
MWR DEPLOYED FORCES SUPPORT DESK GUIDE



17 May 2017

NAVSTA GREAT LAKES

Deployed Forces Support/Afloat Training & Seminar

- *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*

Deployed Forces Support Desk Guide for Managers



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

Desk Guide Topics

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