



Training Strategy Talking Points for Stakeholders

To truly put taxpayers first, the IRS must promote employee personal development and growth. Effective training and development will improve the delivery of effective solutions to taxpayers; decrease costly errors; increase quality of work; improve employee productivity, empathy and job satisfaction, and reduce turnover. The Training Strategy will improve upon the existing training and developmental curricula and enable training to be more relevant and comprehensive for employees. The strategy is built on five critical components:

- **IRS University** will serve as an innovative, unified learning organization that uses technology to provide improved training courses to meet new objectives and outcomes. The University will build on and strengthen the collaborative training and development communities within the IRS and with outside experts. It will organize training curriculums around structured but diverse career paths to deliver efficient tax administration, while encouraging retention and development.
- **Taxpayer-First Training** will equip all employees with a working knowledge of the Taxpayer Experience Strategy, Taxpayer Rights and a deeper understanding of the entire IRS organization through a standardized curriculum. Training will also be built on core service principles, professionalism, effective communication and empathy.
- **Continuous Learning for All Employees** will build on IRS' history of providing ongoing professional training for employees. From the first day on the job, throughout their entire IRS career, employees will have learning opportunities available to strengthen their skills.
- **Improving Technology** will create accessible, high-quality and effective training programs to enhance the employee training experience. Updated technology will make it possible to administer, deliver and track employee training and successful outcomes.
- **Measuring Success** will make it possible to adjust and continuously improve training capabilities in order to deliver high-quality results for taxpayers and stakeholders.

What it means for taxpayers:

- More consistent interactions with employees who have the technical knowledge to answer questions and help with a variety of issues
- Interactions with employees who can efficiently and effectively navigate the organization, data, networks and tools to find solutions for their issues
- Individualized interactions with employees who understand the taxpayer's unique needs and cultural differences

What it means for tax professionals and stakeholders:

- Specialized interactions with employees skilled in navigating the organization and IRS resources to provide solutions for their clients, customers or constituents

What it means for employees:

- Timely training and access to personal development resources that equip them to perform their current roles, develop higher levels of technical expertise along career paths, and gain transferrable skills. Employees will develop within the IRS to strengthen knowledge-sharing and their commitment to successful tax administration.
- Enhanced understanding of how to navigate the IRS organizational structure
- Access to training delivery methods that meet the specific requirements for skill development
- Improved productivity and higher job satisfaction and engagement
- Increased ability to adapt to change and future challenges, while fostering innovation and creative problem-solving