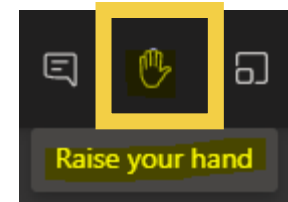


# Sound Check

## New Manager Training MS Teams Session Call will begin momentarily

*A facilitator is currently talking. If you cannot hear, please “raise your hand “ icon in the menu bar at the top of the screen.*



THIS EVENT IS BEING RECORDED

[Click here to Watch 'NMT: Preparing for Briefings Part I' | Microsoft Stream](#)

# Communicating to Upper Management

## VR&E New Manager Training

Briefed by: Heather Becker & Linda Steffensmeier



U.S. Department  
of Veterans Affairs

# Presenters



**Lamoyd Figures**  
**VR&E Training Specialist**  
**Orlando, FL**



**Dale Sagotsky**  
**VR&E Training Specialist**  
**Orlando, FL**

# Subject Matter Experts



**James Lester**  
Columbia VREO



**Linda Steffensmeier**  
St. Paul VREO



**Heather Becker**  
Buffalo AVREO



**Rodney Hackney**  
Oakland VREO



**Will Bethea**  
Philadelphia/Wilmington VREO



**Corliss De La Garza**  
Albuquerque VREO <sup>4</sup>



**Chloe Freeman**  
Jackson VREO



**Kenneth Fisher**  
Muskogee AVREO

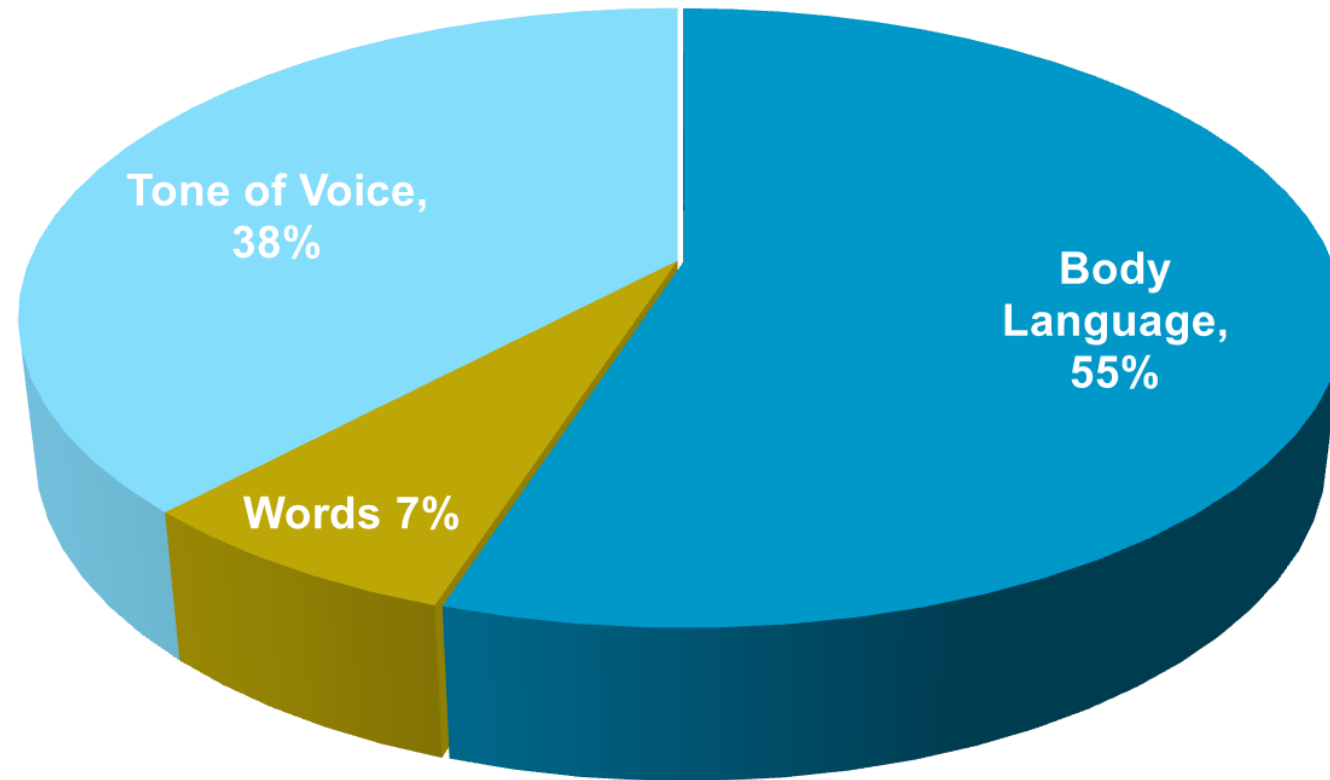
# Objectives

- *Upon completion of instruction, you will be able to:*
  - Identify an effective briefing
  - Know the components of the briefing process
  - Prepare a Regional Office briefing

