


For: FFAS Employees

**Corporate Leadership Council's (CLC's) Manager Excellence Resource Center (MERC)**

Approved by: Deputy Administrator, Management



**1 Overview**

**A Background**

HRD's Leadership and Employee Development Branch (LEDB) has obtained access to CLC's MERC to support the continued development of our supervisors, managers, and leaders. MERC is a web-based resource that contains people management guides and checklists. It is a tool to help:

- new supervisors make the transition into a new role
- both new and existing supervisors to develop employees
- leaders develop their teams and themselves.

MERC is **not** a mandatory training requirement, but managers, supervisors, and leaders are highly encouraged to use all available resources in MERC to support their personal or professional growth.

**B Purpose**

This notice announces CLC availability to FFAS supervisors and managers.

**2 MERC**

**A MERC Access**

To obtain a MERC account:

- go to [www.merc.executiveboard.com](http://www.merc.executiveboard.com)

**Note:** MERC is also accessible through the HRD Intranet at <http://fsaintranet.sc.egov.usda.gov/ffas/hrd/default.htm>.

Disposal Date	Distribution
July 1, 2011	All FAS, FSA, and RMA employees; State Offices relay to County Offices

2 **MERC (Continued)**

**A MERC Access (Continued)**

- under “**Getting Started**”, CLICK “**Get a Username and Password**”

**Notes:** This link will prompt the user to fill out a short form to establish membership. **Ensure that the business e-mail address is used.** This will be the username.

**All FFAS employees should select “Farm Service Agency”.**

- check “Remember me” to directly log into the site for future visits
- CLICK “Submit” once the form has been completed
- within 1 workday, the user should receive an e-mail containing the login information. Click on the link in this e-mail to activate the account and set the password.

**B MERC Resources**

MERC includes a variety of guides, tools, templates, modules, and checklists relating to topics such as:

- “Managing Your Team”
- “Assessing and Monitoring Performance”
- “Transitioning Into a New Role”.

Examples of resources that may be of interest to new supervisors include the following:

- E-Learning: “Prepare for Your Transition” – this module helps newly promoted supervisors focus on transition activities that will have the highest impact on transition performance
- “Making the Transition to First Line Management” – this guide assists new supervisors in making an effective and speedy transition by focusing on activities that are critical to success, and includes tools such as:
  - “Quick Assessment – Focusing on the Right Activities”
  - “Interview Guide – Questions to Ask Your New Manager, Direct Reports, and Peers”
  - “Five Tips for Transitioning From Peer to Boss”.

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### 2 MERC (Continued)

#### B MERC Resources (Continued)

Examples of resources that may be of interest to existing supervisors include the following:

- Manager Guide: “Managing Remote Employees” – this guide helps supervisors of remote employees drive performance and engagement by providing guidance about the following:
  - establishing expectations
  - overcoming cultural and geographic barriers
  - connecting remote employees with the rest of the team
- “New Hire On-Boarding Checklist” – this checklist provides key questions that enable supervisors to assess how well they are supporting new hires early on to avoid underperformance.

#### C Contact

Direct questions about using MERC related to employee development to Brian Marincic, Human Resources Specialist, LEDB, HRD, at either of the following:

- e-mail at [brian.marincic@wdc.usda.gov](mailto:brian.marincic@wdc.usda.gov)
- telephone at 202-401-0353.