

Slide 1 - Attitudes and Values



Click Box

# Attitudes and Values of a Veterans Service Representative (VSR)


Compensation Service

June 2020

*Click anywhere on the screen to continue*

Slide notes

## Slide 2 - Course Introduction



## Course Introduction/Objectives

Welcome to the module, Attitudes and Values of a VSR. The objectives of this 15 minute module are to

- Describe how a VSR provides support to Veterans
- Define the roles and responsibilities of the VSR position
- Identify positive appropriate attitudes and behaviors, and
- Outline ways to take initiative in your VSR position

Use the buttons to navigate through the module. You will be required to complete all interactive processes before you can continue.

CC Play Pause

Click to Continue

## Slide notes

Welcome to the module, Attitudes and Values of a VSR.

The objectives of this 15-minute module are to

Describe how a VSR provides support to Veterans

Define the roles and responsibilities of the VSR position

Identify positive appropriate attitudes and behaviors, and

Outline ways to take initiative in your VSR position

Use the buttons to navigate through the module.

You will be required to complete all interactive processes

before you can continue.



## Slide 3 - Supporting Veterans



The slide features a blue gradient background with a grid pattern. In the top left corner is the Department of Veterans Affairs seal. The main title, "How VSRs Meet the Needs of Veterans and their Dependents", is centered in a large, dark blue font. Below the title is a graphic consisting of a dark blue rectangle on the left with the text "SUPPORTING OUR VETERANS" in white, and a waving American flag on the right. At the bottom center, the question "What does this mean to you?" is displayed in a dark blue font. In the bottom left corner, there are three circular icons: a Creative Commons icon, a play button, and a pause button. In the bottom right corner, there is a rectangular button labeled "Click to Continue".

## How VSRs Meet the Needs of Veterans and their Dependents

SUPPORTING OUR VETERANS

What does this mean to you?

Click to Continue

**Slide notes**

Think about the phrase “Veteran support”. What does that mean to you? Veteran support can mean different things to different people. For you as a VSR, it is important to think about Veteran support as the process by which the roles and responsibilities of your position meet the needs of Veteran and their dependents.

## Slide 4 - Primary Role



## Primary Role of a VSR



- Processing claims for benefits
- Diligently provide complete and streamlined service


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Click to Continue


**Slide notes**

As a VSR, your primary role in supporting the Veteran deals with processing claims for benefits. It is important that you work diligently to provide complete and streamlined service to Veterans and their dependents.

## Slide 5 - Responsibilities



## Responsibilities of a VSR



- Determine what evidence is needed
- Obtaining necessary evidence
- Ordering exams, if necessary
- Determining if claim is ready for decision

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Click to Continue

**Slide notes**

As a VSR, you will most likely be assigned to an adjudication team. Adjudication teams are responsible for the development, rating, and authorization activities necessary to process Veterans claims. As a new VSR, you will most likely be responsible for the development of a claim. You will need to determine what evidence is necessary to decide a claim, undertake development actions to obtain the necessary evidence; order exams, if necessary; and determine when a claim is ready for decision.



Slide 6 - Additional Responsibilities



**Slide notes**

Although the primary role of a VSR is developing claims,

there is much more involved in the job as a VSR.

Select each button for a description.




Slide 7 - Additional Responsibilities


The slide features a blue header with a grid pattern and the title "Additional Responsibilities of a VSR" in a dark blue font. In the top left corner is the official seal of the Virginia State Bar. The background is a faded image of four diverse professionals in business attire. Overlaid on this background are four semi-transparent gray boxes, each containing a job title in blue text and a green checkmark to its right: "Counselor", "Legal Technician", "Advocate", and "Computer Systems User".

Slide notes

## Slide 8 - Counselor



## Counselor



- Provide information about VA benefits
- When appropriate, conduct interviews
- Gather information to establish eligibility

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Click to Continue

**Slide notes**

As a counselor for claimants, it is your responsibility to provide information about the broad range of VA benefits and assist with the applications for these benefits and services. When appropriate to the team on which you are serving, you may conduct interviews, either in person or by telephone with Veterans, other eligible individuals, representatives or advocates to gather information to establish eligibility for a wide range of Veteran's claims.

## Slide 9 - Advocate



The slide features a blue gradient background with a grid pattern. In the top left corner is the Department of Veterans Affairs logo. The word "Advocate" is centered in a large, dark blue font. Below the title is a photograph of a woman in a call center wearing a headset and smiling. To the right of the photo is a bulleted list of VA benefits. At the bottom left are three circular icons: a Creative Commons icon, a play button, and a pause button. At the bottom right is a rectangular button labeled "Click to Continue".

## Advocate

- Education
- Vocational Rehabilitation
- VA Health Care
- Home Loan Guaranty
- Life Insurance

Click to Continue

**Slide notes**

As an advocate for claimants, it is your responsibility to explain the full range of VA benefits and related programs.

Some of these may include: Education, Vocational Rehabilitation,

VA Health Care, Home Loan Guaranty Program, and/or

Life Insurance. These are just a few of the VA benefits and

programs. While you may not know everything about

these programs, you are responsible for helping the

claimants find the information. You may even assist

claimants with completing application forms and

monitoring the claim to eliminate unnecessary delays.



