

United States  
Department of  
Agriculture

Animal and  
Plant  
Health  
Inspection  
Service

Marketing  
and  
Regulatory  
Programs  
Business  
Services

Employee  
Services  
Division

Training and  
Development  
Branch

# **TRAINING COURSES**

**PROVIDED BY THE**

**TRAINING AND  
DEVELOPMENT  
BRANCH**



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**APHIS Training and Development  
Training Schedule  
FY 08**

**NOTE:** Most courses listed within this Training and Development catalog will require registration through AgLearn. If an SF-182 is required, it should also be completed in AgLearn. Specific enrollment information will be included in all course announcements.

<b>AgLearn Learning Management System</b>	
<b>Dates</b>	<b>On-going</b>
<b>AgLearn Access</b>	Access to AgLearn is through the eAuthentication system. Employees must use their eAuthentication user ID and password to log-in to AgLearn.
<b>Description</b>	The AgLearn learning management system is a multi-faceted development tool available to all USDA employees. The user of AgLearn may create an Individual Development Plan, complete on-line courses, register for classroom courses, complete an SF-182 and submit it, get credit for classroom courses, run reports, and manage his/her development. Additionally, supervisors may assign courses, approve (or deny) SF-182s, approve (or deny) Individual Development Plans, manage staff development, and run reports on staff. Reference guides are located under the Help link once logged in to AgLearn. These provide step-by-step instructions for performing all of these activities.
<b>Resources</b>	<ul style="list-style-type: none"> <li>• AgLearn Helpdesk (866) 633-9394</li> <li>• eAuthentication Helpdesk (800) 457-3642</li> <li>• APHIS Training &amp; Development Helpline (301) 734-5984</li> </ul>

# APHIS Diversity Program

**Program Description:** Training and Development facilitates workshops and briefings, supports program diversity councils, and maintains a resource center of training videos, DVD's, activities, and books to support agency-wide diversity training initiatives and events.

## **Course Titles, Descriptions, Dates and Locations:**

**A) Generational Views on Professionalism:** This full day course will provide participants with the understanding and tools necessary to effectively work in and manage a multi-age workforce. Participants will get new insights and strategies that will minimize generational conflict, promote respect and strengthen communication and collaboration to make any workplace more productive. This is a full day workshop.

**Target Audience:** All employees

### **Dates and Locations:**

- November 26 – 30, 2007, San Juan, Puerto Rico (several classes offered)
- March 4-5, 2008, Miami, FL
- 2<sup>nd</sup> quarter (exact date TBD), Ft. Collins, CO (sponsored by MRPBS Civil Rights Committee)

**B) Leading in a Mix of Generational Views and Values:** APHIS management, for the first time, has to manage all four generations (Traditionalist, Baby Boomers, Generation X'er and Millennials in the workplace. This full day course provides team leaders, supervisors and managers with the understanding and tools necessary to effectively coach, manage and retain each generation in the workplace. This is a full day workshop.

**Target Audience:** Team Leaders, Supervisors, Managers

### **Dates and Locations:**

- 2<sup>nd</sup> quarter (exact date TBD, Ft. Collins, CO (sponsored by MRPBS Civil Rights Committee)
- November 26 – 30, 2007, San Juan, Puerto Rico (several classes offered)
- March 4-5, 2008, Miami, FL

**C) ProGroup Players' (Diversity Theater):** This innovative diversity theater training forum brings on the job reality and teaches skills needed to improve respect and comfort in the workplace. Using live theater to stimulate learning, this group brings difficult situations to life, giving participants real ideas for addressing and solving ongoing workplace challenges. Each diversity theater training performance is interactive, led by a senior facilitator who elicits shared views and concerns through discussions after each scene. This is truly an unforgettable skill building experience for all employees.

