

# Human Resources Training and Development

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## 2012 CATALOG



Training Branch, Human Resources Division  
Marine Corps Community Services – Camp Lejeune, NC



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[www.mccslejeune.com](http://www.mccslejeune.com)

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## **MCCS Career Development**

### **MCCS Camp Lejeune Training Mission Statement**

"We will promote the value of learning, self-worth, and career development opportunities for our customers, and support the needs of individual Divisions as it is directly related to the Vision of Marine Corps Community Service, Camp Lejeune."



# Marine Corps Community Services, Camp Lejeune Culture Statement

## Who We Are

We are Marine Corps Community Services, Camp Lejeune.

Marine Corps Community Services, Camp Lejeune is a **service** organization. Our mission is to promote the readiness and retention of Marines and their families by delivering programs, products and services of value to the Camp Lejeune community and to do so in a manner that makes a positive difference in the lives of the people our organization exists to serve.

## What We Believe

We believe our greatest asset and the key to our success is our people.

We believe that each of us deserves to derive a sense of dignity, pride, meaningful accomplishment, self-confidence, and satisfaction from what we do. We're not here merely to make a living; we are here, first and foremost, to make a positive difference.

Because satisfying our many customers depends on the united efforts of our team, we know we are most effective when we work together cooperatively, collaboratively, considerately, and harmoniously, supporting each other's best efforts, and respecting each other's contributions and importance.

## How We Behave

We demonstrate our beliefs most meaningfully by our behavior – in the way we treat each other and by the example we set for one another. In all our interactions with our customers/patrons/guests, with our colleagues and associates, both within and beyond our organization, we always seek to deal with others as we would have them deal with us.

## Our Shared Objectives

We will always strive to make a positive difference in the lives of the people we exist to serve. (*Semper Fidelis* means, "Always Faithful")

We will create and sustain a culture and environment in which our workforce, junior-most to senior-most, is equipped, encouraged, and inspired to make a positive difference every day.

We will attract, employ, develop, and retain the right people – people who are mutually committed to making a positive difference; we will unburden our positive contributors of the negative impact of those employees who cannot or will not make that commitment—the commitment we share to make a positive difference.

We will be a shining example; we will earn and sustain the unqualified trust and confidence of others.

*Human Resources Training and Development*



## Course Descriptions

### GE096 Acculturation

*Competency:* Problem Solving, External Awareness

8 Hours

Learn: USMC- History, Organization, Culture, Core Values, and Customs & Courtesies, Correspondence, the Role of the Civilian Marine, Training, Evaluations & Promotions and Resources within DoD.

This course is taught in three different levels based upon the participant's job position: entry, supervisory, or senior management. The modules listed above are included as relevant to the course level being taught. The course covers the local level as well as service-wide.

### GE085 The Road to Abilene ~ The Abilene Paradox

*Competency:* Problem Solving

4 Hours

This course looks at a family trip to Abilene which offers a timeless, compelling lesson on reading the road signs and knowing when you're headed toward Abilene. Participants learn to identify and overcome the five psychological principles of The Abilene Paradox, how to avoid false consensus, overcome the fear of speaking out, and encourage effective decision-making within a group.

### GE027 Anger Management for Supervisors and Managers

*Competency:* External Awareness

4 Hours

Managers and Supervisors will learn to identify their style of expressing anger, how to prevent escalation, and positive techniques for dealing with anger. They will also learn how conflict can lead to anger.

### SA009 Antiterrorism

*Competency:* External Awareness

This 45 minute course is designed to increase your awareness to terrorism and improve your ability to apply personal protective measures as needed. The following will be addressed in detail:

- \* Definition of Terrorism
- \* Operation "Eagle Eyes"
  - o How to identify and report suspicious activities/packages
- \* Are you a target?
- \* Department of Defense Terrorism Threat Levels
- \* Review of Military Force Protection Conditions (FPCON)
- \* Homeland Security Advisory System
- \* Responding to an attack
  - o How to Shelter-In-Place
  - o Nuclear/Radiological/Biological/Chemical Response
- \* Bomb Threat Procedures
- \* Terrorist Hijacking mitigation factors
- \* Antiterrorism practices when traveling abroad
- \* Protecting personal information and property

**GE079 Are you Listening?**

*Competency:* External Awareness and Communication.

8 Hours

This course provides the tools for those staff who develop relationships with customers to learn how to actively listen to information being shared, identifying warning signs of distress and having the resources available to refer an individual if, in fact, referral is needed. It is **not** about counseling or playing psychiatrist. It is **not** about alerting the chain of command to behaviors and warning signs. It is learning how to actively and positively interact with Marines and Family Members, and effectively listen and understand the needs of those communicating with the staff. At the conclusion of the class, participants are provided with the broadest understanding of their own agency and resources within MCCS.

**GE088 Bad Apples**

*Competency:* Conflict Management, Interpersonal Skills, and Problem Solving.

3 Hours

“How to Deal with Difficult Attitudes” This course is a 3 hour class. It will help employees recognize the characteristics of rotten attitudes and how to sort out the problems they cause. Scenarios introduce a five-step process for dealing with difficult personalities in a diverse workforce, and teach employees to recognize the impact of negative attitudes.

**GE007 3 Wk Career Development**

*Competency:* Coaching/Counseling  
3 – 4 hour sessions (once per week)

Course Description: The Career Development Workshops touch on all aspects of career planning to encourage students to think about their competencies and skills in relation to the opportunities possible here at Marine Corps Community Services (MCCS), Camp Lejeune and beyond! During the 3-week course students will

develop a Professional Portfolio, learn to set realistic, professional goals:

- a) Discover possible MCCS, Camp Lejeune career opportunities
- b) Receive instruction and samples of resumes, KSAs (Knowledge, Skills and Abilities) and Behavioral Interview questions
- c) Receive a thorough understanding of all developmental resources available, to include MCCS Camp Lejeune courses and workshops, Headquarters, Tuition Assistance, Base Library, Work Force Learning Center, Civilian Career Leadership Development (CCLD), etc.
- d) Receive instruction and perform mock interviews utilizing dressing for success and interviewing skills.
- e) Students may also have a one-on-one mentoring appointment to discuss possible career paths and develop a plan of action.

