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Tax Regs in Plain English

# IRS Restructuring and Reform Act of 1998

## 1205 - Employee Training Program

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### Section 1205

**A. Provision covered:** Section 1205 (Employee Training Program)

**B. Background:** This section requires the Commissioner to implement an employee training program to ensure adequate customer service within no later than 180 days from the date of enactment. The Commissioner shall submit an employee training plan to the Senate Finance Committee and the House Ways and Means Committee which

1. describes the plan,
2. details a training schedule,
3. details funding of the program,
4. reviews the organizational design of customer service,
5. provides for the implementation of a performance development system, and
6. provides for at least 16 hours of conflict management training during FY99 for employees conducting collection activities.

**C. Changes:** This section requires the Commissioner to develop a plan for comprehensive customer service training and to submit the training plan to Congress.

**D. Impact:** This section will assure that a new emphasis is placed on providing customer service training to those Service employees who need these skills.

**E. Necessary Actions:** N/A

**F. Other Special Comments:** None.

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