

Attention

Save, print and read this information. This document will provide insight on issues that will help you through the course.

Dear SDC Participant,

Welcome to the Supervisor Development Course (SDC):

The SDC is a complete revision of the legacy course. It is a major result of the National Defense Authorization Act of 2010 (NDAA 2010) which requires that all Government Civilian Supervisors and Military that supervise government civilians receive training in the topics specified in the NDAA 2010. Content was designed and developed by a team of subject matter experts and vetted through topic area proponents across the Army. You have 120 days from the time of enrollment to complete this course. Once 120 days has passed, you will have to reregister and begin again.

How to access the content:

You should have received a notification message that instructed you to initially log in to the Army Learning Management System (ALMS) server. The course lessons and content should be available to you in the "Current Enrollments" area of your ALMS. If the lesson is completed or opened and then closed without completion it will move to the "Detailed Training Records" area (formerly Transcripts). If you have technical problems with the course, or require a test reset, please contact the Army Management Staff College dL Team via the Army Training Help Desk (ATHD). To submit a ticket logs in to AKO and then paste the url <https://athd.army.mil> into your browser.

Login and Launch Content

(Detailed instructions are provided at the end of this memo)

- Log into ALMS via AKO (using CAC or AKO UserID and Password) then use the "Self Service" Dropdown and the "My Education" link or go directly to the ALMS at <https://www.lms.army.mil/>.
- You will be prompted to enter your AKO Username and Password information if you go directly to <https://www.lms.army.mil/>.
- You are now logged into the ALMS. You are on your homepage.
- Click on the "Current Enrollments" button and your registered course lessons will be displayed with the option to launch them directly. Lessons will not be listed in order and you should sort them alphabetically. Please note you will have to repeat this sort each time you log into the ALMS to view your lessons in Alphabetical order. We are working to improve this feature.
- Click the content (lesson) "Launch" button

- Upon completion of the first lesson, to access the next lesson, in the “**More Actions**” box click the “**Go to Enrollments**” link

Once you have completed the lessons and closed the course, your completion is reflected in your “**Detailed Training Records**”. You may view your status (how many lessons you have completed) from the “**Detailed Training Records**” area. You can also replay a completed lesson from the “**Detailed Training Records**” area.

The lessons and recommended sequence are:

SDC_Desk_Reference (PDF)	
Introduction	Overview
Course Introduction	Supervisor Transition
Module 1: Workforce Management	Lesson 1: Workforce Planning
Module 1: Workforce Management	Lesson 2: Position Management & Classification
Module 1: Workforce Management	Lesson 3: Hiring
Module 1: Workforce Management	Lesson 4: Merit System Principles & Prohibited Personnel Practices
Module 2: Performance Management	Lesson 1: Onboarding
Module 2: Performance Management	Lesson 2: Performance Management
Module 2: Performance Management	Lesson 3: Employee Training and Development
Module 2: Performance Management	Lesson 4: Recognition, Incentives and Awards
Module 2: Performance Management	Lesson 5: Coaching Counseling and Mentoring
Module 3: Labor and Employee Relations	Lesson 1: Leave Administration
Module 3: Labor and Employee Relations	Lesson 2: Workers' Compensation
Module 3: Labor & Employee Relations	Lesson 3: Labor Relations
Module 4: Supervising a Diverse Workforce	Lesson 1: Supervising a Diverse Workforce
Module 4: Supervising a Diverse Workforce	Lesson 2: Hostile Work Environment
Module 4: Supervising a Diverse Workforce	Lesson 3: Reasonable Accommodation
Module 4: Supervising a Diverse Workforce	Lesson 5: Creating an Engaging Work Environment
Module 4: Supervising a Diverse Workforce	Lesson 4: Managing Conflict
Module 4: Supervising a Diverse Workforce	Lesson 6: Valuing Individual Differences
Module 5: Leading Change	1: Leading Change
SDC Posttest	
SDC End of Course Critique/Evaluation	

Final Examination:

The honor code is important for any distance learning completions. Please realize that this course must be taken individually and the honor code focuses on your responsibility as a student.

Please take the time to review the lesson material prior to taking the exam. You may experience problems passing the exam without studying. The Final Examination (Posttest) is comparable in difficulty with a graduate level college comprehensive examination. You should take notes during the course. Each testable lesson has a print feature that allows you to print out the content for taking notes during the lesson and studying for the examination. You should allocate at least 50 minutes to an hour to complete the exam.

The exam contains 40 questions which are displayed one question at a time. You cannot backtrack to the previous question once a question is answered. Once the last question is answered, the examination will close and then display your score. Your completed examination question can be viewed in the "Detailed Training Records" area. For exam feedback you will see an abbreviated version of your question, the answer chosen, and if you answered correct or incorrect. You will not see correct answers for questions answered incorrectly.

Course Completion

You will have two attempts to pass the final exam and must score an 80% or above. If you fail to pass the exam after your second attempt, your supervisor will be notified and you must retake the course. Please note: grades in the ALMS are recorded as a decimal; an 80% pass would be reflected and scored as .80.

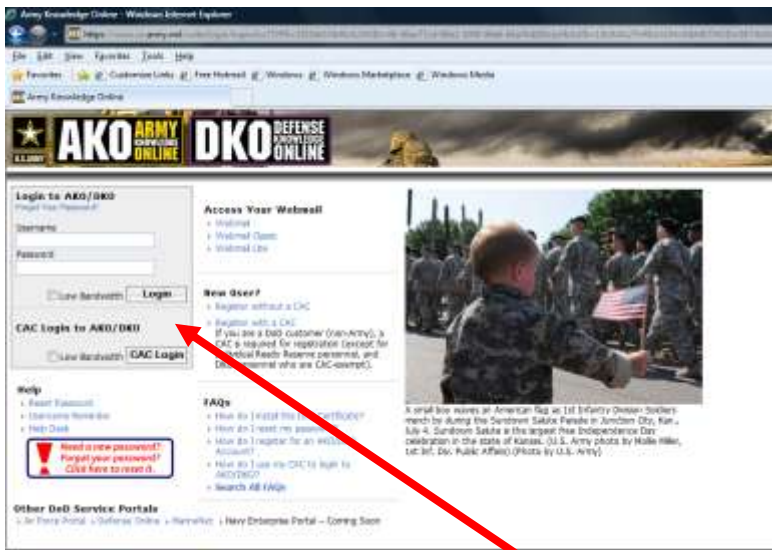
After you have completed all lessons, the final exam and End of Course Critique, you can access your diploma in CHRTAS. Please allow 1-2 days after completion for processing. Once signed into CHRTAS, go to the left hand menu, click on "**CES dL Certificates**". We recommend you use buff colored paper, print it on a color printer, and display it in a prominent place. There is no need for you to print a completion certificate from the ALMS. If your certificate is not listed in CHRTAS after 48 hours please contact the Army Management Staff College dL Team via the Army Training Help Desk (ATHD).