**GE001 Coach 4 Success**

*Competency:* Coaching/Counseling

4 Hours

This course develops leaders who help people achieve goals and avoid problems, a positive experience for themselves and those being coached. Leaders learn a proven coaching process to ensure they identify coaching opportunities, provide needed coaching and support, observe performance, and measure results until desired outcomes are achieved. They learn how coaching for success benefits individuals, strengthens work groups, and supports an organization’s objectives and priorities.

**GE039 Dealing with Change? Make Lemonade!***Competency:* Change Management.

4 Hours

Dealing with Change, provides individuals with positive solutions in the change process. Change for some of us can be a very frustrating and terrifying experience. Dealing with Change has information to help you look at change in a different perspective which can be and be used to your advantage.

**GE032 Developing Desktop Procedures (DTP)***Competency:* Resource Management

2 Days- 8 hours each

The purpose of this 2 day workshop is to give you the necessary skills needed to create, complete and/or revise an existing Desktop Procedural Manual. In Part I, you'll learn the basic formats available and various exercises to ensure your understanding in using them. Part II is a workshop, where participants continue to work on their DTP with periodic rotations and feedback provided by all. Upon completion of the Desktop Procedure Manual, an employee will be able to visually see all that is required of them. It will give them a sense of pride in knowing that their efforts in developing this manual portrays, a professional reflection of who they are and their performance within their branch.

**GE087 Generations – M.E.E.T.***Competency:* Communication and Diversity Awareness.

4 Hours

This program will educate and stimulate positive interaction among your people. It will also dramatically reduce workplace conflict and provide managers and supervisors with strategies for dealing with recruiting, retaining, and motivating, using the generational differences in a positive way. M.E.E.T. for respect in the workplace. Recognize defining characteristics of the four Generations in today's workforce. Learn to recognize issues and situations that may be influenced by generational differences. Learn practical applications for working successfully in a multi-generational workplace. Use the M.E.E.T. model to communicate effectively and maintain respect.

**GE070 Give' Em the Pickle***Competency:* Customer Service and Flexibility.

3 Hours

This class provides information on treating people as you would like to be treated. It focuses on valuing the customer and pulling the customer back time and time again. Give' Em the PICKLE Key Learning Points...

- \* Service ~ Make serving others your #1 Priority. You work in a noble profession, be proud of what you do.
- \* Attitude ~ Choose your Attitude. How you think about your customers, is how you will treat them.
- \* Consistency ~ Set high standards & stick to them. Give customers a reason to come back!
- \* Teamwork ~ Look for ways to make each other look good. In the end, everything ends up in front of the customer!

**HR020 HR 101 -Introduction to the Fundamentals of Human Resources***Competency: Human Resources Management*

8 hour workshop

This course is intended for Directors, Supervisors and Managers who have the responsibility for employees as well as Team Leaders, Prospective Managers, Employees seeking competency in the area of HR management. Learn Objectives; Key pieces of federal legislation, Improve employee recruitment and selection, Understand the importance of effectively communicating information to all levels, Basics of compensation and the different pay plans, Orienting and training your employees, Ensure and evaluate quality performance, Diversity in the workplace, Progressive discipline, Labor Relations.

**LEARN TO:**

- \* Apply basic techniques of human resources administration
- \* Identify roles and responsibilities for human resource management
- \* Apply policy and procedures related to recruitment and staffing classification, employee relations and Equal Employment Opportunity
- \* Develop employees
- \* Understand and apply basic laws and regulations affecting employees
- \* Determine the difference between performance and conduct
- \* Handle the most common employee disciplinary situations
- \* Understand the collective bargaining process and the rights and obligations of each party

**MICROSOFT CLASSES***Competency for all Microsoft Classes is Technology Proficiency.***IT005 EXCEL 101 – 4 Hours**

This course is aimed at the beginners who have no previous knowledge or experience. It can also be attended by those who are not familiar with Excel 2007 and will be able to practice the overall basics under the facilitator's supervision. Easy to follow participant's guide and exercises are provided.

**IT011 OUTLOOK 101 – 3 Hours**

This course is aimed at the beginners who have no previous knowledge or experience. It can also be attended by those who are not familiar with Outlook 2007 and will be able to practice the overall basics under the facilitator's supervision. Easy to follow participant's guide and exercises are provided.

**IT013 POWER POINT 101 – 3 Hours**

This course is aimed at the beginners who have no previous knowledge or experience. It can also be attended by those who are not familiar with Power Point 2007 and will be able to practice the overall basics under the facilitator's supervision. Easy to follow participant's guide and exercises are provided.

**IT059 WORD 101 – 4 Hours**

This course is aimed at the beginners who have no previous knowledge or experience. It can also be attended by those who are not familiar with Word 2007 and will be able to practice the overall basics under the facilitator's supervision. Easy to follow participant's guide and exercises are provided.

**IT060 INTERMEDIATE WORD – 6 Hours**

This course is aimed at employees that have a basic experience level with Word 2007. Class participants will learn how to use organizational and structural features such as, custom headers, customer footers, page setup functions, and page layout functions. In addition to these functions participants will be introduced to document themes, finding and replacing text, using Format Painter, applying WordArt, and creating charts.

**IT016 ACCESS 101 – 4 Hours**

This course is aimed at the beginners who have no previous knowledge or experience. It can also be attended by those who are not familiar with ACCESS 2007 and will be able to practice the overall basics under the facilitator's supervision. Easy to follow participant's guide and exercises are provided.

**AD006 NAVY Correspondence Workshop**

*Competency:* Communication

8 hours – Self paced

Learn the correct policies and procedures for the preparation of Naval Correspondence in this newly revised and updated course. This self-paced course easily guides you through the necessary requisites while explaining some of the standards The Department of the Navy (DON) requires, for writing and formatting quality correspondence. Emphasis is placed on formatting standard letters and endorsements. Upon completion of this workshop, participants will be able to choose the appropriate format for Navy Correspondence. We encourage all MCCS employees to partake in this course as it is required that all MCCS Correspondence is consistent with DON standards.

**HR040 Performance Feedbacks (PF's) and Individual Development Plan (IDP's)**

*Competency:* Coaching/Counseling, Communication, Human Resource Management

4 Hours

This class will provide a look into the "ins and outs" of completing the IDP and the PF's. If you manage employees, this class provides insight on how to ensure consistency in the preparation and completion of IDP's. This course will help to familiarize participants with the performance feedback system for MCCS employees. The class will outline the purpose of the system, timeframes for feedback sessions and how to improve effectiveness on the job by providing a formalized communication process.