## Slide 10 - Legal Technician



## Legal Technician



- Gathers necessary evidence
- Decision maker
- Review, analyze and examine claims and applications

CC  

Click to Continue

**Slide notes**

As a VSR, you will also function as a legal technician gathering necessary evidence from medical treatment facilities, military records or other sources to support benefit determinations. You are a decision maker who weighs the evidence and applies the controlling laws and regulations. It is your responsibility to review, analyze, and examine claims and applications, as well as the evidence necessary to make a determination. You are fully accountable for proper analysis, appropriate development, authorization determinations, and

thorough preparation of all claims that are assigned to you.

## Slide 11 - Computer Systems User



The slide features a blue gradient header with a circular logo in the top left corner. The main title "Computer Systems User" is centered in a large, dark blue font. Below the title, on the left, is a photograph of a person's hands typing on a laptop keyboard. To the right of the photo is a bulleted list of tasks. At the bottom left, there are three small circular icons: a Creative Commons logo, a play button, and a pause button. At the bottom right, there is a rectangular button labeled "Click to Continue".

## Computer Systems User

- Submitting examinations
- Entering appropriate data
- Scheduling future actions
- Release notifications

Click to Continue

**Slide notes**

Computer skills are vital in this position. Your responsibilities when using various computer systems include, reviewing all evidence and submitting examinations if appropriate; entering appropriate data to generate accurate benefit payments; controlling pending issues or scheduling future actions; and releasing complete and correct notification of benefit determinations.

Slide 12 - Attitudes and Behaviors



**Slide notes**

One of the most important areas of a successful VSR is to have positive and appropriate attitudes and display the highest personal behaviors. The VA has deemed that the following attitudes and behaviors are essential.

Select each button for a description.



Slide 13 - Attitudes and Behaviors

**Positive and Appropriate Attitude and Behaviors**

Respectfulness	✓	Commitment	✓	Empathy	✓
Flexibility and Helpfulness	✓	Personal Feelings	✓	Personal Experiences	✓
Compassion	✓	Fairness & Courtesy	✓	Accuracy	✓
Professionalism & Trustworthiness	✓	Equitable Decisions	✓		

**Slide notes**

One of the most important areas of a successful VSR is to have a positive and appropriate attitudes and display the highest personal behaviors. The VA has deemed the following attitudes and behaviors are essential. Select each button for a description.

## Slide 14 - Respectfulness



The slide features a blue header with the title "Respectfulness" in white. Below the header is a large image of an American flag. In the top left corner of the slide area is the Department of Veterans Affairs logo. The main content consists of two columns of bullet points. At the bottom left are three small circular icons (Creative Commons, play, and pause). At the bottom right is a "Click to Continue" button.

## Respectfulness


- Honor the Veteran's Service to our Country
- Make Veterans comfortable
- Take the point of view of the claimant
- Cater your customer service to the Veteran's specific needs or concerns
- Listen carefully
- Provide sufficient time
- Always courteous
- Truthful and honest
- Show sincere appreciation

Click to Continue


## Slide notes

Respectfulness - A successful VSR will: honor the Veteran's service to our country; make Veterans comfortable whether talking on the telephone or in person; take the point of view of the claimant; cater your customer service to the Veteran's specific needs or concerns; listen carefully; provide sufficient time; will always be courteous; will always be truthful and honest; and show sincere appreciation.

Slide 15 - Flexibility



## Flexibility and Helpfulness



- Explore possible solutions
- Take action
- Assist both Veterans & co-workers
- Coordinate across functions to achieve a solution

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**Slide notes**

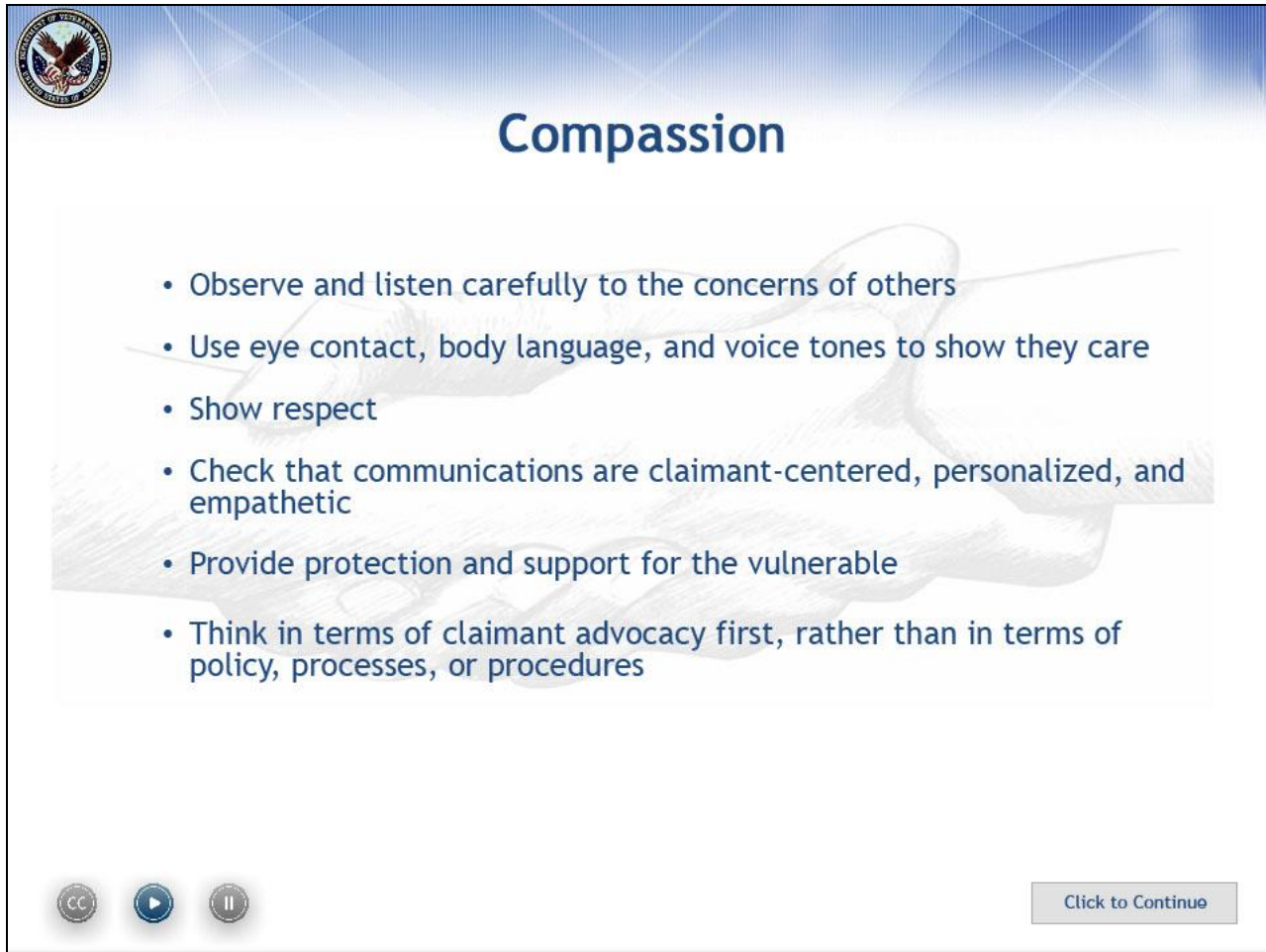
Flexibility and Helpfulness - A successful VSR will:


Explore possible solutions; take action; assist both

Veterans and co-workers; and coordinate across

functions to achieve a solution.




## Slide 16 - Compassion

The slide features a blue gradient background with a faint image of a hand holding a heart. In the top left corner is the Department of Veterans Affairs logo. The title "Compassion" is centered in a large blue font. Below the title is a list of six bullet points. At the bottom left are three circular icons: a Creative Commons icon, a play button, and a pause button. At the bottom right is a rectangular button labeled "Click to Continue".



## Compassion

- Observe and listen carefully to the concerns of others
- Use eye contact, body language, and voice tones to show they care
- Show respect
- Check that communications are claimant-centered, personalized, and empathetic
- Provide protection and support for the vulnerable
- Think in terms of claimant advocacy first, rather than in terms of policy, processes, or procedures

[Click to Continue](#)

## Slide notes

Compassion - A successful VSR will:

Observe and listen carefully to the concerns of others;

use eye contact, body language, and voice tones to

show they care; show respect; check that communications

are claimant-centered, personalized, and empathetic;

provide protection and support for the vulnerable; and

think in terms of claimant advocacy first, rather

than in terms of policy, processes, or procedures.

## Slide 17 - Professionalism



The slide features a blue header with a grid pattern and a circular logo in the top left corner. The main title is 'Professionalism & Trustworthiness'. Below the title is a list of eight bullet points. The background of the slide shows a group of five business professionals in a modern office setting. At the bottom left, there are three small circular icons: a Creative Commons logo, a play button, and a pause button. At the bottom right, there is a rectangular button labeled 'Click to Continue'.

## Professionalism & Trustworthiness

- Truthful, honest, and accept responsibility
- Build expertise
- Perform tasks correctly in a timely manner
- Do what they say they are going to do, and avoid overpromising
- Communicate clearly
- Check for mutual understanding and mutual expectations
- Act on lessons learned to improve continuously
- Follow up to ensure the issue is actually resolved

Click to Continue

## Slide notes

Professionalism & Trustworthiness - A successful VSR will:

Be truthful, honest, and accept responsibility;

build expertise; perform tasks correctly in a timely manner;

do what they say they are going to do and avoid overpromising;

communicate clearly; check for mutual understanding

and mutual expectations; act on lessons learned

to improve continuously; and follow up to ensure

the issue is actually resolved.

## Slide 18 - Commitment



The slide features a blue gradient background with a grid pattern. In the top left corner is the Department of Veterans Affairs logo. The word "Commitment" is centered at the top in a large, white, sans-serif font. Below this, on the left, is a dark blue rectangular area with the text "Commitment to Veterans" in white, bold, sans-serif font. To the left of this text are three American flags on poles against a blue sky with white clouds. To the right of the dark blue area is a list of five bullet points in a white, sans-serif font. At the bottom left of the slide are three circular icons: a Creative Commons icon, a play button icon, and a pause icon. At the bottom right is a grey rectangular button with the text "Click to Continue".

# Commitment



- Go the extra mile
- Value their work and the work of others
- Connect the Veteran with the person who can assist, if they cannot
- Volunteer to help Veterans
- Connect with and support Veterans in their community

Click to Continue

## Slide notes

Commitment - A successful VSR will:

Go the extra mile; value their work and the work of others;

connect the Veteran with the person who can assist,

if they cannot; volunteer to help Veterans;

and connect with and support Veterans in their community.