Feedback:

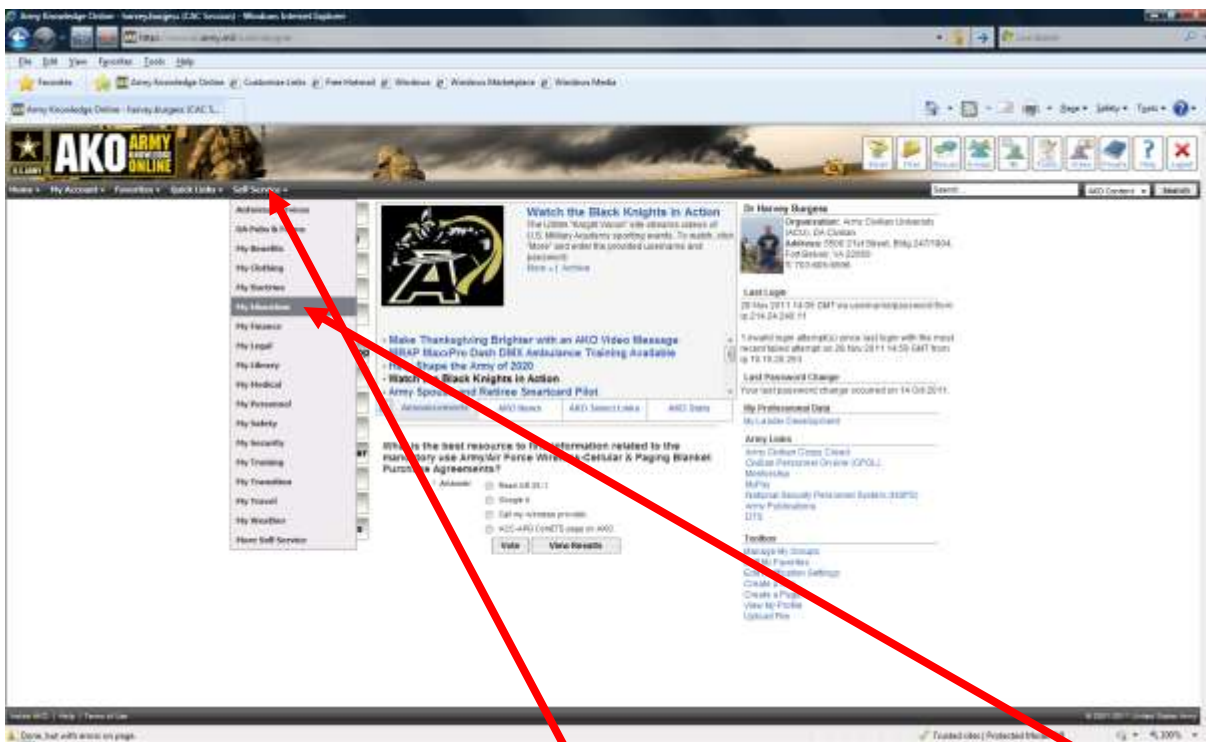
To help us improve our course, we invite any comments and/or recommendations you may have. Your feedback is beneficial in improving the Supervisor Development Course.

Thank you for your time and we look forward to your participation in this effort.

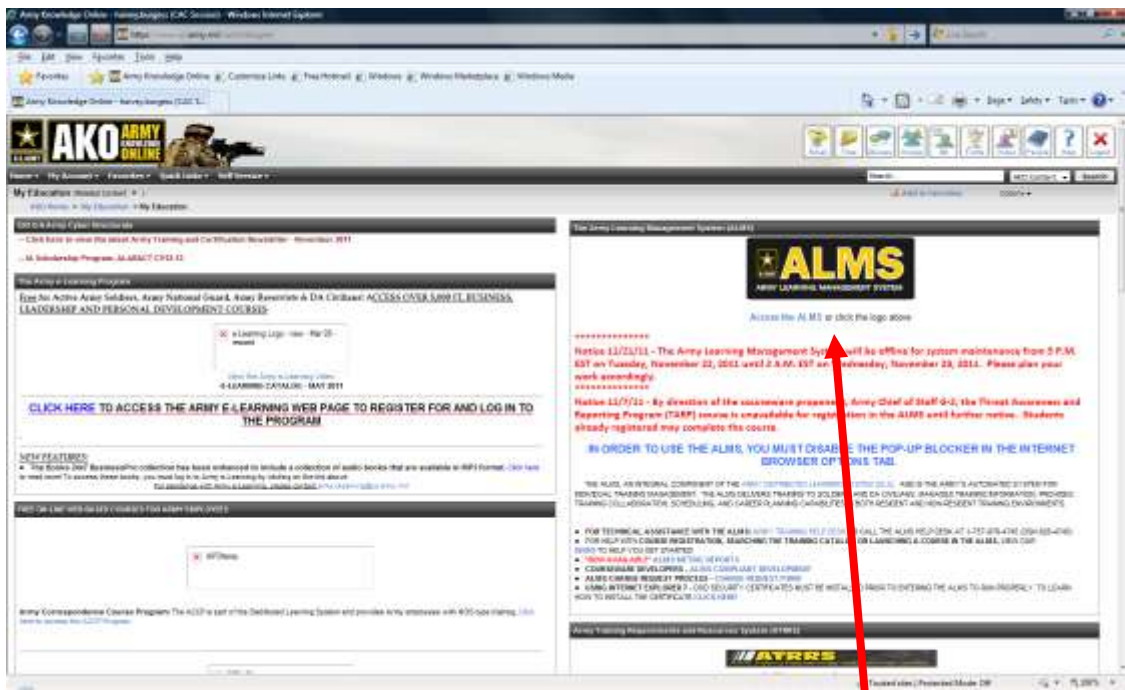
How to Log in to the Army Learning Management System (ALMS)