**GE100 Remember Me!**

*Competency-* Problem Solving/Customer Service

4 Hours

In today's highly competitive marketplace, service providers must meet the customer's need for responsive and dedicated service or risk losing business. **Remember Me** gives service providers the opportunity to learn or revisit skills that will enable them to give efficient, dependable and caring service.

**MN031 Supervisor's Boot Camp***Competency:* Human Resources

8 Hours

Each attending Supervisor will be given a refresher course for all Annual Training. As well as fulfill a competency for HR Resources with New IDP/PF's and Workers Compensation training.

- \* Safety/Environmental
- \* Equal Employment Opportunity/Prevention of Sexual Harassment/No Fear
- \* US Constitution
- \* Drug and Alcohol
- \* Personally Identifiable Information (PII)200
- \* Privacy Act Training (101/102)
- \* Anti-Terrorism
- \* Active Shooter
- \* Trafficking in Human Persons(TIP)
- \* Individual Development Program
- \* Performance Feedback
- \* Workers Compensation
- \* Bonus: Team Building Activity

**LM008 TEAM Building Workshop***Competency-* Interpersonal Skills/Communication

2 Hours

Course Description - The MCCS, Camp Lejeune Team Building Workshop focuses on improving professional relationships by creating an atmosphere in which differing work styles aren't barriers, but assets. It includes a fun personality assessment and activities to challenge and build working team relationships.

This entertaining Mini-Workshop will assist your team with:

- \* Improved Communication
- \* Better Team Relationships
- \* Heightened Morale, and Greater Camaraderie
- \* Reduced Conflict
- \* Strengthened Management Effectiveness
- \* Decreased Stress

**LM008 Teams! Workshop***Competency:* Interpersonal Skills/Communication

3 Hours

This workshop was developed specifically to assist Marine Corps Community Services (MCCS), Camp Lejeune teams within Departments, Divisions and Branches to better understand each other and enhance relationships. Teams that respect and accept one another's individuality and understand the importance of diversity are more successful! This workshop begins by determining which personality style each of its members possess, then explains what motivates each style. As we further explore the traits of each personality, we use activities such as Lost at Sea, and Life size Tinker toys to explore team concepts within personalities. Fun and enlightening! This entertaining Mini-Workshop will assist your team with:

- \* Improved Communication
- \* Better Team Relationships
- \* Heightened Morale, and Greater Camaraderie
- \* Reduced Conflict

- \* Strengthened Management Effectiveness
- \* Decreased Stress

### GE086 What's Your Pickle?

*Competency:* Customer Service

3 Hours

What's Your Pickle" is the sequel to "Give Em the Pickle". This course provides everyone - from top to bottom – in any service organization a tried and true approach to exceptional customer service.

Learn four great ways that help team members determine what their customers really want:

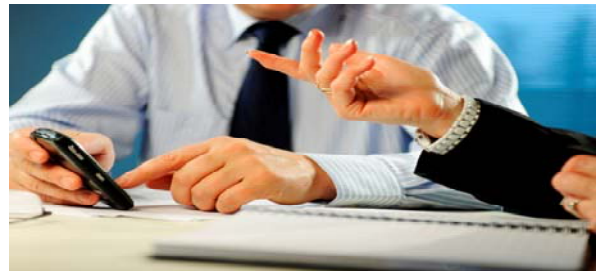
- *CONNECT* with your customers
- *ANTICIPATE* what they'll need next
- *DELIGHT* your customers
- *INSPIRE* yourself and others

### GE020 World Class Customer Service (WCCS)

20 Hours

Learn How to:

- \* Identify internal and external customers
- \* Listen effectively to customer needs
- \* Identify four basic behaviors of customer service
- \* Value and respect individual differences
- \* Value teamwork



The Marine Corps-wide customer service training program, World Class Customer Service, is designed for all MCCS employees. The emphasis of the program is to provide participants with skills to improve the service delivery process in all MCCS programs. Specific communication skills will be introduced to assist in building people skills that will distinguish MCCS staff in being proficient in handling any customer situation.

### AD017 Yellow Pages

*Competency:* Communication

3 Hours

Yellow Pages is designed to identify and highlight the importance of telephone communication. Participants will explore non-visual communication, how voice tone and inflection affects the receiver, improving listening skills, asking identifying questions, and problem solving. Participants will also gain knowledge of telephone professionalism and voicemail etiquette.

**To sign up for one of the above classes have your training liaison submit a request on the Electronic Training Input sheet. The sheet can be found on [www.mccslejeune.com](http://www.mccslejeune.com) under the Human Resources tab, scroll down to the Human Resource Forms, and select Electronic Training Input. Complete the form and email it to [lejtraining@usmc-mccs.org](mailto:lejtraining@usmc-mccs.org).**

## Staffing and Recruitment Training Courses

### Employment & Placement Overview

Duration: (3 hours)

Target Audience: Supervisors

Prerequisite: None

Description: Understand the big picture! What every supervisor should know about the process to hire, transfer, promote, pay and reward employees – and the reasons why the NAF Human Resources processes are

the way they are. To boot, this course will include how to accurately complete all forms related to the Employment and Placement function.

Objectives: At the end of this course, the participant should be able to make employment and placement decisions in accordance with applicable Marine Corps and local regulations and business rules. In addition, the participant should be able to prepare and submit recruitment and personnel action forms with accuracy.

- |   |  |
|---|--|
| * Personnel Actions   | * Include ATB, Merit, Adjustment   |
| * Definitions – Rules surrounding when can effect actions       | * Cash Awards  |
| * Hire  | * Time Off Awards  |
| * Reinstatement   | * How to complete Personnel Action Forms                                       |
| * Transfer  | * Manager Toolkit on Website – includes sample forms for all Personnel Actions |
| * Detail  | * Recruitment - Open Continuous Process  |
| * Temporary Promotion (include Competitive Temporary Promotion) | * Process Flow – Timeline  |
| * Pay Rate Changes  | * Recruitment - Merit Staffing Process   |
| * Review of Pay Charts and Business Rules                       | * Process Flow – Timeline  |
|   | * Rating and Ranking Process   |

### Do Your Homework! SMART HIRING

Duration: (3 hours)

Target Audience: Supervisors

Prerequisite: (recommended) Employment & Placement Overview

Description: What factors should be looked at when considering applicants for employment? Learn how to identify possible “red flags” during the hiring process and make better selection decisions.

