

STUDY FOR EMPLOYMENT RETENTION OF VETERANS

# VETERAN SUPPORTIVE SUPERVISOR TRAINING

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# Product Pitch Outline

## ESSENTIAL POINTS

- The Goal
- Study Background
- Veteran Supportive Supervisor Training
- Training Evaluation
- Training Options
- How to Reach Us



**GOAL OF THE SERVE PROJECT**

**Develop and test the effectiveness of a supervisory training intervention in the civilian workforce called VSST:**

**Veteran-Supportive Supervisor Training**

DESIGNED TO ENHANCE SUPERVISOR SUPPORT FOR ALL EMPLOYEES

DESIGNED TO INCREASE SUPPORT AND RETENTION OF VETERAN EMPLOYEES IN THE CIVILIAN WORKFORCE.

# Study Background

## STUDY FOR EMPLOYMENT RETENTION OF VETERANS (SERVE)

### **Objectives:**

Develop, implement, and evaluate a supervisory training aimed at improving the work reintegration, health, and well-being of National Guard and Reserve Component members and recently separated veterans and their spouses.

### **Necessity:**

U.S. policies & programs are focused on recruitment & hiring of veterans, but no program is focused on integrating veterans into the civilian workforce.

### **Empirically Based Training:**

Our prior research finds that when supervisors are taught Family Supportive Supervisory Behaviors (FSSB) workers were significantly more likely to experience higher job satisfaction, low levels of work-family conflict, lower intention to change jobs, and higher reports of physical and mental health.

# SERVE Employer Snapshot

**42 EMPLOYERS PARTICIPATED  
REPRESENTING ABOUT 75,000 EMPLOYEES**

Mean size = 1775 employees

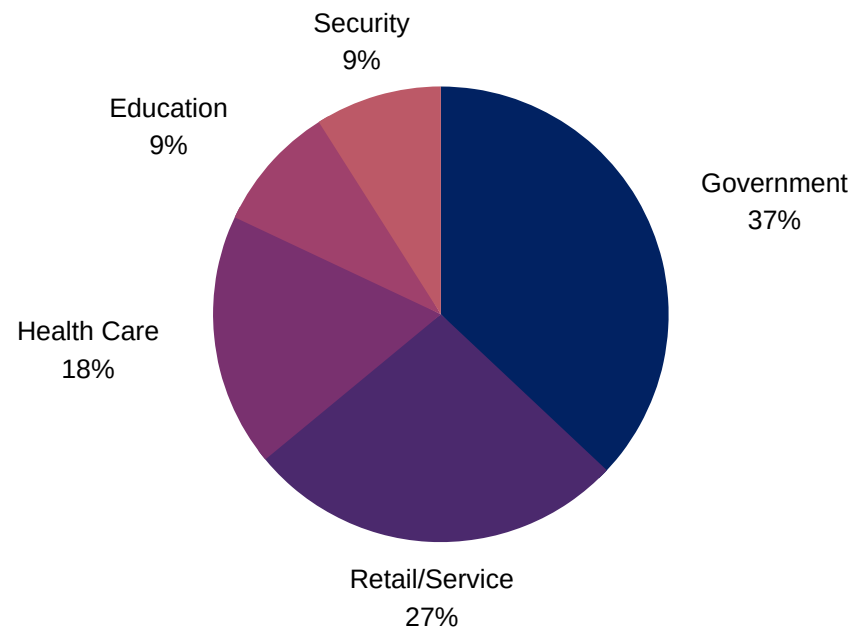
Median = 600

Range = 13 - 17,000

About 30% unionized

Public = 20 (47.6%)

Private = 22 (52.4%)



# Veteran Supportive Supervisory Training

## CONTENT OVERVIEW

### 1: Military Experiences and Values

Provides background information about the military, positive military values, unique needs and possible barriers to success faced by service members reintegrating into the workplace.

### 2: Guiding Principles in a Changing Workplace

Specifies flexibility and perception as foundations of supportive supervision. Describes the changing work environment and how the work and non-work realms of life interact when military service is layered on top.

### 3: Supportive Supervisory Behaviors

Teaches Family and Performance Support behaviors that supervisors can practice in their day to day interactions with employees. Examples are given for general and Veteran populations.

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## BEHAVIOR TRACKING

Designed to help reinforce learning. Users are asked to log the number of supportive behaviors they perform every day for two weeks. This exercise takes less than five minutes per day.