(1) Go to AKO and Log in with your CAC or AKO User ID & Password



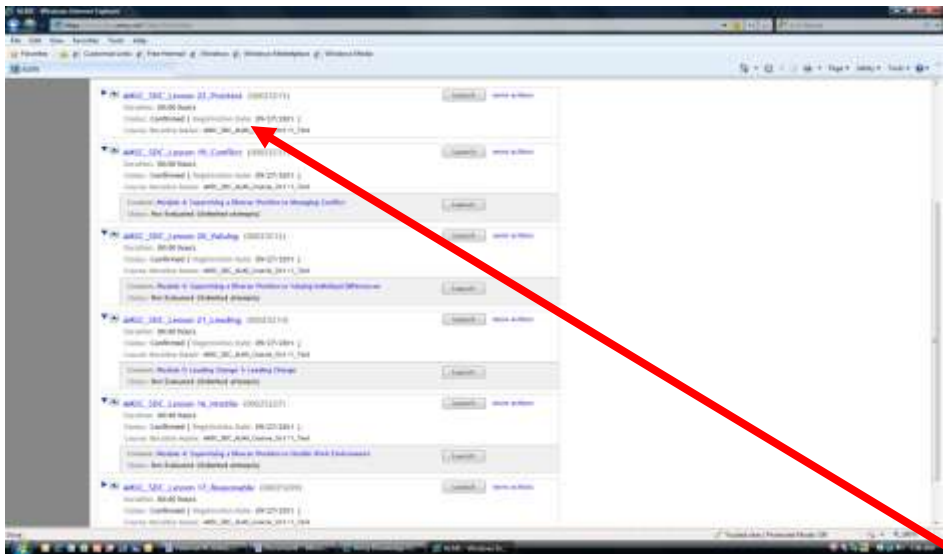
(2) Once logged into AKO, use the “Self Service” dropdown and select/Click “My Education”.



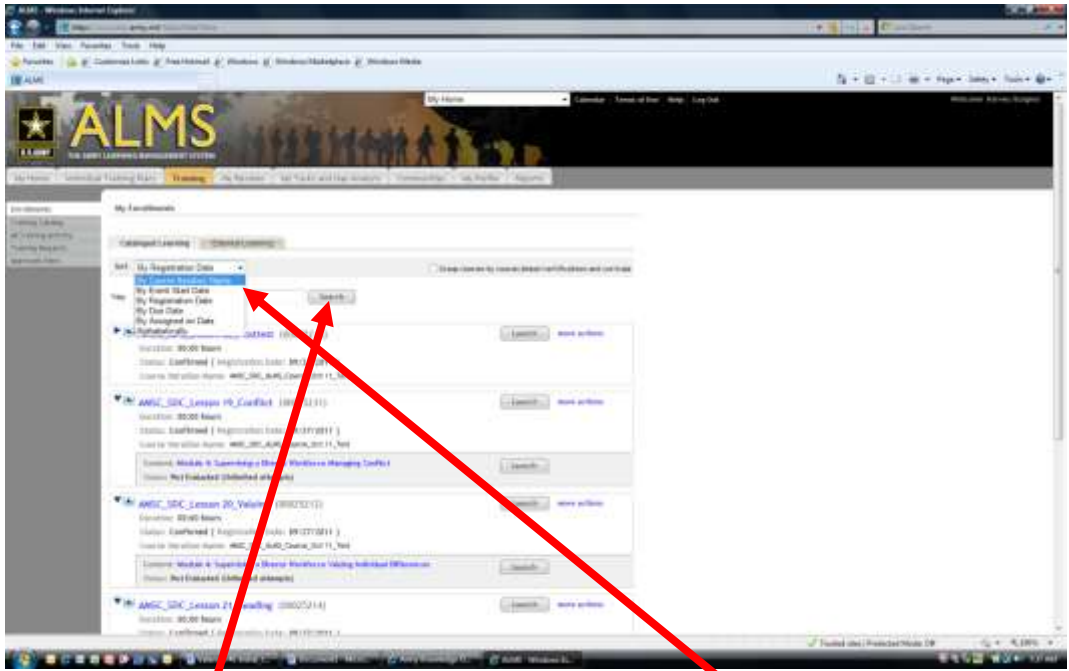
(3) Your “My Education” page should appear. Click the ALMS Logo or ALMS link to go to the ALMS.



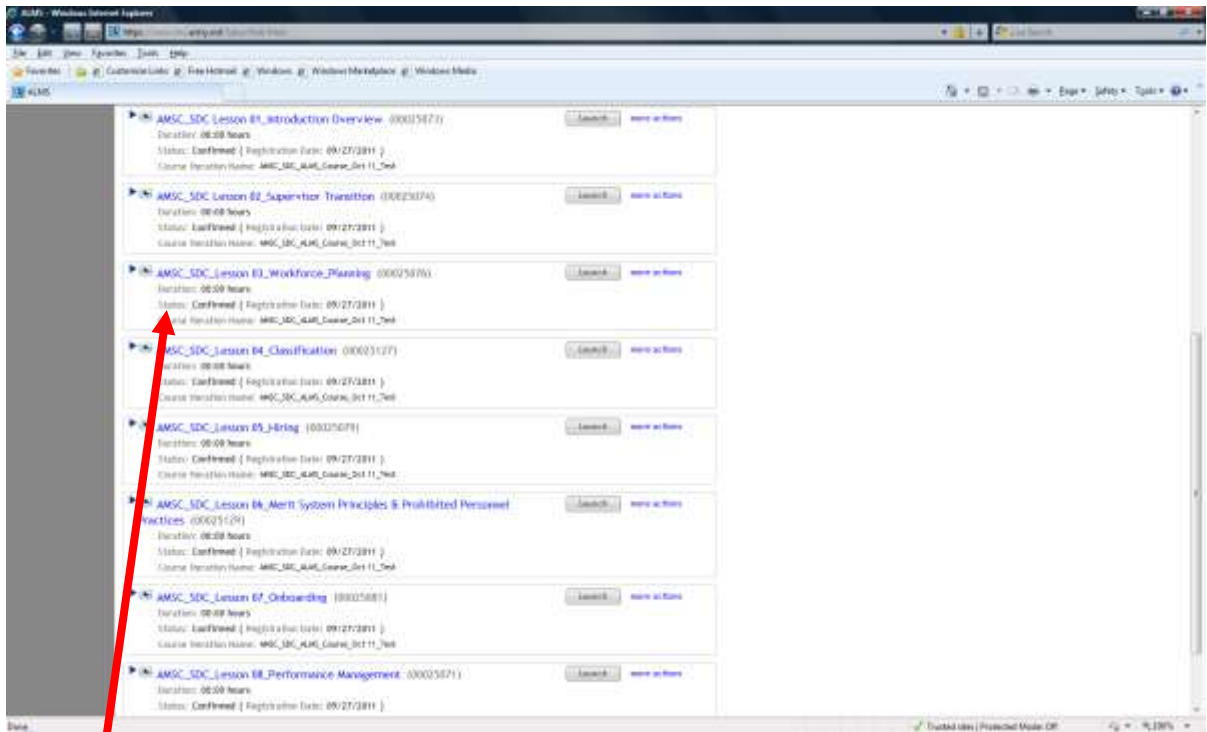
(4) Once at the ALMS home page you can Click “Current Enrollments” to see your courses/lessons.