Objectives: At the end of this course, the participant should be able to identify potential risk factors in determining applicant “fit” for employment, and resultantly be able to make sound employment and placement decisions. In addition, the participant should be able to conduct an effective reference check.

- |   |                                       |
|---|---------------------------------------|
| * Discussion of factors considered in a hiring decision | * Review of Employment Application    |
| * Work History  | * Identifying Common “Flags”          |
| * Specialized experience                                | * Group Exercise: Sample applications |
| * Education & Training Interview                        | * Reference Checking                  |
| * Reference Checks                                      | * Why Reference Check?                |
|   | * Legal Considerations                |

- \* Background Checks
- \* Skills Assessment
- \* Resume
- \* Knowledge, Skills and Abilities Response
- \* Letters of Recommendation
- \* Organizational knowledge
- \* Certifications
- \* Licenses
- \* Application Basics
- \* Who to call
- \* When to call
- \* How to call
- \* Sample Questions/Form
- \* Techniques
- \* What to do with Adverse Information
- \* What to do if you are called for a reference check

### Interviewing the next “you”! SMART HIRING

Duration: (3 hours)

Target Audience: Supervisors

Prerequisite: (recommended) Employment & Placement Overview

Description: Are you using the same old interview questions, over and over? Are they working for you? Take your interview to the next level – find candidates who want to make a positive difference! It’s not just about the technical skills, but the right attitude! Learn and practice behavioral interview techniques. In this course we will also learn the do’s and don’ts of interviewing and explore illegal interview questions, as well as common errors made by interviewers.

Objectives: At the end of this course, the participant should be able to select or develop interview questions that target the desired behaviors for a position. The participant should also be able to conduct an objective and legal interview.

- \* Discussion of variety of factors considered in making a hiring decision
- \* Purpose of an Interview
- \* First impression of organization & the activity of which job is available
- \* Improving the applicant experience overall
- \* Realistic Job Preview – two way process, typical day
- \* Preparing for the Interview
- \* Review of Job Description
- \* Panel: members, relay expectations
- \* Establish technical and soft skills desired
- \* Advance notice, instructions to the applicant
- \* Possible questions and expected answers
- \* Interviewer dress/appearance, location, room setup, walking interview, time allowed
- \* Legal Considerations
- \* Relevant laws
- \* Do’s and Don’ts
- \* Legal vs. Illegal Questions
- \* Activity: Turning illegal into legal questions
- \* Documentation
- \* Interviewer Errors
- \* Nonverbal factors
- \* Dress/appearance
- \* Mannerisms, body language, eye contact, other nonverbal cues
- \* Behavioral interviewing
- \* Hire for Attitude
- \* Current Trends
- \* Activity: Developing behavioral interview questions
- \* Mock interviews

**Handout:** Behavioral Interview Questions

*MCCS Headquarters Course Descriptions*



## MCCS Headquarters Course Descriptions

### LM009 Seven Habits of Highly Effective People

*Competency:* Interpersonal Skills, Leadership, Influencing/Negotiating, Self-Direction, Time Management.

8 Hours- 3 days

- \* Become more efficient in personal and professional life.
- \* Apply principles in order to improve teamwork.
- \* Get more done and manage your time better.
- \* Communicate better with co-workers, family and friends.

Course Description: Based on the book by Stephen Covey, this class is designed to introduce participants to the seven habits that will lead to a more productive, fulfilling life at work and home. The seven habits discussed are: Be Proactive; Begin with the End in Mind; Put First Things First; Think Win-Win; Seek First to Understand, Then to be Understood; Synergize; and Sharpen the Saw. This class is delivered through video clips of Dr. Covey along with facilitator examples and group exercises.

**Prerequisites:** World Class Customer Service (WCCS)

### LM027 Leadership Skills for Managers (LSFM)

*Competency:* Communication Skills, Conflict Management, Influencing/Negotiating, Leadership, Organizational Skills, Human Resource Management

8 Hours- 4 days

This course includes:

- \* Improve communication skills
- \* Get organized
- \* Improve performance
- \* Manage challenging situations
- \* Lead effectively

LSFM is designed to enhance interpersonal skills. The course is designed for supervisors and managers, but any employee can benefit from this course. The competencies addressed include communications skills, how to manage meetings, solving performance problems, preparing and prioritizing goals, delegating, customer service recovery, and empowering staff. The course includes a desk reference, entitled Essential Management Competencies Desk Reference (EMC).

**Prerequisites:** World Class Customer Service. Participants are expected to possess strong comprehensive reading skills.

### LM028 Marine Corps Community Service (MCCS) Managers Course

*Competency:* Leadership, Change Management, Conflict Management, Customer Service, Human Resources, Problem Solving, Program Development, Financial Management.

8 Hours- 4 days

This competency based course deals with the tasks most frequently performed by MCCS managers. It consists of nine core modules and seven special focus modules divided into two tracks. The class covers tasks such as:

- \* Preparing budgets
- \* Analyzing financial data
- \* Managing facilities and staff
- \* Using official instructions/policy
- \* Designing activities, events and program calendars
- \* Assessing customer needs

Each employee is expected to complete all nine core modules and one of the two special focus tracks. Students may elect to complete the second track, if time permits.

**Prerequisites:** World Class Customer Service (WCCS), and Leadership Skills for Managers (LSFM) Recommended. Participants expected to possess strong comprehensive reading skills.

**\*For a complete list of Headquarters Training opportunities please see the Marine Corps Community Services Catalog at <http://www.mccslejeune.com/hr/hrtraining.html>. Select the Marine Corps Community Services Catalog for course and descriptions. A completed Headquarters Application must be completed and approved by your Director and Supervisor prior to attending these classes.**





*Online Training Opportunities*

## ON-LINE TRAINING OPPORTUNITIES

### Headquarters (HQ) Sponsored

#### **Non-Appropriated Fund Contracting – Basic**

*Competency:* Financial Management, Influencing/Negotiating, Resource Management

Intended Audience: All employees making purchases or purchasing decisions

Learn How To: Apply appropriate policies and procedures when making acquisitions with Non Appropriated Fund (NAFs); accurately and completely fill out contract forms; use sound judgment and work effectively with parties in the contracting process.