## Slide 19 - Personal Feelings



The slide features a blue gradient background with a grid pattern. In the top left corner is the official seal of the United States Sentences of Justice. The title "Personal Feelings" is centered at the top in a large, dark blue font. Below the title is a photograph of a diverse group of seven business professionals (three men and four women) standing together and smiling. To the right of the photo is a bulleted list. At the bottom left are three circular icons: a Creative Commons icon, a play button, and a pause button. At the bottom right is a rectangular button labeled "Click to Continue".

## Personal Feelings

- Does not allow personal feelings, attitudes, standards, values, or beliefs cloud their judgment

Click to Continue

**Slide notes**

A successful VSR will not allow personal feelings, attitudes, standards, values, or beliefs cloud their judgment. An antagonistic, critical or even abusive attitude on the part of the claimant should not in any instance influence the handling of a case.

## Slide 20 - Fairness and Courtesy



The slide features a blue gradient background with a faint grid pattern. In the top left corner is the Department of Veterans Affairs seal. The title "Fairness and Courtesy" is centered in a large, bold, blue font. Below the title is a large, semi-circular graphic containing a scale of justice and stars. The text "Show fairness and courtesy to applicants and claimants at all times, regardless of whether their duties bring them in contact directly or indirectly with Veterans" is centered in a blue font. Below this text is a large, light blue rectangular box with the words "I CARE" in large, white, serif capital letters, and "DEPARTMENT OF VETERANS AFFAIRS" in smaller, white, sans-serif capital letters below it. At the bottom left are three circular icons: a Creative Commons icon, a play button, and a pause button. At the bottom right is a grey button labeled "Click to Continue".

## Fairness and Courtesy

Show fairness and courtesy to applicants and claimants at all times, regardless of whether their duties bring them in contact directly or indirectly with Veterans

I CARE  
DEPARTMENT OF VETERANS AFFAIRS

Click to Continue

**Slide notes**

A successful VSR will show fairness and courtesy to applicants and claimants at all times, regardless of whether their duties bring them in contact directly or indirectly with Veterans.



Slide 21 - Equitable Decision

The slide features a blue gradient header with the text "Equitable Decision" in a dark blue font. In the top left corner is the official seal of the Department of Veterans Affairs. The main content area shows a hand holding a blue marker, writing the words "DECISION MAKING" in large, blue, hand-drawn capital letters on a white surface. To the right of this image is a bulleted list. At the bottom left, there are three circular navigation icons: a Creative Commons icon, a play button, and a pause button. At the bottom right, there is a rectangular button labeled "Click to Continue".

## Equitable Decision

DECISION MAKING

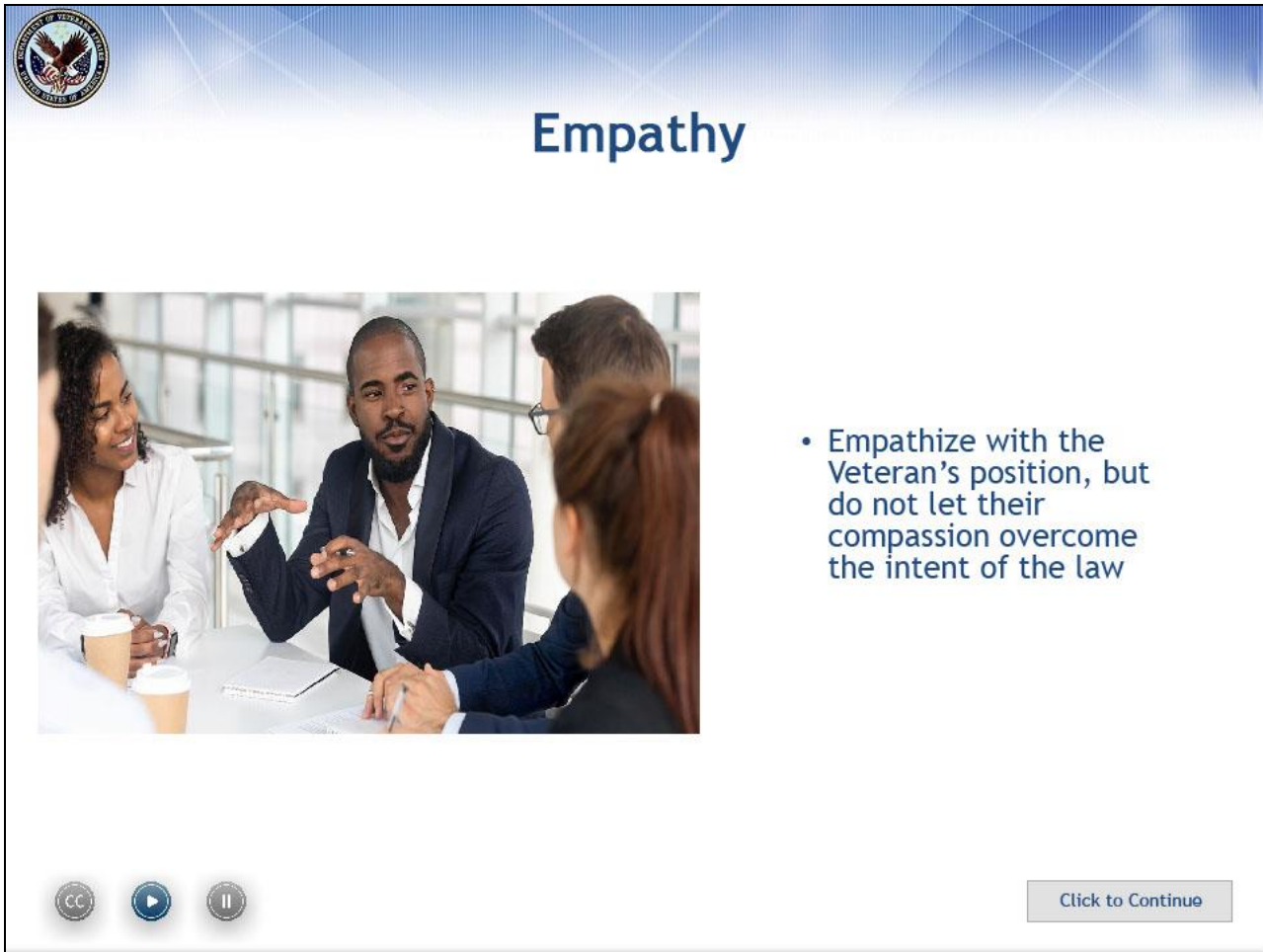
- Make fair and equitable decisions that take into account the claimant's beliefs
- Acts in accordance with the laws and the intent of Congress

