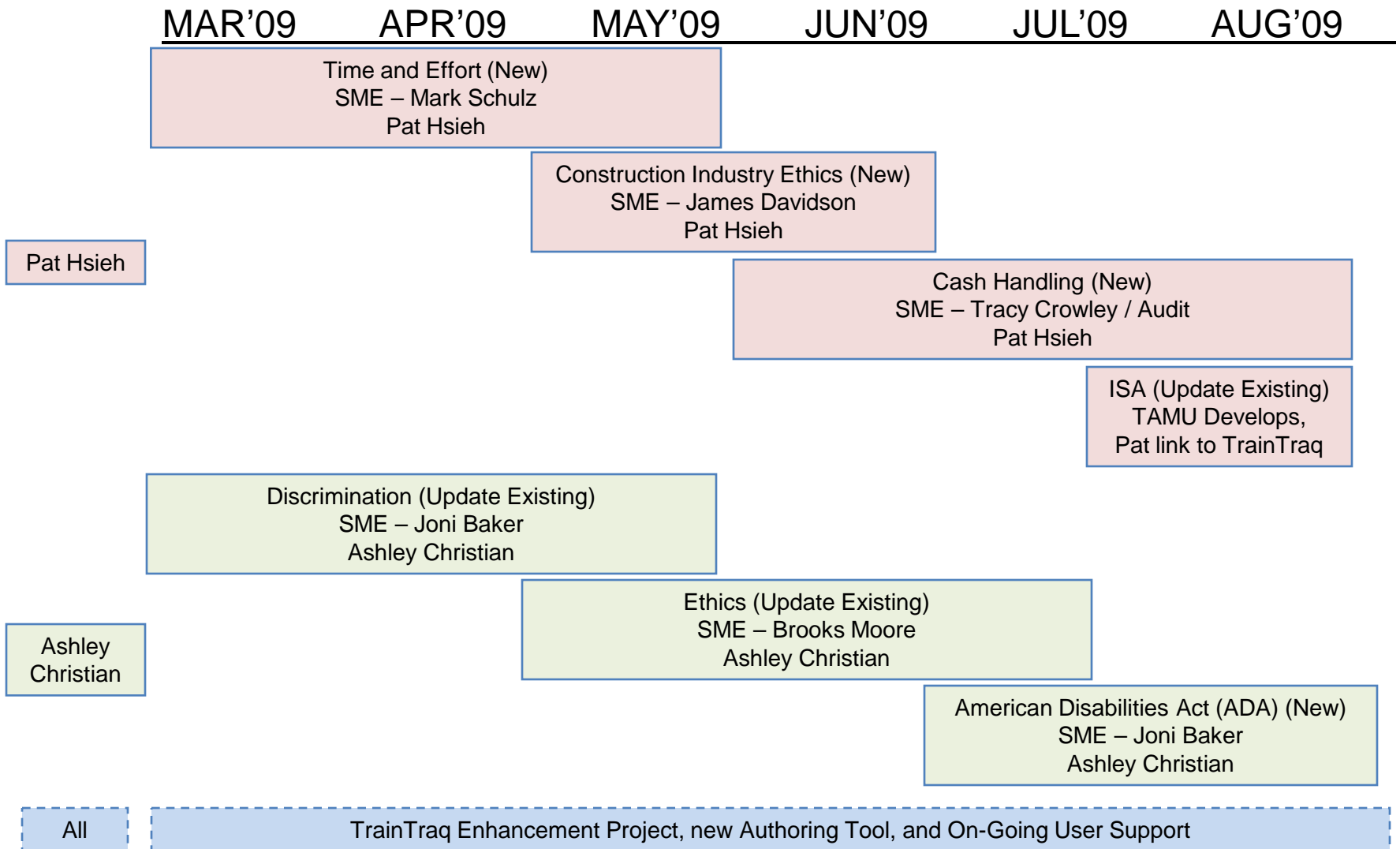


System Offices Training

Course Development Roadmap – 3Q-4Q FY'09



System Offices Training Course Development Roadmap

Other Possibilities & FY '10 Queue

(current list is not prioritized)

Customer Service Curriculum

Federal Trade Commission (FTC) Red Flag Rules

-identity theft prevention programs

Update Existing On-Line Training

(priority will be based on end of course survey and other suggestions).

Examples could include (current priority):

- Sexual Harassment (2004)
- Conducting Effective Interviews (2001)
- Managing Employee Performance (2002)
- Time Off Issues for Supervisors (2003)
- Time Off Issue for Employees (2003)
- System Aircraft Basics (2004)
- Mgmt Overview for New Supervisors (2005)
- Positive Mgmt of Performance Problems (2005)

Currently updating regulation . May adjust priority