Course Description: This correspondence course is designed for Department of Defense (DoD) personnel who have contracting responsibilities and need a basic knowledge of NAF contracting policies and procedures. Focus is on purchasing and the physical and functional descriptions of commercial items/services. This course is self-paced but must be completed within 90 days. It also has 1.6 Continuing Education Units (CEU's) available.

How to Enroll: Complete a HQ Course Application and return it to your local Training Liaison.

#### **Employment Law for Managers**

*Competency:* Interpersonal Skills, Leadership, Resource Management

Intended Audience: All Marine Corps Community Services (MCCS) Managers, Supervisors & HR Staff

Learn How To: Demonstrate knowledge in a MCCS environment related to: discrimination, sexual harassment, interviewing & hiring, disciplining & terminating, family & medical leave requests, Equal Employment Opportunity Case (EEOC) investigations, basics of hour and wage laws, worker compensation, and overview of specific employment laws.

Course Description: This college level, 16-hour course is made up of the nine learning modules listed above. Each learning module is made up of the same basic format – participants will read the study notes, watch a short video(s), and then take a test. Participants must earn a score of 80 or better to pass the test (if passing score is not achieved, the participants must wait 24 hours before retaking the test). The participants are required to complete a final essay question at the end of the course and e-mail it to the University of Arkansas. The essay will be graded by a professor/attorney, and a response will be provided to the participant within 48 hours. This course is self-paced but must be completed within 8 weeks. It also has 1.6 CEUs available.

How to Enroll: Complete a HQ Course Application and return it to your local Training Liaison.

### **Personally Identifiable Information**

*Competency:* Problem Solving, Resource Management, Technical Proficiency

Intended Audience: All employees

Course Description: This online course provides users with a basic overview of ways to protect personal information and satisfies the requirements for annual Personally Identifiable Information (PII) training.

How to Enroll: To enroll in the online training, go to [http://iase.disa.mil/eta/pii/pii\\_module/pii\\_module/index.html](http://iase.disa.mil/eta/pii/pii_module/pii_module/index.html) and click on “Launch New Personally Identifiable Information”

### **Recreation Inclusion**

*Competency:* Interpersonal Skills, Problem Solving, Coaching/Counseling, Resource Management

Intended Audience: All Recreation Personnel, to include: Aquatics, Bowling, Outdoor Recreation, Fitness, Health Promotion, Auto Skills, Youth Sports, Athletics, Equipment Rental, Recreation Centers, Community Centers, Single Marine Program, Skeet Range, Stables, and Golf.

Course Description: This two-part online course is designed to educate recreation employees on the basic principles of recreation inclusion to include opportunities and requirements for enhancing accessibility to recreation programs and services. Part one provides a fundamental overview covering basics, best practices, terminology, and sensitivity to social inclusion and includes a great introduction to effective behavior management practices. Part two provides a much more in-depth response to the questions on your mind: Requirements; Funding; Process; Models; and Training. This course even includes a section on basic program adaptation to help participants understand how adaptation works. This course is self-paced but must be completed within 3 weeks. It also has .5 Continuing Education Units (CEUs) available.

How to Enroll: Complete a Headquarters (HQ's) Course Application and return it to your local Training Liaison.

### **Step Up to Health**

*Competency:* Interpersonal Skills, Problem Solving, Coaching/Counseling, Resource Management, Technical Proficiency

Intended Audience: All Employees

Course Description: This innovative program aims to reduce the growing trends of obesity and the risk of coronary heart disease in the United States by encouraging Americans of all ages to aim for a healthy weight, follow a heart-healthy eating plan, and engage in regular physical activity. It offers field-tested curriculum to increase awareness and knowledge about the health impacts of physical inactivity and poor diet. It also focuses on proven strategies and best practices to combat sedentary lifestyles. This course is designed to add value to existing assets, make incremental improvements to ongoing practices,

encourage collaboration, and engage citizens at individual, family, neighborhood, and community levels. This course is self-paced but must be completed within 3 weeks.

How to Enroll: Complete an HQ Course Application and return it to your local Training Liaison.

### **Cyber Awareness/Information Assurance Awareness**

*Competency:* Problem Solving, Resource Management, Technical Proficiency

Intended Audience: All employees with access to a computer

Course Description: This online course provides users with a basic overview of network security and satisfies the requirements for annual Information Assurance (IA) Security Training. This course is a legal requirement for all Federal Government Information System Users. It is designed to help the user understand the importance of information assurance (IA), its guiding principles, and what it means for the Department of Defense (DoD). The course will identify potential risks and vulnerabilities associated with DoD Information Systems, review the user's role in protecting the systems, and provide guidelines to follow at work and home to protect against attacks on information systems.

How to Enroll: To enroll in the online training, go to [http://iase.disa.mil/eta/iaav10/iaa\\_v10/index.htm](http://iase.disa.mil/eta/iaav10/iaa_v10/index.htm) or <http://www.mccslejeune.com/hr/hrtraining.html> and click on "Launch New Information Assurance Awareness Course"

### **Phishing Awareness**

*Competency:* Problem Solving, Resource Management, Technical Proficiency

Intended Audience: All employees with e-mail accounts

Course Description: This course is a legal requirement for all Federal Government Information System Users. Phishing is a high-tech scam using email or websites to gain personal information. This course teaches how to avoid/handle phishing attempts

How to Enroll: To enroll in the online training, go to <http://iase.disa.mil/eta/phishing/Phishing/launchPage.htm> and click on "Launch New Phishing"

### **Financial Management Training (Open Enrollment)**

*Competency:* Financial Management, Influencing/Negotiating, Resource Management, Technical Proficiency

Intended Audience: All Managers and Supervisors

Course Description: This training site, sponsored by the Department of the Navy, hosts a variety of training programs geared towards financial management to include: Budget Execution; Principles of Appropriations Laws; Financial Management 101; Fiscal Law; Principles of Budgeting; and Anti-deficiency Act Investigator.

How to Enroll: To enroll in the online training, go to [https://fmbweb1.nmci.navy.mil/POLICY/FIN\\_MGMT\\_TRAINING.HTM](https://fmbweb1.nmci.navy.mil/POLICY/FIN_MGMT_TRAINING.HTM) and choose the training program you wish to complete.