(5) Your lessons may be displayed out of order (notice: my list starts at lesson/item 22 the Posttest).



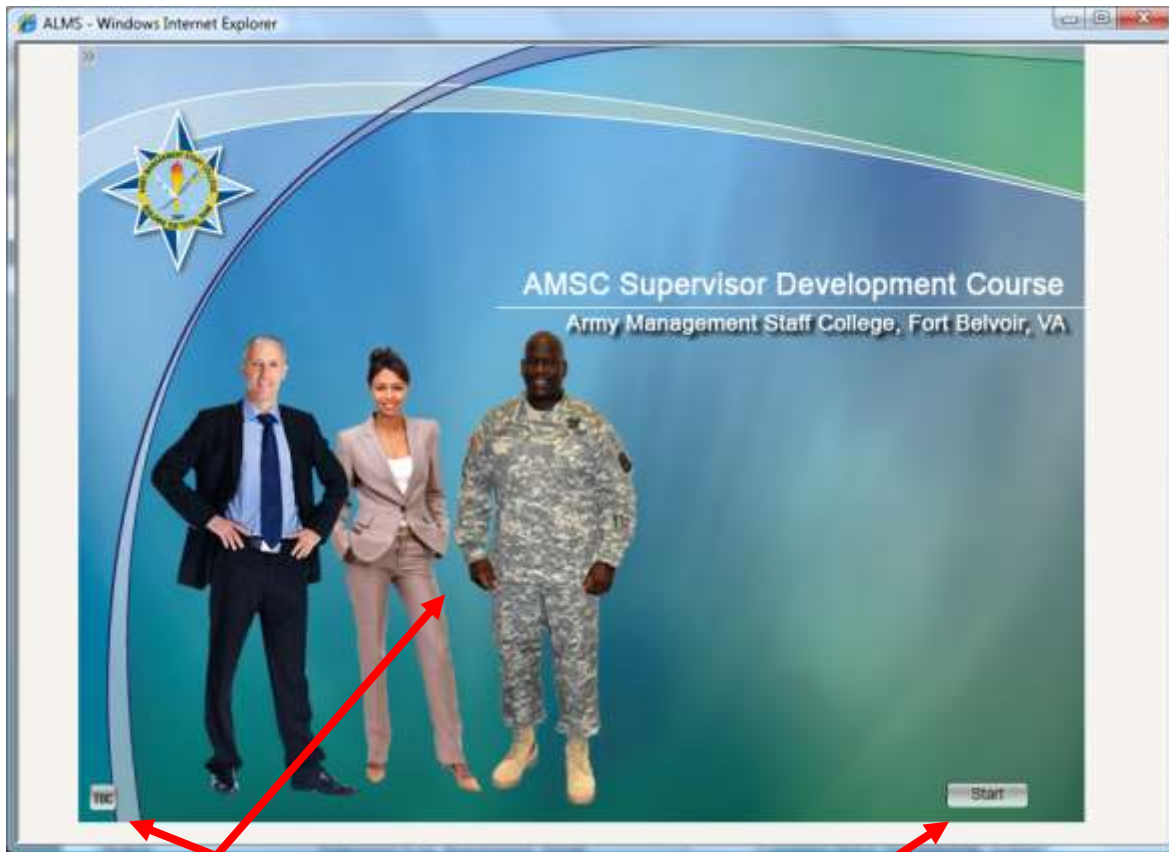
(6) To sort your lessons, Click the “Sort” dropdown arrow and select “Alphabetically” then Click “Search”.



(7) Alphabetical list of lesson displayed. Scroll down to see the “Next” button and navigate to the other lessons in your “Current Enrollments”.



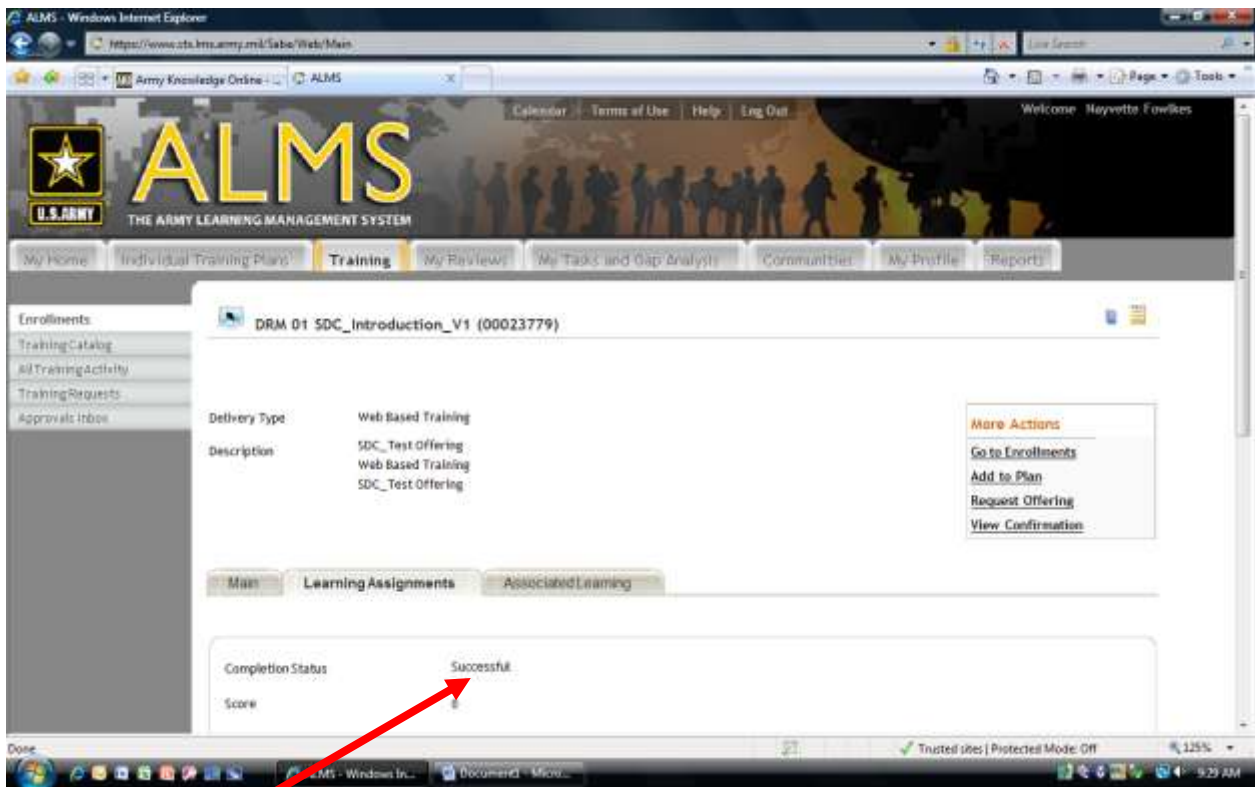
(8) Click the “Launch” Button to Open the Lesson.