Click to Continue

**Slide notes**

A successful VSR will make fair and equitable decisions that take into account the claimant's beliefs and act in accordance with the laws and the intent of Congress.

Slide 22 - Empathy



The slide features a blue header with the word "Empathy" in white. In the top left corner is the Department of Veterans Affairs logo. The main content area contains a video player showing a group of four people in a meeting. A man in a dark suit is speaking and gesturing with his hands. To his right, a woman with glasses is listening. In the foreground, the back of a woman's head and shoulders is visible. The video player has standard controls: a play button, a pause button, and a volume icon. A "Click to Continue" button is located in the bottom right corner of the slide frame.

# Empathy

- Empathize with the Veteran's position, but do not let their compassion overcome the intent of the law

Click to Continue

**Slide notes**

A successful VSR will empathize with the Veteran's position  
but will not let their compassion overcome the intent of the law.

## Slide 23 - Personal Experiences



## Personal Experiences



- Every Veteran's experience is different
- Apply knowledge of laws and directives
- Not their beliefs or personal experiences

CC [play] [stop]

Click to Continue

**Slide notes**

A successful VSR will remember that every Veteran's experience is different. They apply their knowledge of laws and directives when working a claim, not their beliefs or personal experiences.

## Slide 24 - Accuracy



The slide features a blue gradient background with a grid pattern. In the top left corner is the Department of Veterans Affairs seal. The word "Accuracy" is centered in a large, dark blue font. Below it is a large, red, circular stamp with a scalloped edge, containing the word "ACCURATE" in a bold, sans-serif font. To the right of the stamp is a bulleted list of three points. At the bottom left are three small circular icons: a Creative Commons icon, a play button, and a pause button. At the bottom right is a rectangular button labeled "Click to Continue".

## Accuracy

- There is more work to do than can be done
- Always pressure to produce as quickly as possible
- It is vital VSRs ensure Veteran's claims are processed accurately

Click to Continue

## Slide notes

A successful VSR will always remember there is more work to do than can be done, and there is always pressure to produce as quickly as possible. However, no one will ever advise that it is acceptable to produce subpar or inaccurate work. It is vital VSRs ensure Veteran's claims are processed accurately.

## Slide 25 - Taking initiative

The slide features a blue gradient background with a grid pattern. In the top left corner is the official seal of the United States Postal Service. The main title "Taking Initiative" is centered in a large, bold, blue font. Below it, the subtitle "Do You?" is also centered in a smaller blue font. A list of eight bullet points is displayed on the left side of the slide. The background is decorated with faint, colorful silhouettes of people and thought bubbles containing question marks. At the bottom left, there are three circular navigation icons: a Creative Commons icon, a play button, and a pause button. At the bottom right, there is a rectangular button labeled "Click to Continue".

**Taking Initiative**

**Do You?**

- Begin a new task before you are told?
- Look for work to fill in your idle time?
- Make yourself available for extra work or overtime?
- Maintain open communications with your superiors?
- Offer suggestions?
- Attempt to correct mistakes and problems?
- Work without constant supervision?
- Take on extra tasks?
- Demonstrate a commitment to continuous learning?

Click to Continue

**Slide notes**

Taking initiative is about more than just doing your job.

It is about being proactive, having a go-getter attitude, and taking action. Here are a few questions that will help you assess how well you demonstrate initiative, as well as provide suggestions for improvement. Do you?

Begin a new task before you are told?

Look for work to fill in your idle time?

Make yourself available for extra work or overtime?

Maintain open communications with your superiors?

