Mandatory Learning and Development

The purpose of this agreement is to outline mandatory professional and employee development workshops required for all employees, managers and supervisors within Finance and Administration (F&A). This policy sets forth F&A’s commitment to ensuring compliance with state and federal laws, while developing and sustaining a high-performing workforce to achieve F&A’s strategic business goals and objectives. Employees shall monitor the requirements for changes and maintain the highest level of compliance with state and federal laws.

It is the agreement of F&A that all employees are required to participate in the following learning and development workshops in addition to or in combination with those outlined in the DOHR Mandatory Learning Policy 12-050:

All employees shall complete the following required courses within six (6) months of hire/transfer:

- Competency Learning: G.R.E.A.T. Customer Service Phase Two [Customer Relationships];
- Competency Learning: STAR Principles of Service (online) [Customer Relationships]; and
- Competency Learning: Integrity and Trust.

All employees shall complete the following required courses within twelve (12) months of hire/transfer:

- Competency Learning: Action Oriented;
- Competency Learning: Planning and Priority Setting [Time Management];
- Competency Learning: Problem Solving; and
- Competency Learning: Self-Development.
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In addition, all managers and supervisors are strongly advised to participate in the following workshops immediately following hire or promotion:

- F&A Management Boot Camp and

F&A requires all supervisors and managers to earn, at a minimum, the state’s Management and Leadership Development Pyramid of Learning’s Level 1 Certificate: Fundamental Supervisor Skills. The remaining levels of the pyramid are highly suggested. A current listing of the courses available in the Pyramid of Learning is available at www.tn.gov/hr under Learning & Development. To get more information on F&A learning opportunities and a list of competencies go to our intranet page.

Required classes shall be identified on an annual basis and or as required by the Department of Human Resources. Refer to Policy 12-050 for Statewide learning requirements.

Questions regarding this agreement may be directed to the F&A Talent Management Office; FATM.Learning@tn.gov Division.