(9) Lesson window. “Table of Contents” Button and “Start” Button.

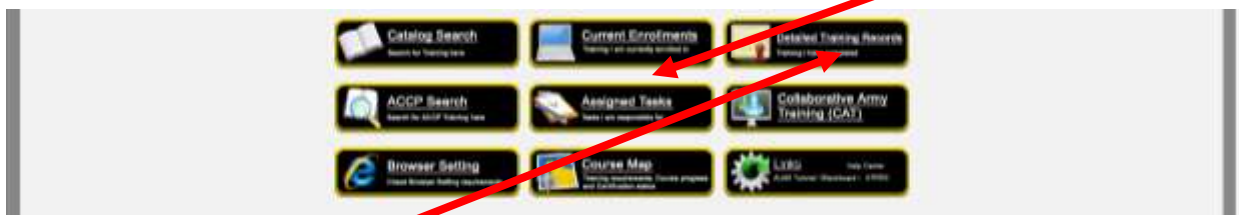


(10) To exit the lesson you must use the Browser (Red X) “Exit” button.

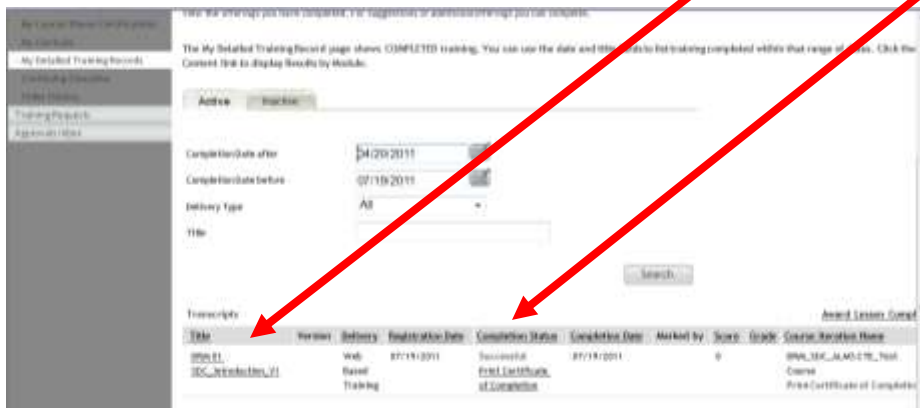


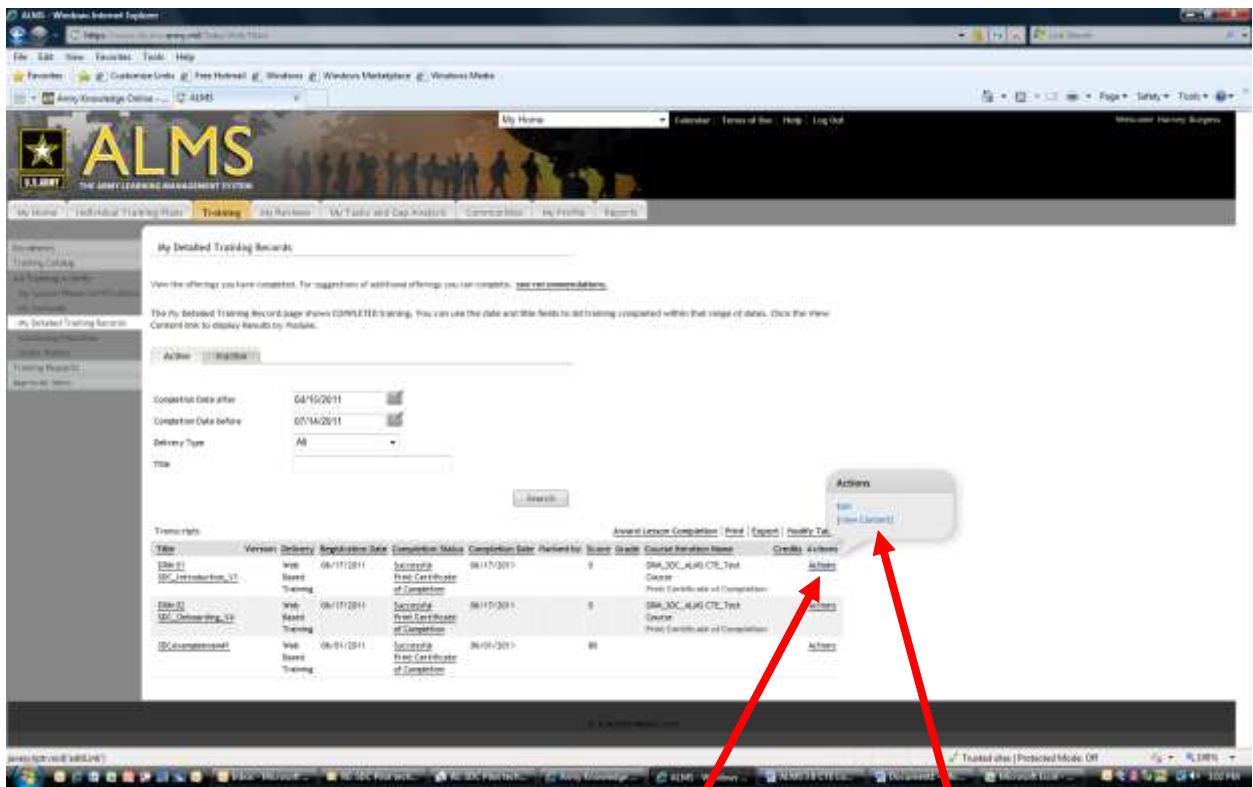
(11) When the lesson closes it will record in the ALMS and show that you have completed the lesson successfully.