### **2011 Annual Ethics Training (Open Enrollment)**

Intended Audience: All employees that are required to file financial disclosure statements, and purchasing cardholders.

Course Description: This course is a legal requirement and will cover the required standards of conduct, prohibited uses of the purchase card, and will present the participant with real-world situations that will illustrate potential ethical conflicts and must demonstrate the appropriate resolution.

How to Enroll: To enroll in the online training, go to <https://donogc.navy.mil/Ethics> and choose the 2012 Annual Ethics Training.



## Tracking Performance

Professional Development with Marine Corps Community Services (MCCS), Camp Lejeune, can be accomplished a number of ways. But in the end, it involves two major components, the Individual Development Plan (IDP) which is the employee's responsibility and the Performance Feedback (PF) which is the Supervisor's responsibility.

**The 2012 IDP** has been revised (pages 23 & 24) and is designed to track mandatory as well as competency based courses, workshops and media. To successfully complete the IDP, employees must complete all mandatory classes listed and one additional competency. "Boot Camp" courses cover all mandatory training and one competency all in one session. If mandatory training is completed online then one additional competency will need to be taken to complete the IDP.

**Mandatory Courses** can be completed either by logging on and completing them at <http://www.mccslejeune.com/hr/hrtraining.html> or by attending a "Boot Camp" class during the year. All mandatory classes taken on our website will generate a completion email directly to our training department- **NO NEED TO COLLECT PAPER CERTIFICATES AND TRACK LOCALLY ANYMORE.** They will then be entered into PeopleSoft where the supervisor or employee may view them. Division Specific Mandatory Classes will continue to be sent via the electronic input form (Excel) also located on the web.

**Competency Based Training** can be completed in many ways;

~Course, Workshops, Classes listed in this catalog and added to our Camp Lejeune Training Calendar.

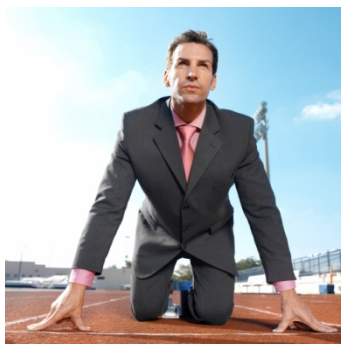
(Updated Daily at <http://www.mccslejeune.com/hr/hrtraining.html>)

~College courses and certifications that are job related.

~Approved Media- located at the Base Library or the Workforce Learning Center. This includes books, Cassettes, CDs and DVDs.

~Certain documented on the job (OTJ) training opportunities and Vendor training- contact the Training Department for further details.

**The Performance Feedback (PF)** is a form that has been developed to open the lines of communication between employees and their supervisors. Marine Corps Community Services (MCCS), Division, Branch and Department goals and objectives are discussed and the performance of the employee is evaluated. To complete the Performance Evaluation, the PF and IDP need to be completed, stapled together and sent to Human Resources to be reviewed and entered into People Soft. Performance feedback form can be found at <http://www.mccslejeune.com/hr/hrforms.html>.



**MCCS CAMP LEJEUNE, INDIVIDUAL DEVELOPMENT PLAN (IDP)**

Employee Name (Last, First, M.I.)	Title, Series, Grade	Employee ID #	Division/Branch/Section
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To complete IDP - Employee must complete all annual mandatory training and one competency. Annual mandatory training can be completed via Boot Camp classroom training or through online training.

**NEW EMPLOYEES - NEO and WCCS** Date completed: \_\_\_\_\_

MANDATORY CLASSROOM TRAINING FOR EXISTING EMPLOYEES	Date Completed	MCCS HEADQUARTERS TRAINING	Date Completed
Employee Boot Camp (Does not include safety awareness modules. These modules must be completed separately, online or via division training)		(Mandatory HQ courses for supervisory, recommended for non-supervisory)	
Supervisor's Boot Camp (Does include safety training modules)		LSFM- Leadership Skills for Managers	
(Boot Camp covers <b>ALL</b> mandatory training listed below <b>except</b> for the safety awareness modules)		MCCS- Managers Course	
*May not cover all Division Specific Mandatory Training		Applied Financial	
<b>OR MANDATORY TRAINING ONLINE :</b>		Employment Law (online)	
Anti-terrorism			
TIP-Combating Trafficking in Persons		<b>MCCS HEADQUARTERS TRAINING (ADDITIONAL HQ COURSES)</b>	<b>Date Completed</b>
EEO- NO FEAR-POSH (Prevention of Sexual Harassment)			
Safety Training Modules			
Drug and Alcohol Awareness			
Drug Free Workplace		<b>CONTINUING EDUCATION (JOB RELATED)</b>	<b>Date Completed</b>
US Constitution			
PA 101-Privacy Act Training (Employees only)			
PII 100- Personally Identifiable Information (Employees only)			
PA 102-Privacy Act Training (Supervisors only)			
PII 200- Personally Identifiable Information (Supervisors only)			
Cyber Awareness /Information Assurance Training (For Computer Users Only)			
Records Management Training (For anyone who handles paper or electronic records)			

**TRAINING RECORD... All Employees are responsible for maintaining and updating their IDP for the current rating period.**  
*NOTE: Retail, Food and Services Divisions rating period is 1 Feb through 31 Jan, due to HR by 31 March.*  
*All other Divisions 1 Jan through 31 Dec, due to HR by 31 Jan.*

REV 11/25/2011

MCCS CAMP LEJEUNE, INDIVIDUAL DEVELOPMENT PLAN (IDP) - (cont.)

Career Goals :

COMPETENCY*	COURSE TITLE	CLASSROOM/WEBSITE/OTHER MEDIA	DATE COMPLETED
Change Management			
Coaching/Counseling			
Communication			
Conflict Management			
Customer Service			
Diversity Awareness			
External Awareness			
Financial Management			
Flexibility			
Human Resources Management			
Influencing/Negotiating			
Interpersonal Skills			
Leadership			
Problem Solving			
Resource Management			
Self-Direction			
Technical Proficiency			
Time Management			

This completed IDP must be attached to your End Of Year Performance Evaluation to complete the Annual Assessment.

<i>NAME (Print)</i>	<i>IDP Completed- Signature</i>	<i>Date Completed</i>
Employee:		
Supervisor:		

\* Competency definitions and desired behaviors can be found at [www.mccslejeune.com](http://www.mccslejeune.com) as well as approved courses to meet competency requirements.

