



# **Stand-Up Talk**

## **June 27, 2025**

### **Mentoring Program for New City Letter Carriers**

Purpose: The 2023-2026 NALC-USPS National Agreement includes a jointly developed mentor program to provide newly hired city letter carriers with the opportunity to be mentored by experienced city carriers.

Target Audience: City Letter Carriers, Customer Service Supervisors, Managers and Postmasters

Good morning,

I would like to take a moment to discuss a new initiative that will be implemented on July 1, 2025. Nationally, the Postal Service is working to improve employee retention. Fewer than half of the new city letter carriers we hire are still employed with us after one year. Realizing the need to try something new, the Postal Service and National Association of Letter Carriers, AFL-CIO (NALC) jointly created a program called the (New Employee Experience, Retention and Mentoring Program (NEERMP), through which mentoring relationships are established between newly hired and experienced city letter carriers. The NEERMP was tested over a four-year period in hundreds of locations around the country and was recently made a permanent part of the 2023-2026 NALC-USPS National Agreement, expanding the program to all Postal Service installations in which city letter carriers work. The NEERMP is memorialized in a Memorandum of Understanding entered between the Postal Service and the NALC (MOU).

Mentoring relationships have been shown to increase retention rates, increase participant job satisfaction, and help new employees adapt to their new workplaces. As part of the NEERMP, mentors and mentees will be provided time, on-the-clock, to meet and discuss work-related concerns mentees may be experiencing. Whenever possible, and with the mentee's consent, topics and results of any discussions related to the performance of a mentee (positive or negative), including 30-, 60-, and 80-day evaluations will be shared with mentors to assist them with helping the new employee understand the requirements of being a city letter carrier.

The success of this mentor program hinges on experienced carriers being willing to serve as mentors. The national parties have agreed on several basic qualifications for being a mentor, including an understanding of postal policies and demonstration of good communication skills, safe working practices, and regular attendance. We also ask that these mentors commit to a four-month mentoring relationship with their mentee and complete a jointly created training program prior to assuming the role of a mentor.

It is important to note that these relationships benefit not only mentees, but mentors participating as well. Through service as a mentor, you not only have an opportunity to help improve this office, but you also will have the opportunity to gain leadership capabilities, new perspectives, and communication skills.

We have copies of the MOU that was signed between the USPS and NALC that governs this mentorship program, which you can read for more information. Interested participants can submit their names to [insert local names]. Postal Service and NALC representatives will jointly select individuals from the list of interested participants to serve as mentors. If selected, you will be given time on the clock to study the Mentor Guide that was created to explain the mentor program and the mentor's role and you will also be eligible to attend a one-hour virtual training course that further explains the mentor program.

We are hoping to begin establishing mentoring relationships between newly hired city letter carriers and experienced city letter carriers soon. If you feel that you can serve in, and meet the expectations of a mentorship role, we encourage you to consider volunteering to serve as mentors and help improve the overall workplace and the new employee experience for our new hire city letter carriers.

Thank you.

Headquarters, Delivery Operations  
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