivered by the Arkansas Federation Training Officer or designate. As noted in many studies, training in this form would offer the highest flexibility and greatest understanding since all questions could be answered at the time of the presentation. Training sessions where presentations are given would generally last two hours, unless otherwise indicated.

A secondary form would consist of presentations, which would be made up and sent to NARFE chapters or districts and their officers to view via computer. This would be a passive form of computer-based training, primarily in viewing format, although it could be made interactive if desired.

Another type of training which can be utilized is teletraining which involves the Training Officer at one location and other locations viewing and interacting from other locations via an Internet connection. This type of

training conserves resources by reaching several locations without those chapters having to travel.

In addition to training for the chapters and Districts, Federation officers would be offered training, so that they might more effectively perform their duties.

Training Philosophy: Training will be administered to all chapters/districts over time. It must be recognized at the outset that there will be NARFE chapters more in need of training than others. It is recommended that these chapters be identified by the District Vice Presidents. Some identifying characteristics would be size and activity of chapter. Most of the training will be directed toward chapter officers or prospective officer candidates. Other programs would be offered to the chapter as a whole to help them with their understanding of chapter affairs at all levels from NARFE National headquarters to the chapter level. Generally, the training offered will be structured in a multi-tiered plan whereby entry points into the plan will depend on the District VPs assessment of need.

Need for Training: Training, in its most basic form, is **information exchange** and in any organization, training is a necessary and important function. For NARFE, training takes on a special meaning since training has been somewhat limited and unstructured in the past. Training needs to become more structured and organized so that all chapters receive the same level of training. Many chapters in the organization need to become aware of strategic planning and play an active part in the training of their officers. Training materials that are developed will undergo continuous review and necessary revision to ensure that they comply with both National NARFE and the Arkansas Federation guidelines.

A *training needs analysis* is recommended for each chapter. This could be performed by the District VP. Some of the questions asked about training needs might be:

1. What skills or training is needed by the person or chapter to do the job?
2. What gaps exist in skills or performance?
3. What are the most important development or performance issues in the chapter?
4. What plan would suit the individuals or chapter best?
5. In review of the training performed, has the training produced the desired improvement? Is additional training required?

Although there is perhaps a need for only basic skills in NARFE officer positions, skill levels of basic, intermediate and advanced might be developed once initial training has been completed. ***Always keep in mind that training is an ongoing task. Information, procedures or expectations rarely stay the same in an organization, so training has to try and keep pace with whatever changes are taking place.***

It is also important to provide training follow-up to see if further training may be required.

### **Proposed Training Subjects:**

*The Chapter Meeting:* A presentation which highlights some of the items a chapter might consider to make a chapter meeting more successful. Some of the items include passing along national and federation information as well as national and state legislative initiatives. (90 minutes)

*Developing Your Chapter Officer Skills:* A presentation that reviews the various duties of the chapter officer(s), human relations skills and techniques on how to present various topics to the chapter. Also includes the structure of a chapter meeting including an agenda and involvement of all chapter officers and committees. (2 hours)

*Developing Your District Officer Skills:* A presentation that reviews the various duties of the district Vice President, human relations skills and techniques on how to help chapters develop their resources and programs. Also includes how to establish a solid line of communication with chapters and how to set up a District meeting or training session. (2 hours)

*Developing a Chapter Newsletter:* A presentation to illustrate what forms a newsletter can take, an illustration of available software in many price ranges to develop a newsletter and a demonstration of putting together a newsletter page. (90 minutes)

*Presentation Skills for the Federation, District or Chapter Officer:* A program on developing a presentation for district or chapter use, how to gather information and graphics, and how to physically put the presentation together. Also includes presentation skills such as speaking skills and utilizing current technology. (2 hours)

*Strategic Planning Workshop:* A presentation on strategic planning and its worth to the chapter, followed by a hands-on workshop to develop a

Strategic planning "action plan" for the chapter, utilizing what had been learned in the presentation. (2 hours)

*How the Legislative Process Works at the National and State Levels:* A presentation on how the "machine" of legislative bodies work to develop (sponsor) a bill and what they need to do to get that bill passed. Includes tips on contacting legislative members, including mail and personal visits. (The Federation Legislative chair will be utilized in developing this topic.) (2 hours)

*Time Management:* Primarily for officers, this will involve a presentation on how to make effective use of NARFE records, electronic handling and filing of pertinent materials and general record-keeping at any level of the Federation. (2 hours)

*Parliamentary Procedure:* A presentation on how to conduct meetings utilizing the latest version of "Robert's Rules of Order", definition of terms and use of procedures to conduct a successful meeting. Includes a role-playing session during a mock meeting. (2 hours)

**NOTE:** Selection of a topic to be presented should involve both the Chapter officers and District VP.

This list is by no means complete. Districts and chapters may have some ideas for training which can be coordinated with the Federation Training Officer. Presentations, other materials and the meeting agenda can be prepared in accordance with this approach.

*Presentations:*

Some presentations now available which may be used in some of the subject areas explained above or presented by themselves are:

**"The Future of NARFE"** – A description of strategic planning and how to construct a chapter action plan.

**"The Leadership Challenge in NARFE"** – A description of the elements of leadership, what is expected of leaders and how to become a leader in NARFE.

**"Chapter Building in NARFE"** – A look at problems in NARFE chapters and some possible solutions.

**“Getting the Word Out”** – A short description of the methods of communication within NARFE and how to access them.

**“Your Federal Retirement as a Member of NARFE”** – A pre-retirement presentation for prospective members of NARFE.

These presentations are designed as introductions to the various topics and do not of themselves provide a seminar experience such as would be provided at a district training session.

**Course Quick-List**

Course	Prerequisite	Appropriate for
The Chapter Meeting	None	Chapter
Chapter Officer	Strategic Planning	Chapter
District Officer	Strategic Planning	District
Chapter Newsletter	Basic computer skills	Chapter or District
Presentation Skills	Basic computer skills	All officers
Legislative Process	None	Chapter
Time Management	None	All officers
Parliamentary Proc.	None	All officers
Strategic Planning	None	All officers

The course quick-list provides an idea of what courses should be taken before others in a logically arranged curriculum. Some courses require at least a basic knowledge of microcomputers.



George R. Wilken retired from the National Weather Service in September 2001 after almost 39 years of combined federal service. He served as a meteorologist with the Weather Service in many capacities, the last being as Science and Operations Officer, a managerial position, in the North Little Rock office. George holds a B.S. in meteorology and an MBA in public administration.

As the Science and Operations Officer, George was the station training officer and utilized all forms of training including electronic presentation, interactive computer training, remote training by Internet (teleconferencing) and one-on-one training. The training George presented was both scientific and human resource training, such as team development and management.

George joined NARFE in 2002 and after only two months volunteered to serve in a vacated Arkansas Federation position as District 2 Vice President. In 2003, he developed a training program for the Arkansas Federation encompassing such topics as chapter development, leadership training and strategic planning.

In 2004, George was appointed the Arkansas Federation Training Officer and made electronic (PowerPoint) presentations at 3 district training sessions and numerous individual chapter meetings. George has provided materials for the NARFE national website and to other federations.

In May 2005, he was elected the Arkansas Federation Executive Vice President, George will be involved even more in training development and presentation and looks forward to assisting in the many facets of chapter development through training.

George lives in Maumelle Arkansas, near Little Rock, with his wife Virginia, a retired Registered Nurse. Two sons Eric and Curt live in the area.