# Key Decision Makers

- Regional Office Director
- Other RO Management
- District Office Director
- Central Office
- Stake Holders

# Components of Communication



# Why Brief?

- To inform/update
- To talk needs
- To follow up



# What is an Effective Briefing?

- Clear
- To the Point
- Well Structured
- Organized

# Components of the Briefing Process

- Research
- Construct
- Refine
- Rehearse

# Briefings to RO Director

- Types of Briefings:
  - Weekly
  - Monthly
  - Quarterly

# Weekly Briefing

- Focus more on day-to-day issues:
  - Contracting – obligated, spent
  - Personnel Issues – staffing , discipline, losses, extended leave
  - Training – Classes planned, training status, LMS
  - Workload – applications, backlogs in offices, average caseloads
  - Program Issues – GAO, OIG, VR&E Service, white papers
  - Office Issues – Mold, extended sick leave, furniture, hurricanes, mail, IT, Out-based

# Monthly Briefings

- Focus - Performance Standards
  - Primarily - RO Director Standards
  - Funds – Travel, GOE, RFA, Office needs
  - Long Term Office issues- Such as relocating the office or installing T-1 lines
  - Personnel Issues – Staffing, discipline, losses, extended leave

# Quarterly Briefings

- Strategic in Nature - More Formal
  - Forecasting – Anticipating potential problems & providing solutions
  - Trends – Performance, Staffing, Budget, Workload
  - Internal Controls
  - Quality Issues
  - Training
  - Survey Results and actions
  - Goals – Short term and Long Term
  - SAO Results
  - Contracting Update

# Tips for Effective On-line Briefings

- Simplify your content
- Prepare your technology
- Declutter your background
- Dress appropriately
- Be mindful of your lighting
- Remove noisy distractions
- Maintain eye contact

# Activity Instructions

## Director's Brief

- In your groups, each person will review their own Directors Dashboard and/or VR&E Workload Reports to identify an area of improvement
- Once identified, you will consult with your team to identify solutions and an action plan to resolve the issue
- Collectively you will work with your team to develop an action plan to present to your Director. Each member will have the opportunity to present. Each group will have 15 minutes to present on the three identified needs areas
- In your briefing, you will develop a written paper (MS Word Doc) and/or a slide deck (PowerPoint slide) to share your Action Plan or Strategy to the Directors (submit your documents to [VRENMT.VBACO@va.gov](mailto:VRENMT.VBACO@va.gov) by **Tuesday, January 19, 2021 @ 9:00AM ET**)

**Note\*All group members must participate in the planning meetings and have speaking parts**



# Groups Assignment

Group 1	Group 2	Group 3	Group 4
Briefing Time 1/19/2021 @ 11:05 – 11:20am	Briefing Time 1/19/2021 @ 11:25am – 11:40am	Briefing Time 1/19/2021 @ 11:45am – 12:00pm	Briefing Time 1/19/2021 @ 12:05pm – 12:20pm
Jessica Brazau (VREO)	Francisco Paz (SVRC)	Joshua Pittinger (AVREO)	Gerald “Jerry” Bacon (VREO)
Jeanellie Labrada (SVRC)	Kevin Clayton (AVREO)	Allison Bubier (VREO)	Molly Fazzi (AVREO)
Peter Lopez (SVRC)	Imelda Flores (SVRC)	Ned Evette (SVRC)	Christiana Olaga-Buah (SVRC)
			Helen Chan (SVRC)

# Questions/Discussion

**TMS # 4550329**  
**NMT Preparing for Briefings Part I**



## Next NMT MS Teams Sessions:

NMT Preparing for Briefings Part II  
Tuesday, January 19, 2021 @ 11-12:30 PM ET

QA: Modernization and Trends  
Tuesday, January 26, 2021 @ 11-12:30 PM ET

QA: Preparing for Site Visits – Part I  
Tuesday, February 2, 2021 @ 11-12:30 PM ET

QA: Preparing for Site Visits – Part II  
Tuesday, February 9, 2021 @ 11-12:30 PM ET

Remote Management  
Tuesday, February 16, 2021 @ 11-12:30 PM ET