



# Fort Bragg Family & MWR Mandatory Training

DFMWR Training and Workforce  
Development SharePoint Site

## Child & Youth Program Assistant (CYPA)

#	Required Training	Audience	Frequency	Method	Instructions	Date Completed
1	Update Global Address List (GAL)	All Employees	Once	Online	<p>Insert your CAC card            Login to: <a href="https://idco.dmdc.osd.mil/idco/">https://idco.dmdc.osd.mil/idco/</a>            Select "My Profile", and click on the NAF tab.            The following needs to be updated:            Duty Organization: United States Army            Duty Sub Organization: -US Army Garrison (Under IMCOM)            Duty Install Location: Fort Bragg            Office Symbol (look right for your Division's Office Symbol)            NAF Duty Address (this is your work address)            Click Submit</p> <p><b>Office Symbols</b>            For ACS: AMIM-BGW-A            For BOD: AMIM-BGW-BO            For CRD: AMIM-BGW-WR            For CYS: AMIM-BGW-WC            For NSD: AMIM-BGW-S</p>	
2	Welcome to Family and MWR Orientation	All Employees	Once Within 30 days of hire	Online	<p>Login to MWR Academy. <a href="https://academy.armymwr.com/">https://academy.armymwr.com/</a>            Create an MWR Academy account if you don't have one (DO NOT CREATE A NEW ONE)</p> <p style="text-align: center;"><b>Instructions on how to set up your MWR Academy account</b></p> <p>Search for "Welcome to Family and MWR Orientation v3"            Click Enroll to access.</p>	
3	Operation Excellence (OPEX) - Customer Service Online Training	All Employees	Once Within 30-90 days of hire	Online	<p>Login to MWR Academy. <a href="https://academy.armymwr.com/">https://academy.armymwr.com/</a>            Search for "Operation Excellence - Customer Service Online Training v3"            Click Enroll to access.</p>	
4	Payment Card Industry (PCI)	All Employees	Once	Online	<p>Login to MWR Academy. <a href="https://academy.armymwr.com/">https://academy.armymwr.com/</a>            Search "Payment Card Industry (PCI) Data Security Standards"            Click Enroll to access.</p>	
5	Cyber Awareness Challenge	All Employees	Every 5 years	Online	<p>Login to ATIS Learning using your CAC. <a href="https://learn.atis.army.mil">https://learn.atis.army.mil</a>            Search the course catalog for Cyber Awareness Challenge.            Personnel Type - CIV            Organization - AMC</p>	
6	IT User Agreement	All Employees	Annual	Online	<p>Login to Army ICAM with your CAC (chose PKI login).  <a href="https://iga.army.mil/identityiq/ITUserAgreement.jsp">https://iga.army.mil/identityiq/ITUserAgreement.jsp</a>            You will be guided through several pages. Sign at the end. There is no certificate for this.</p>	
7	Combating Trafficking In Persons	All Employees	Once	Online	<p>Login to JKO using your CAC. <a href="https://www.jkodirect.jten.mil/">https://www.jkodirect.jten.mil/</a>            Search Course Number "GA-US011".            Click Enroll and Launch to access course.</p>	

8	Level I Antiterrorism Awareness Training	All Employees	Once	Online	Login to JKO using your CAC. <a href="https://jkodirect.jten.mil/">https://jkodirect.jten.mil/</a> Search Course Number "US007" and choose "Level I Antiterrorism Awareness Training" Click Enroll and Launch to access course.	
9	Army OPSEC Level I	All Employees	Once	Online	Login to ATIS using your CAC. <a href="https://learn.atis.army.mil">https://learn.atis.army.mil</a> Search the course catalog for "OPSEC" Click the link to access the training.	
10	Information Security Program Training	All Employees	Once	Online	Login to ATIS using your CAC. <a href="https://learn.atis.army.mil">https://learn.atis.army.mil</a> Search the course catalog for "Information Security" Click the link to access the training.	
11	Employee Safety Course	All Employees	Once	Online	Login to ATIS using your CAC. <a href="https://learn.atis.army.mil">https://learn.atis.army.mil</a> Search the course catalog for "Employee Safety Course" Click the link to access the training.	
12	ADPAAS	All Employees	Once	Online	Login to Army Disaster Personnel and Assessment System (ADPAAS) at <a href="https://adpaas.army.mil">https://adpaas.army.mil</a> . Click on the "My Info" tab and update all personal info. Once done, go to "Training" and conduct the "Computer Based Training (AFM CBT)" ⚠ Please note, there is no certificate for this training.	
13	Counterintelligence Awareness and Reporting (TARP)	All Employees	Annual	Online	Login onto <a href="https://securityawareness.dcsa.mil/cidod/index.html">https://securityawareness.dcsa.mil/cidod/index.html</a> Click Launch Course to access the training.	
14	Constitution Day Awareness	All Employees	Once	Online (.PDF)	Constitution Day Awareness .PDF slides are found on the Employee Portal. <a href="https://bragg.armymwr.com/programs/employee-portal/training-and-workforce-development">https://bragg.armymwr.com/programs/employee-portal/training-and-workforce-development</a> Certificate is at the end of the slides.	
15	Command Supply Discipline Program (CDSP)	All Employees	Once	Online (.PDF)	Command Supply Discipline Program (CDSP) .PDF slides are found on the Employee Portal. <a href="https://bragg.armymwr.com/programs/employee-portal/training-and-workforce-development">https://bragg.armymwr.com/programs/employee-portal/training-and-workforce-development</a> Certificate is at the end of the slides.	
16	Mandatory Civilian Training (MCT) 1. Army Substance Abuse Program Training (ASAP) & Employee Assistance Program (EAP) 2. Sexual Harassment/Assault Response & Prevention (SHARP) 3. Suicide Prevention (ACE) Training 4. Initial Ethics (Newcomers only) 5. Initial EEO (Newcomers only)	All Employees	Within 90 days of hire and then annual thereafter	In-person	Offered first Tuesday of each month at Pope Field Training Annex. Time: 8:30 am for Newcomers   9 am for all other employees Training dates and agenda can be found by visiting the DFMWR Training and Workforce Development SharePoint Site (click on button below).  DFMWR Training and Workforce Development SharePoint Site	

