

POLICY

Approved by: Larry Martin, Commissioner	Policy Number: 38
Signature: 	Supersedes:
Application: Finance and Administration Employees	Effective Date: May 5, 2018
Authority: T.C.A. § 8-30-104, T.C.A. § 8-30-105, T.C.A. § 8-30-313	Rule: 1120-08

Subject:

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
- Talent Review Process.

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.