

<b>To</b>	Above the Wing Supervisors, Duty Supervisors
<b>CC</b>	OTIS Retirement
<b>Attached</b>	
<b>Subject</b>	Ops Suite Main – Ambassadors of the Collaborative Experience
<b>Message</b>	<p>Greetings to All Supervisors,</p> <p>On behalf of the OTIS Retirement Team, we would like to take this opportunity to introduce you to our Ops Suite Main Leadership Proficiency Program – <b>Ops Suite ACE</b>.</p> <p><b><i>Who is an Ops Suite ACE?</i></b></p> <p>An <b>A</b>mbassador of the <b>C</b>ollaborative <b>E</b>xperience (or ACE) is a Leader amongst their peers who has been hand-picked by local Management to support their Station’s progress in our Fall 45-Day Ops Suite Main Training Deployment. In preparation for OTIS Retirement, we will have a minimum number of ACE Leader positions per Station to support their local Co-Hearts in navigating the Ops Suite Main training experience.</p> <p><b><i>ACE Leaders per Station Size</i></b></p> <p>Small and Medium Stations – <b>2</b> ACEs  Large Stations – <b>3</b> ACEs  Mega Stations – <b>4</b> ACEs  Super Mega Stations – <b>5</b> ACEs</p> <p>ACE Leaders will be their Station’s Most Knowledgeable Leaders. Their direct work with our OTIS Retirement Team will enable their access to Ops Suite Main Supplemental Literature Roll Outs before they are released to the Frontlines.</p> <p><b><i>How will this work?</i></b></p> <p>After being selected by local Management, ACEs will be connected to a Field Support Team Member - your Station’s direct contact throughout the fall deployment. They will support you in understanding your Station’s compliance reporting, in navigating Co-Heart learning styles, and in facing challenges in your Station’s training.</p> <p>Starting <b>Monday, July 12<sup>th</sup></b>, we will be hosting a 2-hour Leadership Webinar series that will run for two-weeks. All Leaders will attend the first 90 min, while our select ACE Leaders will remain for the last 30 min reserved for ACE Training.</p> <p>After a Leader has attended their Webinar, they will complete their 3-hour SWA U virtual training. Once the webinar and SWA U components are completed, ACE Leaders will complete their Proficiency Training in a One-on-One with their Field Support Team Member. An ACE Leader in full compliance will be qualified to facilitate their Station’s Proficiency Training Experience, signing off their Leadership Peers and Agent Co-Hearts once they’ve completed training.</p> <p>ACE Leaders will drive their Stations training efforts throughout our Ops Suite Main Training Deployment.</p> <p><b><i>International Reminder</i></b></p>

As a reminder, all training will be presented in English only. There will not be a translation of the materials available, but we will offer additional support to our Spanish speaking Stations by having a Spanish Speaking Support Group available via Microsoft Teams. Teams will be the main point of contact, and we can assist you with any questions you may have in real time. For additional information or concerns, please feel free to contact us via Teams - **@Spanish Speakers Support Group**. There will be select number of webinars where members from our Spanish Speakers Support Group will be in attendance to speak to any questions you may have during the webinar.

**All Leaders:**

Please follow this link to register for our Ops Suite Main Leadership Series [<link>](#)

A special thanks goes out to our Ops Suite Main ACE Leaders; your engagement in this experience is critical to the success of our Ops Suite Main 45-Day Fall Deployment.

Thanks for all you do!

OTIS Retirement Team