

For: FSA Supervisors

Maximizing Workforce Engagement Training for Supervisors

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

The Farm Service Agency (FSA) strives to serve our nation’s farmers and ranchers professionally and efficiently. FSA also strives to be a great place to work. The most successful organizations have high employee engagement, which produces better results for the agency and directly influences many organizational outcomes that have a potentially large impact on productivity and culture. More employee involvement and commitment translates to results in higher customer satisfaction, lower turnover, lower safety risk, higher productivity, more trust, enthusiasm, and effort among team members, and quality work products. It is important that supervisors and managers promote employee engagement with their teams.

B Purpose

This notice informs FSA supervisors that:

- the “Maximizing Employee Engagement” training will be placed in each supervisor’s AgLearn to-do list, and
- the training is required to be completed by **May 15, 2015**.

Note: State Committees (STC’s) and County Committees (COC’s) will **not** be assigned this training.

C Contact

For questions regarding this notice, contact Stephanie Brown, Leadership and Employee Development (LEDB), Chief Learning Officer, by either of the following:

- e-mail at stephaniesybil.brown@wdc.usda.gov, or
- telephone at 202-401-0694.

Disposal Date	Distribution
November 1, 2015	All FSA Supervisors; State Offices relay to County Offices

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1 Overview (Continued)

C Contact (Continued)

For questions regarding:

- eAuthentication (eAuth) pertaining to account passwords, usage, and maintenance, contact the eAuthentication help desk by either of the following:
 - e-mail at **eAuthHelpDesk@usda.gov**, or
 - telephone at 800-457-3642.
- AgLearn courses and accounts, contact the AgLearn Help Desk by either of the following:
 - e-mail to **AgLearnHelp@genphysics.com**, or
 - telephone at 866-633-9394.

Other resources for assistance are as follows.

IF located in...	THEN contact...
County office	State AgLearn administrator or training coordinator.
state office, Kansas City, St. Louis, or APFO	Mark Nelson by either of the following: <ul style="list-style-type: none">• e-mail at mark.nelson@kcc.usda.gov, or• telephone at 816-929-3420.
National office	Marie Hubbard by either of the following: <ul style="list-style-type: none">• e-mail at marie.hubbard@wdc.usda.gov, or• telephone at 202-401-0373.

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2 Maximizing Employee Engagement Web-Based Training

A Web-Based Training

Supervisors shall access their AgLearn to-do list, launch, and complete the “Maximizing Employee Engagement” training module in accordance with the following.

Step	Action
1	Access AgLearn at www.aglearn.usda.gov .
2	CLICK “ Login ”.
3	CLICK “ Login with your LincPass (PIV) ” or enter user ID and password and CLICK “ Login ”.
4	On the AgLearn “ Home ” tab the user’s “ To-Do List ” will be displayed. Place the cursor over course title, “ Maximizing Employee Engagement ” (Item ID: USDA-HRU-MEE) CLICK “Go to Content,” the course will launch.
5	After the course has been completed, CLICK “ Exit ” to return to the “ Home ” tab.
6	The course title will no longer be displayed on the “To-Do List”. CLICK the “ Completed Work ” link to verify completion.
7	After completing the training, employees and are encouraged to complete the course survey.