(12) Use your Browser “back arrow” to navigate back to the ALMS Home Screen.

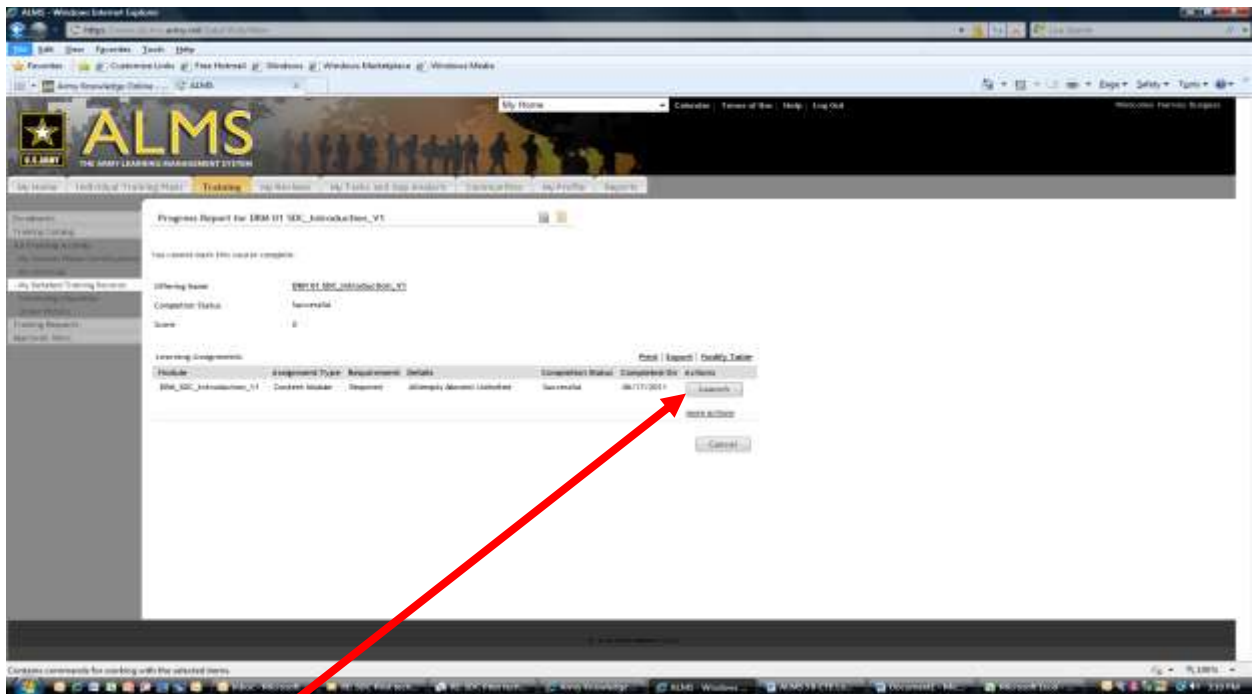


(13) Click “Detailed Training Records” to see your completed lesson and status.





(3) To Launch a lesson again “hover” your mouse over “actions” then click “View Content”

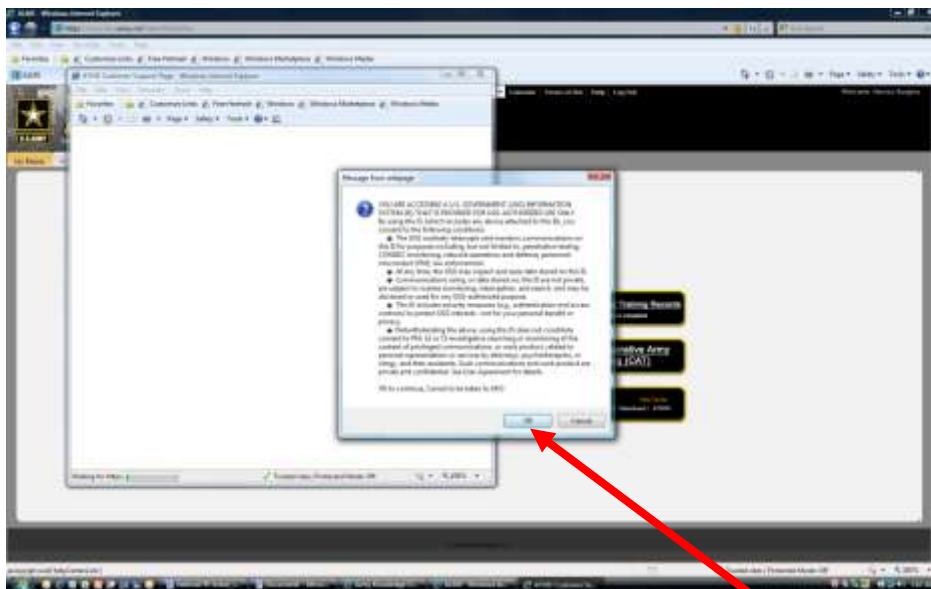


(4) A new window will open and allow you to launch and review the lesson again.