# Training Evaluation



**81% RATED THE TRAINING AS 'EXCELLENT' OR 'GOOD'**



**95% FOUND THE TRAINING USEFUL FOR THEIR WORK**



**91% WOULD RECOMMEND THE TRAINING TO OTHERS**



Average Pre-Test Score **57%**



Average Post-Test Score **98%**

0% 25% 50% 75% 100%

**SUPERVISORS COMPLETING TRAINING REPORTED:**

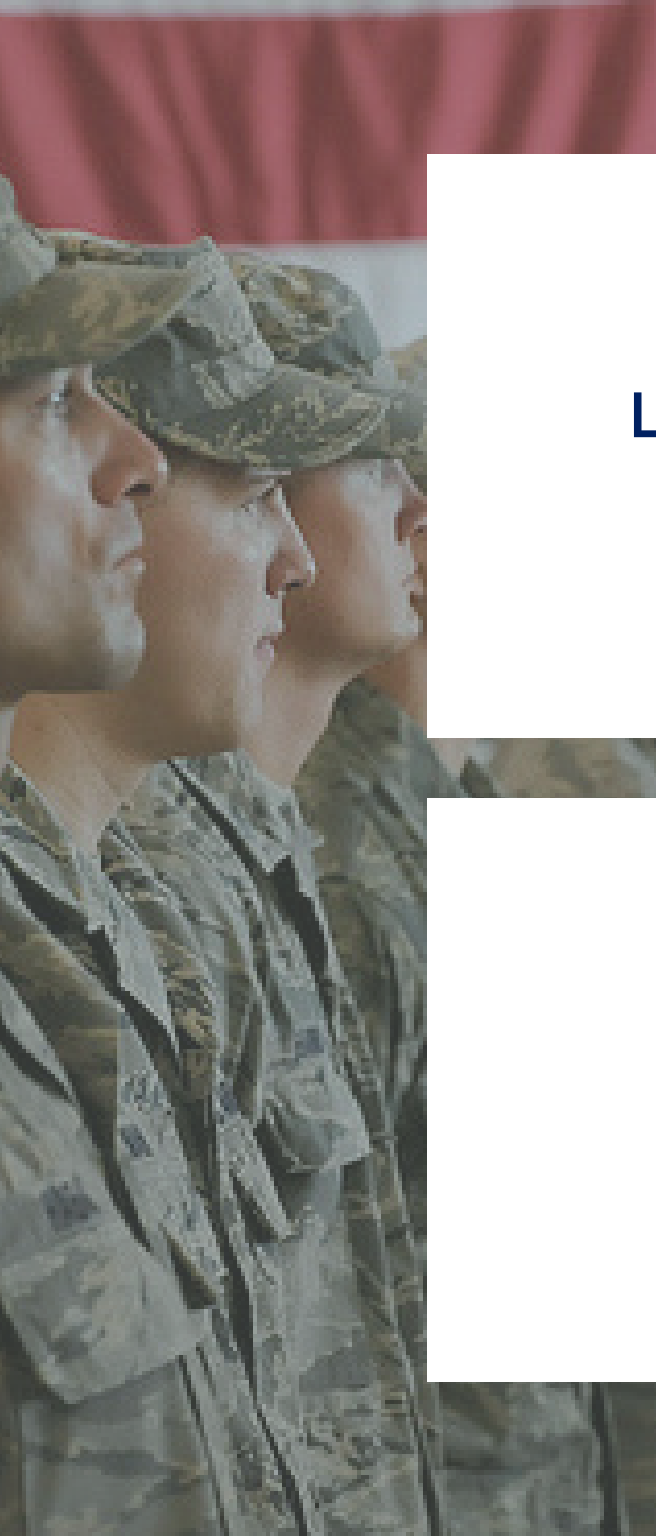
## **More favorable views of Veteran employees at 9 month follow-up**

### **Feeling more supportive of their own employees**

**“I found not only a lot of value in the information about veterans, but found that info also applies frequently to other employees and can improve support in both areas.”**

**“Very helpful and relevant information for understanding the value that veterans and reserve/guard members bring to the workplace.”**





**Service members reported**

**Lower turnover  
intentions**

**Better work  
performance**

**Better  
health**

**Less functional  
impairment**

# Training Options

## CONTENT DELIVERY

### 1: Online

Veteran Supportive Supervisor Training can be accessed on our website for free at [www.servestudy.org/vsst](http://www.servestudy.org/vsst).

The VSST is interactive and self-paced. Most users complete the course in about an hour.

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### 2: Existing Learning System

Veteran Supportive Supervisor Training is SCORM and TinCan API compliant and can integrate seamlessly into most Learning Management Systems.

This method allows companies to collect pre- and post-test scores. Customization is available.



# How to Reach Us

## **WEBSITE**

[www.servestudy.org](http://www.servestudy.org)

## **EMAIL ADDRESS**

[servestudy@ohsu.edu](mailto:servestudy@ohsu.edu)