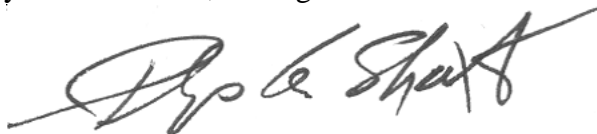


**For:** All FSA Employees

**Mandatory Cultural Transformation Training**

**Approved by:** Deputy Administrator, Management



**1 Overview**

**A Background**

As FSA continues to transform, it is important that FSA is promoted and viewed as an employer of choice, a place where our constituents feel valued, appreciated, and engaged. In recent years, several analyses and surveys identified significant issues negatively affecting the workplace environment and employee satisfaction. As a result, Secretary Vilsack is spearheading a department-wide effort called Cultural Transformation. FSA's senior leadership is responsible for supporting Cultural Transformation. Leadership will model this change by providing opportunities and tools, such as coaching, mentoring, and heightened accountability, to alleviate workplace concerns and ensure greater mental, physical, and emotional well-being of all employees.

The Cultural Transformation initiative is designed to foster equal and fair treatment of all customers by increased community outreach and continuous examination and improvement of customer service.

Each FSA employee plays a significant role in creating a diverse, inclusive and high performance organization, by committing to take the extra step to support colleagues, remaining mindful of our customers and stakeholders, eagerly embracing opportunities to learn, and ultimately, by ensuring that we consistently deliver the best of ourselves and expertise each and every day.

In support of USDA's Business Case for Cultural Transformation, FSA is committed to enhancing employees' understanding of how diversity and inclusion lead to high performance.

**B Purpose**

This notice provides:

- instructions for completing FSA's Diversity and Inclusion Transformation training
- additional Cultural Transformation information.

Disposal Date	Distribution
October 1, 2012	All FSA Employees; State Offices relay to County Offices

## 2 Cultural Transformation Training

### A Accessing Cultural Transformation Training

All employees with access to AgLearn must complete the training online. Any employee without access to AgLearn must complete the paper copy of the training. The material is available in a PowerPoint and can be downloaded from this website, <http://fsaintranet.sc.egov.usda.gov/fsatraining/>. State AgLearn Administrators shall record the paper training via AgLearn using Item ID "FSA-HQ-HRD-CulTransPaper".

COC members shall be provided a copy of the training materials at the next face-to-face COC meeting.

Before beginning the training, employees shall add "app.ninthhouse.net" to your .pop-up blockers according to this table.

Step	Action
1	Open Internet Explorer.
2	Click on " <b>Tools</b> ".
3	Select " <b>Pop-up Blocker</b> ", and then " <b>Pop-up Blocker</b> " settings.
4	In the " <b>Address of website to allow</b> " box, type " <b>app.ninthhouse.net</b> " and click the " <b>Add</b> " button.
5	Click " <b>Close</b> ".

After verifying pop-up blocker settings, employees shall:

- access AgLearn to begin FSA's Cultural Transformation training
- complete this training no later than **COB September 16, 2011**.

Step	Action
1	Access AgLearn at <a href="http://www.aglearn.usda.gov">http://www.aglearn.usda.gov</a> and click the " <b>Login</b> " button. Enter <b>user ID</b> and <b>password</b> , and then click " <b>Login</b> ".
2	On the home page under the " <b>Easy Links</b> " section, click " <b>Curricula</b> ".
3	Under " <b>Curriculum Title</b> " select " <b>Cultural Transformation</b> ".
4	Under " <b>Item Requirements</b> ", select the <b>plus sign (+)</b> .  <b>Note:</b> For some users it may have already been selected.
5	Under " <b>Title</b> " the following 2 courses will be displayed for the user to complete: <ul style="list-style-type: none"> <li>• <b>Cultural Transformation at USDA - A Message From Secretary Vilsack</b></li> <li>• <b>Building Community</b>.</li> </ul> Click the " <b>Launch Content</b> " button to begin the course.  <b>Note:</b> Users who have not previously accessed a Ninthhouse course may receive an installation welcome screen. Follow directions on the screen to gain access.

## 2 Cultural Transformation Training (Continued)

### A Accessing Cultural Transformation Training (Continued)

Employees who have completed the Building Community course but did not receive credit, shall do the following to record the training.

Step	Action
1	Log into AgLearn.
2	Click on " <b>Tools</b> " on the Internet Explorer window.
3	Click on " <b>Pop-up Blocker</b> ", and then " <b>Turn Off Pop-up Blocker</b> ".
4	Go back into the Building Community Training. If completed the user sees a Congratulations statement towards the top of the page.
5	At the top right hand corner of the page click the " <b>save &amp; exit</b> " button.
6	The user will see a small pop-up at the top left corner of the screen then it will go away.
7	The user should then be able to go back to the Content Structure and AgLearn will show the training as completed.

### B FSA Cultural Transformation Resources

FSA supports USDA efforts in Cultural Transformation. The following are additional resources:

- **The Business Case of Cultural Transformation**
- **The Cultural Transformation Final Report.**

## 3 Contacts

### A eAuthentication Help Desk

**Contact the eAuthentication Help Desk** for issues about account passwords, account usage, and account maintenance by either of the following:

- e-mail at **eAuthHelpDesk@usda.gov**
- telephone at 800-457-3642.

### B AgLearn Help Desk

**Contact the AgLearn Help Desk** for issues concerning AgLearn courses and accounts by either of the following:

- e-mail at **AgLearnHelp@genphysics.com**
- telephone at 866-633-9394.

**3      Contacts (Continued)**

**C   HRD Contacts**

If questions about this notice:

- National Office employees shall contact either of the following:
  - Bessy Plaza at 202-401-0365
  - Marie Hubbard at 202-401-0373
- State and County Office employees shall contact Mark Nelson at 816-926-3420.