## Competency Definitions

- Change Management** ~ Serve as positive agent for changes in the organization's structural alignment, climate, or operational processes. Learn about and proactively advocates and influences the adoption of promising new ideas, methods, services, and products from knowledge of best practices in government and industry.
- Coaching / Counseling** ~ Develops skills in observation, listening, and one-on-one teaching, applies them to assist others to learn continually and improve their performance; and provides effective feedback
- Communication** ~ Makes clear and convincing oral presentations to individuals or groups; listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters an atmosphere of open communication.
- Conflict Management** ~ Anticipates and seeks to resolve confrontations, disagreements, and complaints in a constructive manner
- Customer Service** ~ Actively seeks customer input. Ensures customer needs are met. Continuously seeks to improve quality of services, products and processes
- Diversity Awareness** ~ Respects and values the differences and perceptions of different groups/individuals
- External Awareness** ~ Stays informed on laws, policies, politics, administration priorities, trends, special interest and other issues
- Financial Management** ~ Demonstrates a broad understanding of principles of financial management and marketing expertise necessary to ensure appropriate funding levels. Prepares, justifies, and/or administers the budget for the program area; uses cost-benefit thinking to set priorities; monitors expenditures
- Flexibility** ~ Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles
- Human Resources Mgmt** ~ Assesses current and future staffing needs based on organizational goals and budget realities. Using merit principles, ensures staff are appropriately selected, developed, utilized, appraised, and rewarded; takes corrective action.
- Influencing / Negotiating** ~ Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals; facilitates "win-win" situations.
- Interpersonal Skills** ~ Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- Leadership** ~ Demonstrates and encourages high standards of behavior. Adapts personal leadership style to situations and people. Empowers, motivates and guides others. Fosters cooperation, communication, and consensus among groups.
- Problem Solving** ~ Identifies and analyzes problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to individual and organizational problems.
- Program Development** ~ Establishes policies, guidelines, plans, and priorities. Identifies required resources. Plans and coordinates with others. Monitors progress and evaluates outcomes. Improves organizational efficiency and effectiveness
- Resource Management** ~ Taps into a variety of resources within the organization to achieve results. (Cross Divisional Awareness) Prepares and justifies budget. Monitors expenses. Manages procurement and contracting.
- Self-Direction** ~ Realistically assesses own strengths, weaknesses, and impact on others. Seeks feedback from others. Works persistently towards a goal. Demonstrates self-confidence. Invests in self-development. Manages time effectively.
- Technical Proficiency** ~ Knowledge of, and skill in the exercise of, practices required for successful accomplishment of a business, job, or task.
- Time Management** ~ Develop and improve on processes and tools that increase efficiency and productivity. Knowledgeable in goal setting, planning, prioritizing, decision-making, delegating, and scheduling.

## Professional Development Program Marine Corps Community Services - Camp Lejeune, NC

### INTRODUCING

The Marine Corps Community Services Professional Development Education Program!

### ELIGIBILITY

- All PART and FULL time employees employed by Marine Corps Community Services, Camp Lejeune, are immediately eligible for the program.
- All FLEX employees are eligible if they have worked an average of 20 hours a week or more on a continual basis 6 months prior to enrolling in a class.

### TUITION

- 50% of the fees for tuition and books to be reimbursed for one class per semester/term/quarter from any accredited or recognized institution based on the Program's criteria.
- Maximum of 5 classes per calendar year.
- Courses must be job related.

### EMPLOYMENT COMMITMENT

- If the cost of the funded class (including books) is \$250 or less, the employee must agree to continued employment for a minimum of 90 days following completion of the course.
- If the cost of the funded class (including books) is over \$250, the employee must agree to continued employment for 180 days following completion of the course.
- Graduate studies require a one year employment (365 days) commitment following completion of the course.
- Reimbursement request must be received 15 days **PRIOR** to the start of the course.
- Grades and/or Certifications must be turned in 30 days after completion of the semester/term or course.

### PAPERWORK CHECKLIST

- ✓ Completed Authorization for Enrollment form signed by immediate supervisor and division director.
- ✓ Course schedule or enrollment form listing the course name and credits for each course.
- ✓ Information on any financial aid, grants or scholarships that will be received for the current semester, and breakdown of amounts.
- ✓ An itemized bill for books and tuition, showing course name and cost, book title and cost, and easily identifiable.



**For more information or to schedule an appointment,**

Lisa Kirkendoll

Professional Development Assistant

Phone: 910.451.6770 Fax: 910.451.6779

[kirkendolla@usmc-mccs.org](mailto:kirkendolla@usmc-mccs.org)



UNITED STATES MARINE CORPS  
Marine Corps Community Services  
1401 West Road (Attn: NAFP)  
Camp Lejeune, NC 28547-2539

**PROFESSIONAL DEVELOPMENT EDUCATION PROGRAM**

**Authorization for Enrollment**

Employee/Student Name: \_\_\_\_\_  
Last Name First Name

Employee # \_\_\_\_\_ E-mail Address \_\_\_\_\_ Work phone # \_\_\_\_\_

Division \_\_\_\_\_ Location \_\_\_\_\_

**The following must be completed in full by student**

Educational Institution \_\_\_\_\_

Full Address \_\_\_\_\_

Name of Course \_\_\_\_\_ Course # \_\_\_\_\_ # Credits \_\_\_\_\_

Dates of Course: From \_\_\_\_\_ 20\_\_\_\_ To \_\_\_\_\_ 20\_\_\_\_

This course must be job-related. Please explain how this course benefits our organization, Marine Corps Community Services, Camp Lejeune: \_\_\_\_\_

\_\_\_\_\_  
(Please submit additional justification on separate sheets of paper, if necessary.)

**The following must signed/approved by immediate Supervisor and Division Director.**

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Printed Name \_\_\_\_\_

Director's Signature \_\_\_\_\_ Date \_\_\_\_\_

Director's Printed Name \_\_\_\_\_

<b>MCCS Worksheet</b>	
Tuition Fee	_____
Grants & Scholarships received (subtract)	_____
Total Tuition Costs =	_____
Text Book Fee +	_____
Divided by 50% =	_____
<b>(MCCS does not pay taxes) / Fed Tax Exempt #56-1633023</b>	

## Terms of Agreement

Continuing Employment Commitments: If the total cost of the class and book(s) are

- Less than \$250, commitment is 90 days' employment after course ends.
- Exceeds \$250, commitment is 180 days' employment after course ends.
- If enrolled in a graduate program, commitment is one year of employment after course ends.

