

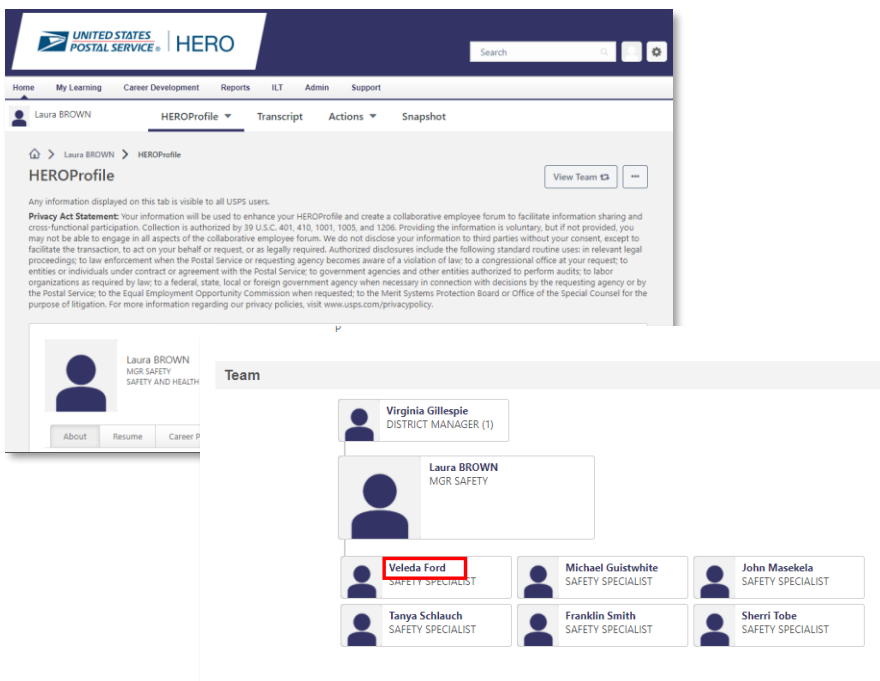
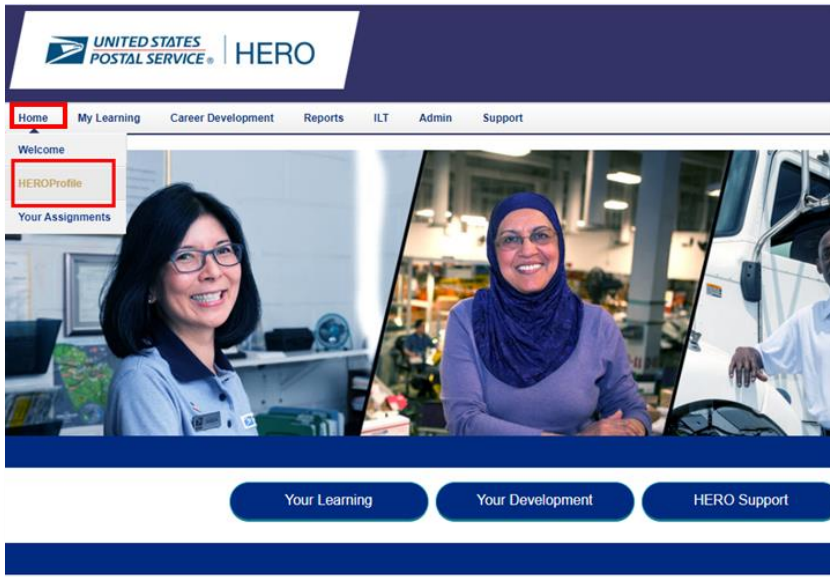