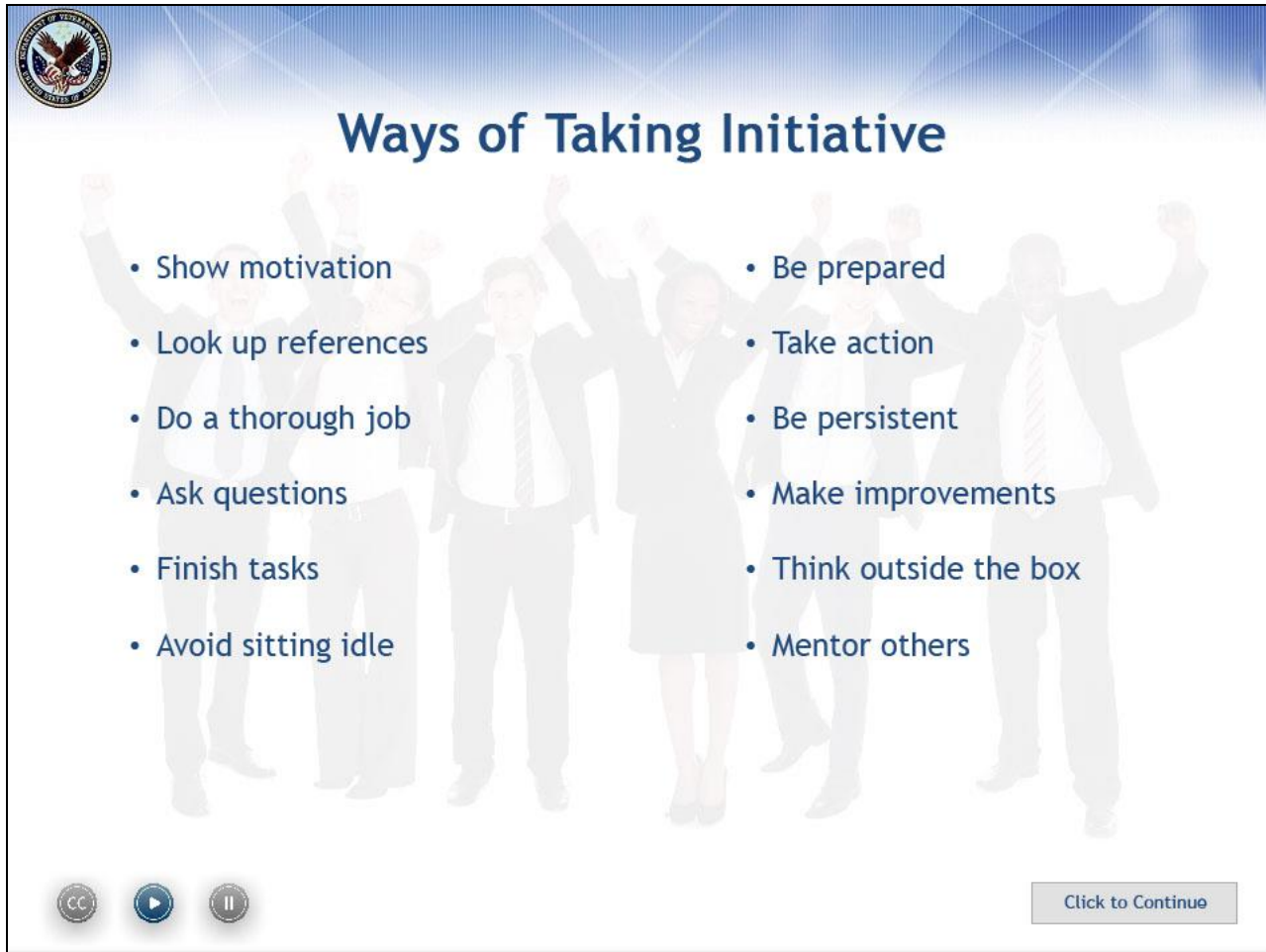
Offer suggestions? Attempt to correct mistakes and problems?

Work without constant supervision? Take on extra tasks?

Demonstrate a commitment to continuous learning?

These are just some of the questions we need to ask ourselves to  
continue in our personal development to be successful VSRs.

## Slide 26 - Ways of taking initiative



The slide features a blue header with a grid pattern and a circular logo in the top left corner. The main title is "Ways of Taking Initiative". Below the title, a group of diverse business professionals in suits are shown with their arms raised in a celebratory gesture. The slide contains two columns of bullet points. At the bottom left, there are three small circular icons: a Creative Commons logo, a play button, and a pause button. At the bottom right, there is a rectangular button labeled "Click to Continue".

## Ways of Taking Initiative

- Show motivation
- Look up references
- Do a thorough job
- Ask questions
- Finish tasks
- Avoid sitting idle
- Be prepared
- Take action
- Be persistent
- Make improvements
- Think outside the box
- Mentor others

Click to Continue

**Slide notes**

Here are some great ways in which you can take initiative on the job.

Show motivation; Look up references; Do a thorough job;

Ask questions; Finish tasks; Avoid sitting idle; Be prepared;