Upon successful completion of course, I will remain employed by Marine Corps Community Services, Camp Lejeune for at least \_\_\_\_\_ days beginning \_\_\_\_\_ and ending \_\_\_\_\_.

**Initial all**

\_\_\_\_\_ If I fail to meet this employment obligation, I understand that I must repay Marine Corps Community Services, Camp Lejeune the amount of assistance paid on my behalf.

\_\_\_\_\_ Marine Corps Community Services, Camp Lejeune will pay 50% of tuition and books for one class per semester/term/quarter/etc., up to a maximum of five classes in one calendar year.

\_\_\_\_\_ If I receive a grade lower than "C", I agree to repay Marine Corps Community Services, Camp Lejeune the total amount paid for tuition, books, etc. prior to enrollment in future courses/classes.

\_\_\_\_\_ I must submit my transcript/grades/completion of class certification to the Professional Development Education Program Coordinator no later than thirty (30) days after completion of the semester/term/course. If I fail to do this, I must repay the amount of assistance and may become ineligible to participate in the Professional Development Education Program.

\_\_\_\_\_ I understand that I cannot receive financial assistance from Marine Corps Community Services, Camp Lejeune if eligible to receive educational/financial benefits from other sources (e.g., Pell, Scholarships, Grants, etc.) and understand that I cannot receive more than 100% payment for my class/course.

\_\_\_\_\_ I acknowledge that this agreement does not commit Marine Corps Community Services, Camp Lejeune to continue my employment.

\_\_\_\_\_ I understand that any amount which may be due to Marine Corps Community Services, Camp Lejeune resulting from my failure to meet any of the terms of this agreement, may be recovered by such methods as approved by law, including pay checkage.

\_\_\_\_\_ I am aware of the provision of the Privacy Act of 1975 at Title 5 U.S. Code, and the personal nature of the information requested above.

\_\_\_\_\_ I hereby authorize the release of this information directly to the requestor and to such other officers and persons having a need to know in the discharge of their official duties.

**I HAVE READ AND FULLY UNDERSTAND THE TERMS OF AGREEMENT.**

I certify that all of the above statements by me are true, complete and correct to the best of my knowledge. False information may be grounds for disciplinary action, up to and including termination.

Signature of Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Program Coordinator \_\_\_\_\_ Date \_\_\_\_\_

Signature of Director, HR Division \_\_\_\_\_ Date \_\_\_\_\_

Fax: 1-910-451-6779 Telephone: 1-910-451-6770 Email: [kirkendolla@usmc-mccs.org](mailto:kirkendolla@usmc-mccs.org)



# COURSE APPLICATION

<b>EMPLOYEE ID #:</b> (Can be found on your LES)		<b>DATE OF BIRTH:</b> (Mo/Day) :    /    /	<b>EMPLOYMENT DATE:</b> /    /	<b>RANK/GRADE:</b>	<b>SUPERVISOR?</b> Yes <input type="radio"/> No <input type="radio"/>
<b>TITLE:</b> Ms. <input type="radio"/> Mrs. <input type="radio"/> Mr. <input type="radio"/>		<b>LAST NAME:</b>	<b>FIRST NAME:</b>	<b>M.I.</b>	<b>SECTION:</b> FINANCE <input type="radio"/> SUPPORT <input type="radio"/> SEMPER FIT <input type="radio"/> MCFTB <input type="radio"/> M&FP <input type="radio"/> BUSINESS OPS <input type="radio"/> OTHER <input type="radio"/>
Please print your name as you would like it to appear on your certificate:			<b>PREFERRED NAME/NICKNAME</b>		
<b>POSITION TITLE:</b>	<b>DUTY STATION:</b>	<b>BRANCH/DEPARTMENT:</b>			
<b>EDUCATION LEVEL:</b> (PLEASE CHECK HIGHEST COMPLETED LEVEL OF EDUCATION) HIGH SCHOOL <input type="radio"/> SOME COLLEGE <input type="radio"/> ASSOCIATE'S DEGREE <input type="radio"/> BACHELOR'S DEGREE <input type="radio"/> MASTER'S DEGREE <input type="radio"/> DOCTORATE DEGREE <input type="radio"/>					<b>REFERRAL SRC:</b> CATALOG <input type="radio"/> FLYER <input type="radio"/> INTRANET <input type="radio"/> FACEBOOK <input type="radio"/> EMPLOYEE <input type="radio"/> OTHER <input type="radio"/>
<b>COMM PHONE:</b> _____		<b>WORK MAILING ADDRESS:</b>			
<b>DSN PHONE:</b> _____		<b>BLDG NAME/#:</b> _____			
<b>FAX #:</b> _____		<b>STREET ADDRESS:</b> _____			
<b>E-MAIL:</b> _____		<b>CITY, STATE, ZIP:</b> _____			
<b>COURSE APPLYING FOR:</b>			<b>DATE &amp; LOCATION:</b>		
<b>What is the expected result of the employee attending this training?</b>					
<b>PREREQUISITES:</b> List pre-requisite classes, certifications, or degree programs satisfied if the course being applied for has a set requirement. This information can be located within the course description.					
<b>ARRIVAL DATE:</b>	<b>DEPARTURE DATE:</b>	<b>LODGING REQUIRED:</b> <input type="radio"/> Yes <input type="radio"/> No	<b>APPLICANT SIGNATURE &amp; DATE:</b>		
<b>SUPERVISOR TO COMPLETE BELOW FIELDS:</b> Explain how employee will transfer the learning to their job or department:					
How will the learning outcome be measured? (Observation, Pre/Post test etc.?)					
Who will report the outcome at 30 days?					
<b>SUPERVISOR: PRINT NAME/TITLE</b>			<b>SUPERVISOR SIGNATURE &amp; DATE:</b>		

\*\*\*\* FOR OFFICIAL USE ONLY \*\*\*\*

## **CONTACTS**

### **Marine Corps Community Services**

Camp Lejeune, NC  
Human Resources Training  
1401 West Road

#### **Darlene Roulund**

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