# Next Level Connection Quick Reference Guide

## HERO | Conversations

**Purpose:** Instructions for Managers to document the completion of a Next Level Connection (NLC) Conversation.

## Documenting the Next Level Connection Conversation



## Steps

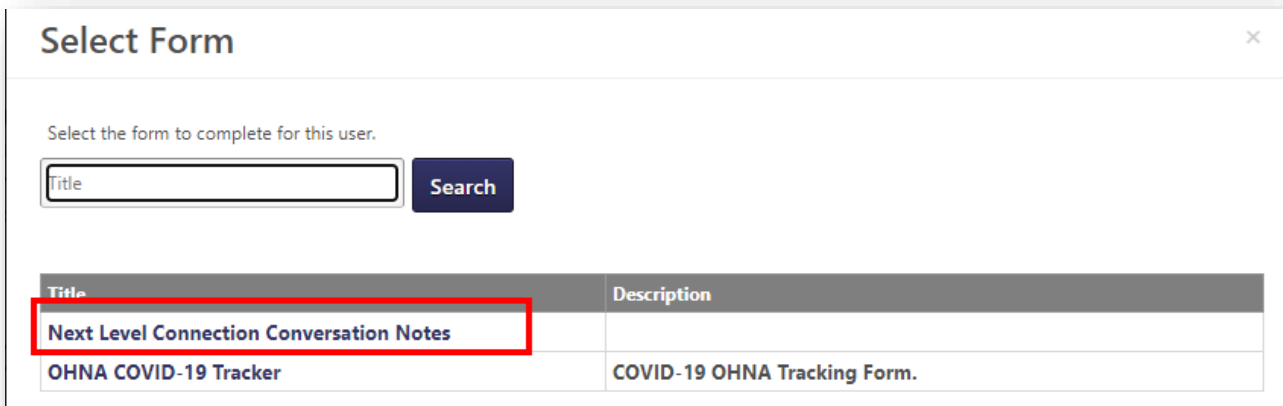
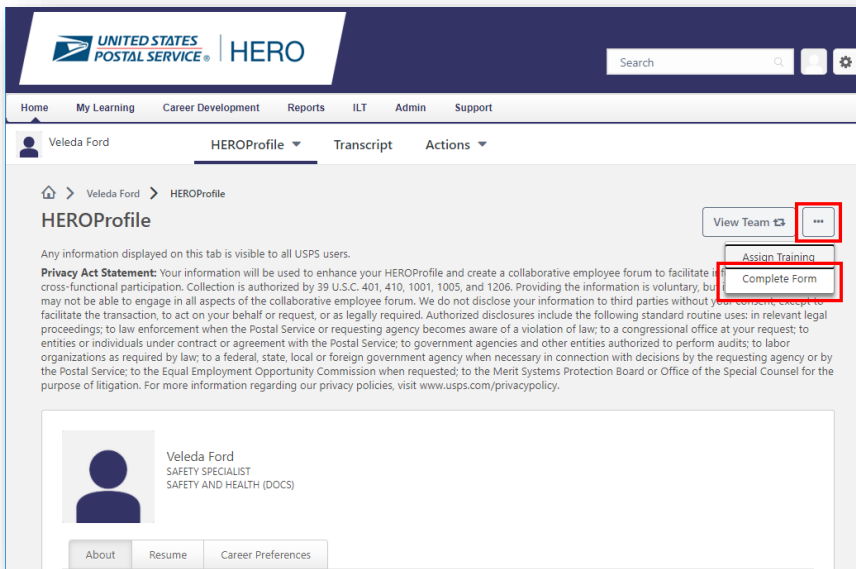
### Document the NLC Conversation

1. Access the HERO Homepage.
2. Hover over the **Home button** and select HEROProfile to access your profile.
3. Scroll down to the Team section at the bottom of the page and click on the name of the employee you are conducting the conversation with.

## Steps

### Document the NLC Conversation

4. Click the menu (...) on the upper right of the employee's profile and then select **Complete Form**
5. Under Select Form click **Next Level Connection Conversation Notes**



**Next Level Connection Conversation Notes for Velea Ford**

All fields marked with an asterisk are required.

**NLC Conversation Documentation Overview**  
The Next Level Connection is an intentional conversation between a leader and a direct report. The purpose is to assess whether the employee can strongly agree that the 12 elements of engagement are present in the employee's work environment. If, by reviewing each of the 12 essential needs, the employee is unable to strongly agree with one or more, then the conversation should become a collaboration of what actions to take to address the employee needs.  
For additional information on Next Level Connection and other Employee Engagement tools, please visit our website via Blue Home Page à Human Resources à Employee Engagement.

**NOTE:** Managers filling out this form should use their web browser's print function to **print** a copy for their records. You can do this by accessing the browser's menu or right-clicking a blank area in the form and selecting print from the context menu.

**Date of today's NLC Conversation \***

**Type of Connection \***

**Next Level Connection Q12 Elements:**  
Element 1: I know what is expected of me at work. *(Focus Me)*  
Element 2: I have the materials and equipment I need to do my work right. *(Free Me from Unnecessary Stress)*  
Element 3: At work, I have the opportunity to do what I do best every day. *(Know Me)*  
Element 4: In the last seven days, I have received recognition or praise for doing good work. *(Help Me See My Value)*  
Element 5: My supervisor, or someone at work, seems to care about me as a person. *(Care About Me)*  
Element 6: There is someone at work who encourages my development. *(Help Me Grow)*  
Element 7: At work, my opinions seem to count. *(Hear Me)*  
Element 8: The mission or purpose of my company makes me feel my job is important. *(Help me see my importance)*  
Element 9: My fellow employees are committed to doing multiple tasks. *(Help Me Deal Directly)*

**Notes (10,000 character max) \***

**Date of next NLC Conversation \***

**Manager**  
Laura BROWN (01104505)

**NOTE:** Managers filling out this form should use their web browser's print function to **print** a copy for their records. You can do this by accessing the browser's menu or right-clicking a blank area in the form and selecting print from the context menu.

Cancel Submit

## Steps

### Document the NLC Conversation

6. Fill out the required sections of the form (noted with an **\***) and click submit.
  - a. Select the date of the conversation by clicking the calendar icon.
  - b. Select the type of conversation – (Initial Connect Conversation or Follow-up Connect Conversation)
  - c. Document notes from the conversation.
  - d. Input date for the next NLC Conversation (**Note:** you will still need to physically schedule this conversation with the employee)
7. Click **Submit** to complete the conversation

**Note:** You can print a copy of the form for you records by right-clicking anywhere on the form and selecting **Print** from the menu.

## SUPPORT

For technical assistance please email: [HERO-Support@usps.gov](mailto:HERO-Support@usps.gov)