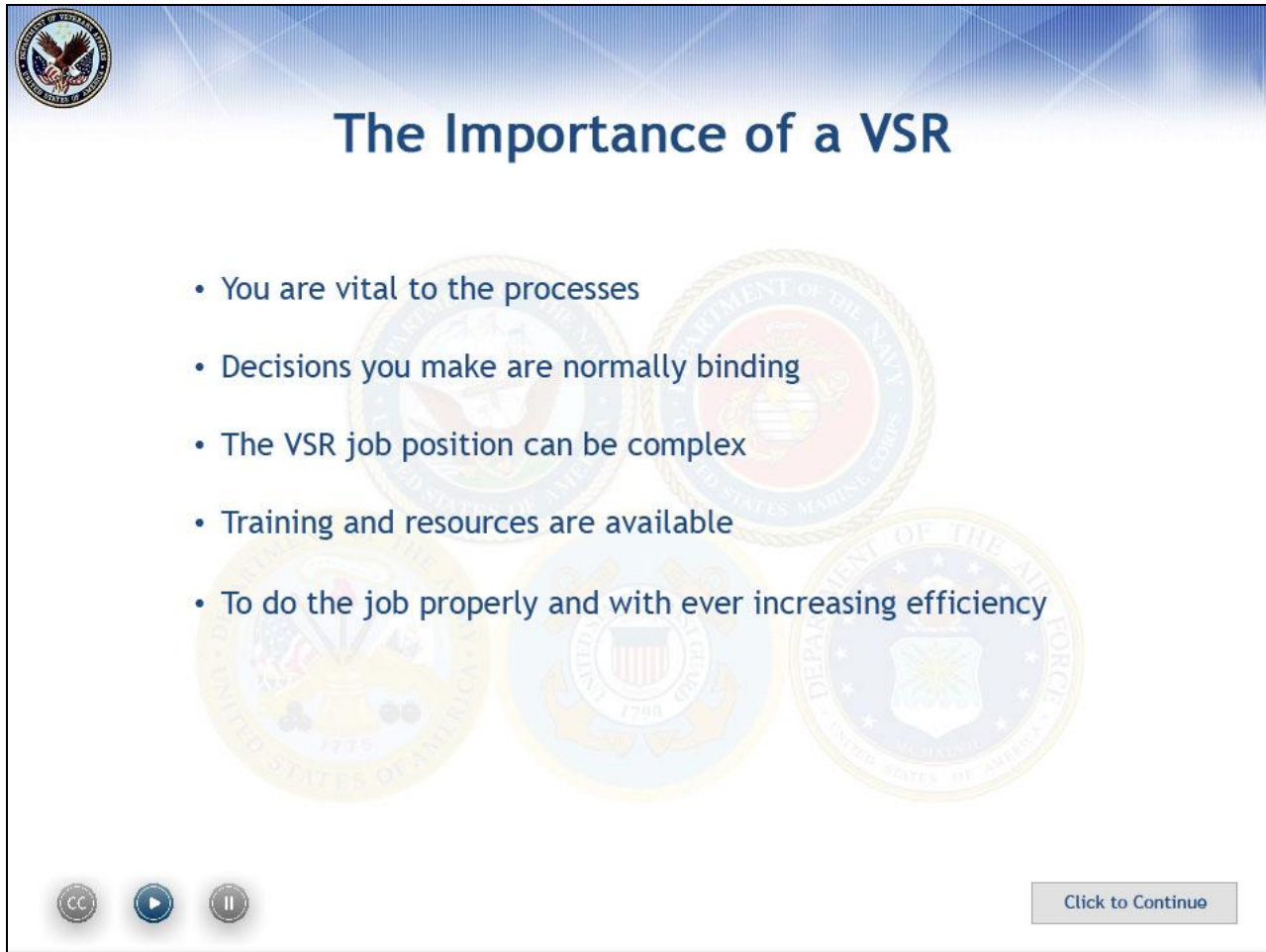
Take action; Be persistent; Make improvements;

Think outside the box; Mentor others. Remember,

our jobs as VSRs is to provide our best effort at all

times when processing claims for Veterans.

## Slide 27 - Importance of a VSR



The slide features a blue gradient background with a grid pattern. In the top left corner is the Department of Veterans Affairs logo. The title "The Importance of a VSR" is centered in a large, dark blue font. Below the title is a bulleted list of five points. The background is decorated with several faded military department seals, including the Department of the Navy, the United States Marine Corps, the Department of the Air Force, and the United States of America seal. At the bottom left are three small circular icons: a Creative Commons icon, a play button, and a pause icon. At the bottom right is a rectangular button labeled "Click to Continue".

## The Importance of a VSR

- You are vital to the processes
- Decisions you make are normally binding
- The VSR job position can be complex
- Training and resources are available
- To do the job properly and with ever increasing efficiency


Click to Continue

**Slide notes**

Your job as a VSR is very important and you are vital to the processes through which VA directly informs and serves the public. Decisions you make are normally binding on both VA and the claimant. You may find the VSR position to be complex; however, the training and resources available will prepare you to do the job properly and with ever increasing efficiency.




Slide 28 - Knowledge Check



## Knowledge Check

Let's check our knowledge of the new information you have learned in this module. Please select the checkmark icon below to begin.



**Slide notes**

Let's check our knowledge of the new information you have learned in this module. Please select the checkmark icon below to begin.

## Slide 29 - Knowledge Check



## Multiple Choice

Your primary role as a VSR in supporting the Veterans deals with \_\_\_\_\_? (Select the answer the best completes the sentence.)

- A) Processing claims for benefits
- B) implementing the decision of the Rating Veterans Service Representative (RVSR)
- C) determining deemed valid marriages
- D) notifying the claimant and his or her representative of the award decision made by the RVSR

Correct - Click anywhere or press 'y' to continue.

Submit

## Slide notes

Slide 30 - Knowledge Check two



## True/False

VSRs function as legal technicians by gathering necessary evidence from medical treatment facilities, military records, or other sources to support benefits determinations, then weighing the evidence and applying controlling laws and regulations.

- A) True
- B) False

Correct - Click anywhere or press 'y' to continue.

Submit

Slide notes

Slide 31 - Knowledge Check three



## True/False

Equitable decisions means to make decisions that take into account the claimant's beliefs, and act in accordance with the laws and the intent of Congress.


- A) True
- B) False

Correct - Click anywhere or press 'y' to continue.

Submit

Slide notes

Slide 32 - Knowledge Check four



## Multiple Choice

Which of the following are ways in which VSRs can take initiative? (Select all that apply.)

