MWR DEPLOYED FORCES SUPPORT DESK GUIDE



17 May 2017 NAVSTA GREAT LAKES

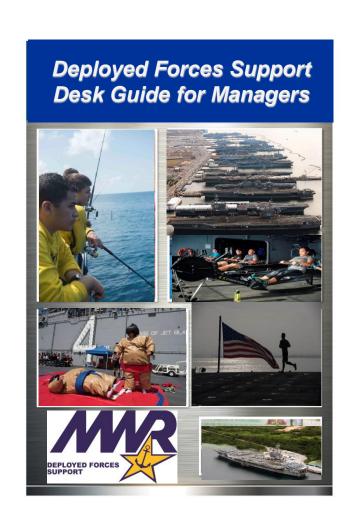
Deployed Forces Support/Afloat Training & Seminar



MWR Desk Guides



- Written for the manager that is new to Navy MWR
- Can be used to cross train managers
- MWR program specific information
- Employee Job Aids
- MWR e-Library





Desk Guide Development Process



Step 1: Gather existing data (standards, instructions, training guides, etc.)

Step 2: Draft desk guide (HQ DFS and Afloat Staff)

Step 3: Converse with K-State (Karen Widman) team regarding development of job aids and training videos

Step 4: Meet with 4-5 SMEs in the field to discuss and edit the draft, job aids and videos (TBD, likely Summer 2017 in San Diego)

Step 5: Send to Marketing for design/development

Step 6: Train SMEs to deliver training to their DFS/Afloat





Section 1: Intro to Navy MWR (all guides)

- Chain of Command
- Funding Sources
- MWR Program Categories

Section 2: Program Support (all guides)

- Performance Assurance
- Program Standards
- Performance Data Call
- Customer Satisfaction
- Accreditation Program
- Information Systems





Section 3: Deployed Forces Support

- Intro to DFS
- DFS Program Standards
- Management Tools
- Program Elements
- Facility Administration
- Staffing, Training and Certifications
- Program Supplies and Equipment Maintenance

Section 4: Afloat Specialist (Fun & Fit Boss)

- Intro to Afloat
- Afloat Program Standards
- Management Tools
- Program Elements
- Facility Administration
- Staffing, Training and Certifications
- Program Supplies and Equipment Maintenance





Section 5: Fleet Specific Lingo/Acronyms

- Fleet Acronyms A-Z
- Fleet Terms & Lingo

Section 6: FFR Support Services (N94) (all guides)

- NAF Human Resources
- Facilities and Acquisition
- Information Technology
- Training
- NAF Financial Management
- Marketing and Multimedia Development
- Management Evaluation and Assistance





Appendices (all guides)

- MWR Eligible Patrons
- Key References
- Military Customs and Traditions
- Security and Force Protection
- Rank Insignias
- Glossary of Acronyms

Job Aids / Videos

- Customer Service
- Equipment and Facility
 Cleaning
- Afloat Planning Manual
- DFS or Afloat Videos
- Dress Code (video)

(Staff or Customers)



MWR Manager's Desk Guides Current Status



- ➤ Navy Fitness Complete, all Installation Fitness Directors/Coordinators should be trained soon.
- ➤ Movie Program Complete, in Marketing for design and development
- ➤ Liberty Program 75% complete, 2nd meeting scheduled April 26-27 to review Sailor Adventure Quest chapter
- > Deployed Forces Support 75% complete, need to obtain field input
- ➤ Facilities Gathering data
- > Food and Beverage Gathering data
- > Bowing and Golf are next in line for development





DESK GUIDE REVIEW

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QUESTIONS/SUGGESTIONS