17	EEO Anti-Harassment and No Fear Act Training (Non-Supervisors & Supervisors)	All Employees	Annual	In-person	<p>Offered quarterly at Pope Field Training Annex. Training dates and times can be found by visiting the DFMWR Training and Workforce Development SharePoint Site (click on button below).</p> <div data-bbox="1052 240 1719 285" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>DFMWR Training and Workforce Development SharePoint Site</p> </div>	
18	Team Member Orientation (TMO)	All Employees	Once Within 30-90 days of hire	In-person	<p>Offered the first Thursday of every month at Throckmorton Library. Supervisors and Managers can expect any new employees that in-process during a specific month to attend TMO the following month. For example, if a new employee in-processes in March at the DFMWR Training Annex, they will attend TMO in April. Roster will be sent out to Supervisors and Managers prior to each TMO date.</p> <p>⚠ Prerequisite: Welcome to Family and MWR Orientation v3 at MWR Academy <a href="https://academy.armymwr.com/">https://academy.armymwr.com/</a></p>	
19	OPEX Customer Service for Non-Supervisory Employees (Refresher)	Non-Supervisory Employees	Due the FY after you take OPEX (Initial) and then annual thereafter	Online or In-person	<p>Online: Login to Udemy using your CAC. <a href="https://armyciv.udemy.com/">https://armyciv.udemy.com/</a> Seach "Customer Service" Select and complete a course with a duration of 1+ hours. <u>Cannot be less than 1 hour.</u></p> <p>In-person: See <i>NOTES</i> section below for details.</p>	

NOTES

#19 OPEX Customer Service for Non-Supervisory Employees (Refresher) - In-person Option

Non-supervisory OPEX Customer Service Refresher classes were designed for a manager to deliver to frontline (non-supervisory) staff as a group, not one-on-one. Once the non-supervisory staff completes the Operation Excellence - Customer Service Online Training (Initial), in future years they must attend a refresher. Refreshers for non-supervisors are 1+ hours. The sign-in roster will be given to the NAF Service Culture Instructor from the MWR Academy 24-48 hours after the training. ALL NAMES MUST BE LEGIBLE and include email addresses of all participants.

OPEX Customer Service Refresher for Non-Supervisory Employees Options:

- A Primer in Professionalism - 1 hour
- Adapting to Change - 1 hour
- Create your Ideal Work Environment - 1 hour
- Create your Personal Signature - 1 hour
- Creating a Team Charter for Front Line - 1 hour
- Eight Customer Techniques - 1 hour
- Handling Challenging Behaviors - 1 hour
- Improve Internal Team Communication - 1 hour
- Managing Up - 1 hour
- Managing Workplace Stress - 1 hour
- Overcoming Negativity in the Workplace - 1 hour
- Solving Problems - 1 hour
- Successfully Navigating Workplace Conflict - 1 hour
- Three Keys to a Positive Mental Attitude - 1 hour
- Time Management for Frontline Team Members - 1 hour
- Touchpoint Mapping - 1 hour

Additional classes may be found at online sites such as Udemy, Alison, and Military One Source.

Trainers may also develop local training based on garrison need; however, all training materials must be approved by Ann Bauer, the MWR Academy Service Culture Instructor, prior to development and deployment.