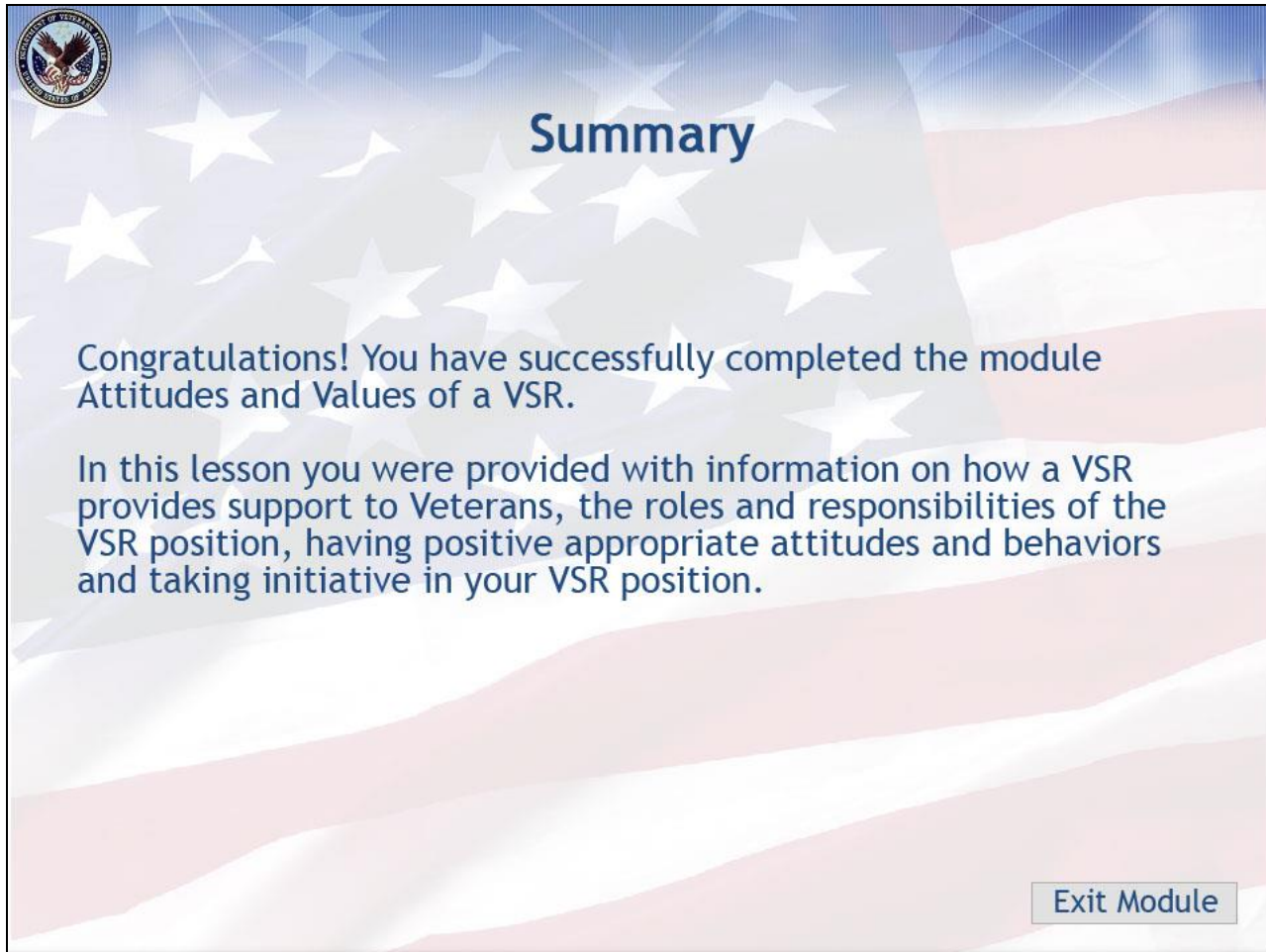
- A) Taking action and capitalizing on opportunity
- B) Taking the time to look up references
- C) Asking questions
- D) Waiting to begin a new task until told


Correct - Click anywhere or press 'y' to continue.

**Submit**

Slide notes

## Slide 33 - Summary

The slide features a background of a waving American flag. In the top left corner, there is a circular logo for the Department of Veterans Affairs, Office of Veterans Support, with an eagle emblem. The word "Summary" is centered in a large, blue, sans-serif font. Below it, the text reads: "Congratulations! You have successfully completed the module Attitudes and Values of a VSR." followed by "In this lesson you were provided with information on how a VSR provides support to Veterans, the roles and responsibilities of the VSR position, having positive appropriate attitudes and behaviors and taking initiative in your VSR position." In the bottom right corner, there is a rectangular button with the text "Exit Module".

 **Summary**

Congratulations! You have successfully completed the module Attitudes and Values of a VSR.

In this lesson you were provided with information on how a VSR provides support to Veterans, the roles and responsibilities of the VSR position, having positive appropriate attitudes and behaviors and taking initiative in your VSR position.

[Exit Module](#)

**Slide notes**

Congratulations! You have successfully completed the module Attitudes and Values of a VSR. In this lesson you were provided with information on how a VSR provides support to Veterans, the roles and responsibilities of the VSR position, having positive appropriate attitudes and behaviors and taking initiative in your VSR position.

You may now exit the course.