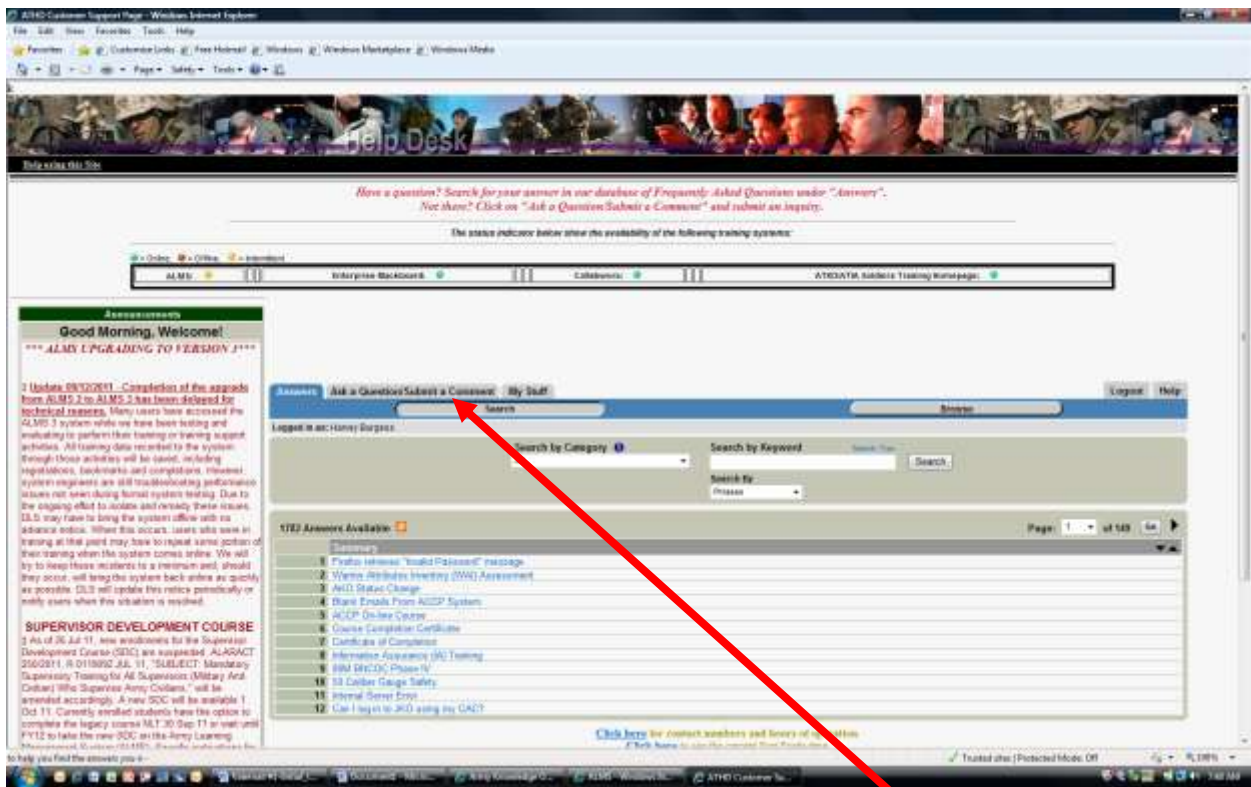
How to submit an Army Training Help Desk (ATHD) comment or question (ticket)



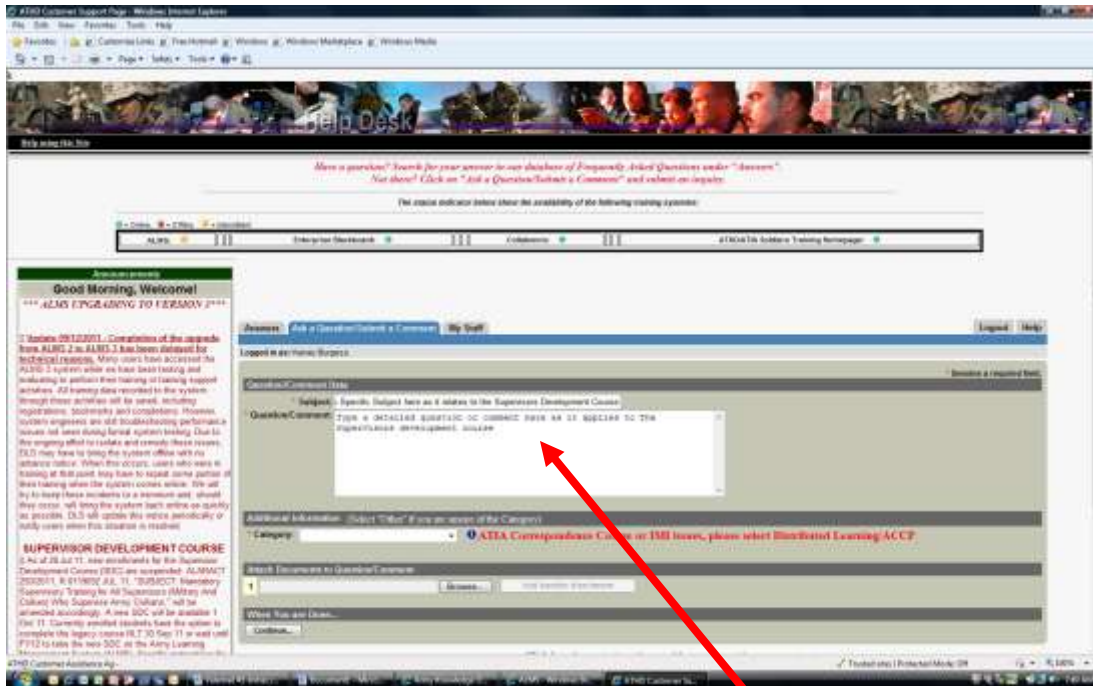
- (1) Go to the ALMS "Home Page". Click the "Help center" link in the "Links" button. You can also go directly to <https://athd.army.mil/>.



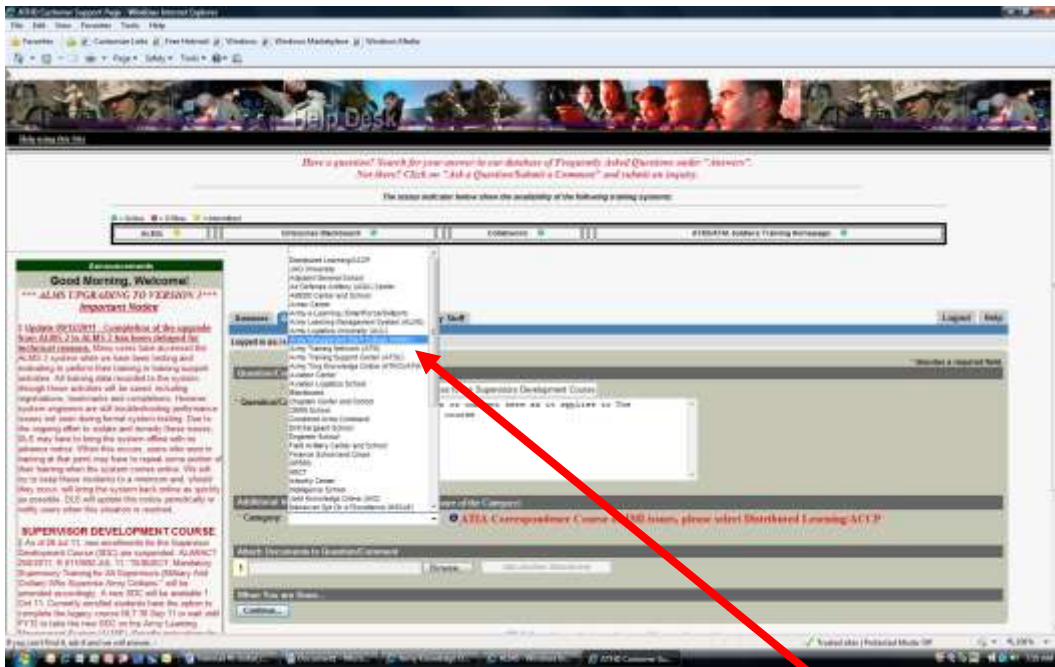
- (2) You may see a Government Security warning, if so, Click "OK".



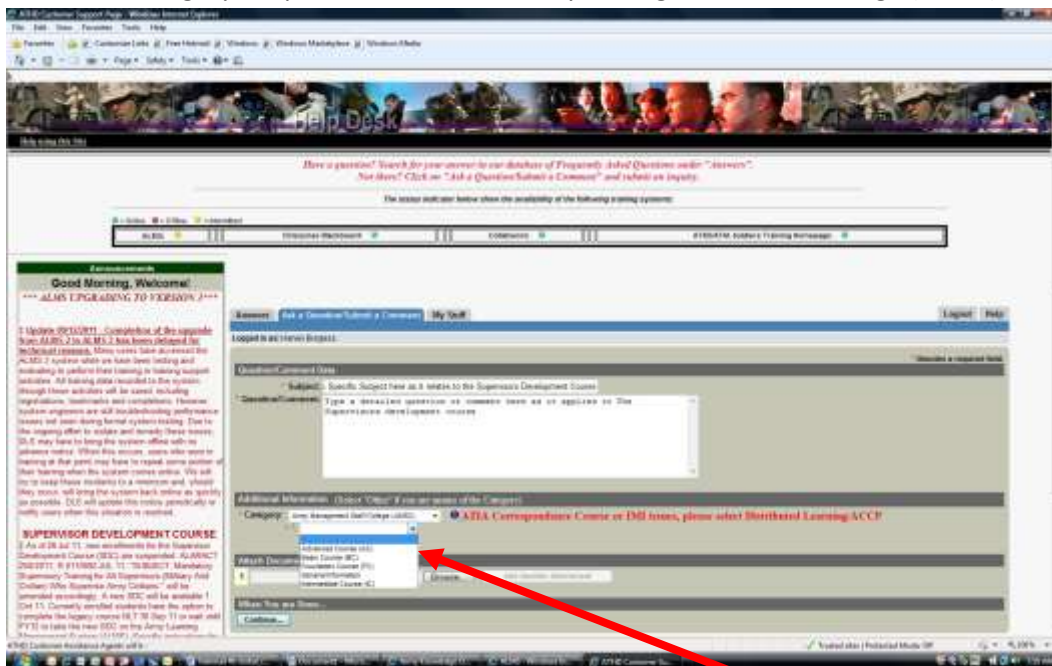
(3) When the Army Training Help Desk (ATHD) Appears, Click The "Ask a Question/ Submit a comment" tab.



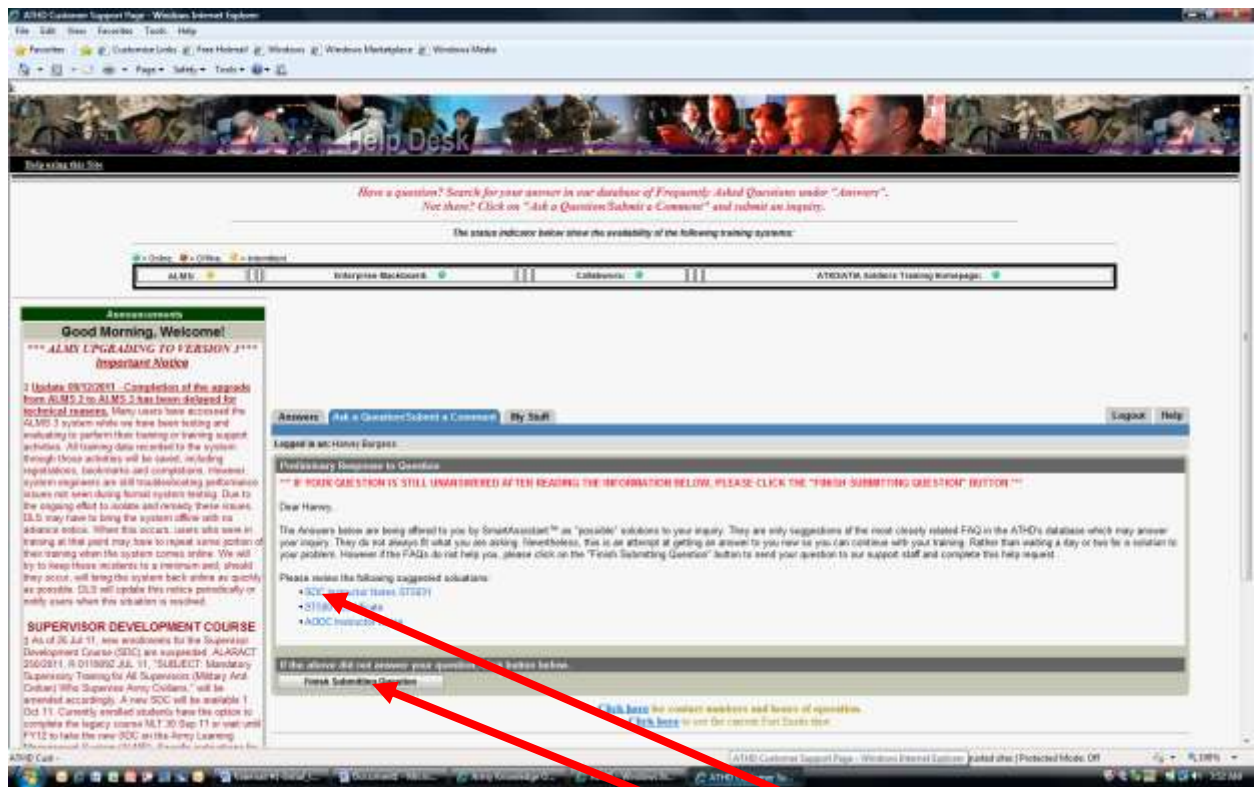
(4) Type your Subject and your Question/Comment (be specific and detailed).



(5) Select the Category Dropdown and Select “Army Management Staff College (AMSC)”.



(6) Select the subcategory Dropdown and Select “Supervisor Development Course (SDC)”.



(7) The system will provide a list of Frequently Asked Question (FAQ) answers. If they solve your issue you are done. If they do not solve your issue Click "Finish Submitting Question".