**Target Audience:** See Below

**Dates and Locations:**

**Course A: "Generational Views on Professionalism"**

- Target Audience - All Employees
- November 26, 2007 San Juan Puerto Rico
- November 27, 2007 San Juan, Puerto Rico
- March 4, 2007 Miami, Florida

**Course B: "Leading in a Mix of Generational Views and Values"**

- Target Audience - Team Leaders, Supervisors, Managers
- November 28, 2007 San Juan, Puerto Rico
- November 29, 2007 San Juan, Puerto Rico
- March 5, 2008 Miami, Florida
- May 7, 2008, Riverdale, Maryland

**Cost:** Tuition funded by Training and Development Branch.

**Point of Contact:** For additional information, please contact Dale Short at (301) 734-5732.

**Competencies Addressed:** Leveraging Diversity, Conflict Management, Team Building, Oral Communication, Interpersonal Skills



## **Generational Differences in the Workplace - Leadership and Teamwork**

<b>Dates</b>	<p><b>October 30, 2007 – Riverdale, MD</b> Two workshops to be offered: 8:30-11:30 a.m. &amp; 1-4 p.m.</p> <p>Video conference the afternoon session to Ft. Collins, CO; Ames, IA; Minneapolis, MN; and Raleigh, NC</p>
<b>Description</b>	<p>For the first time in history, four distinct generations are employed side by side in the workplace. With differing values and seemingly incompatible views on leadership, these generations have stirred up unprecedented conflict in the business world. Effective management of this generational divide is vital to APHIS' longevity and success. What are each generation's core values? What do they expect of their leaders and how do they define success? In this engaging program, Cam Martson answers these questions and much more. Audiences will learn how each generation developed its core values, how that manifests itself in the workplace today, and why they can all not only operate alongside each other but can do so with extraordinary success. This program provides the generational concrete examples and specific approaches to help frustrated managers build individual connections to boost employee performance and retention. Participants will walk away knowing the common generational characteristics of specific leadership needs of each generation. Trainer: Cam Martson, Martson Communications.</p>
<b>Target Audience</b>	Team Leaders, Supervisors, Managers, and Executives
<b>Cost</b>	Tuition will be paid for by the APHIS Training and Development Branch, ESD, MRPBS.
<b>Contact</b>	For more information, please contact Mary Ellen Keyes at (301) 734-6513.
<b>Application Deadlines</b>	Open enrollment <b>September 19 – October 15, 2007.</b>

<b>Fundamentals of APHIS Human Resource Management (FAHRM) Blended Learning for Probationary and New Supervisors</b>			
<b>Dates</b>	<b>November 5 – 9, 2007 – Santa Barbara, CA</b> <b>February 4 – 8, 2008 – Savannah, GA</b> <b>June 2 – 6, 2008 – Detroit, MI</b> <b>August 11 – 15, 2008 – Denver, CO</b>		
<b>Description</b>	FAHRM-Blended Learning complies with the APHIS Leadership Journey Competency Model. These FAHRM-Blended Learning courses include 40-hours of classroom instruction and approximately 20 hours of AgLearn, on-line courses for a total of approximately 60 hours of development.		
<b>Competencies Addressed</b>	Conflict Management, Human Resources Management, Interpersonal Skills, Leveraging Diversity, Service Motivation and Developing others.		
<b>Target Audience</b>	<p>First priority enrollment is for APHIS supervisors in a 12-month probationary period, also referred to as probationary supervisors, who are required to attend this course within 1 year of their appointment as a new supervisor. Second and third priority enrollments are available for others with human resource and personnel management responsibilities.</p> <p><b>Note:</b> Given the variety of individual skill levels in these multiple competency areas, additional developmental needs may be identified and other learning activities required prior to certification of completion of agency required training for supervisors in a probationary period.</p>		
<b>Application Procedure</b>	<p><b>All application and registration procedures will be handled via Aglearn.</b> For additional information on the application, enrollment or course administration please contact Kendra Young, FAHRM Program Assistant, at 301-734-3234 or <a href="mailto:Kendra.Young@aphis.usda.gov">Kendra.Young@aphis.usda.gov</a>.</p> <p>Selections for this course are made based on priority criteria. Once approved through AgLearn, you will be enrolled and course specific information will be forwarded directly to you.</p>		
<b>Cost</b>	Tuition is funded by APHIS Training and Development. Travel and per diem is funded by your program.		
<b>Contact</b>	For information on FAHRM-Blended Learning course content or for assistance, please contact the FAHRM Program Manager at <a href="mailto:Betsy.M.Guardiola@aphis.usda.gov">Betsy.M.Guardiola@aphis.usda.gov</a> or by telephone at (301) 734-8554.		
<b>Application Deadlines</b>	<b><u>Date</u></b>	<b><u>Location</u></b>	<b><u>Application Deadline</u></b>
	February 4-8, 2008	Savannah, GA	December 10, 2007
	June 2-6, 2008	Detroit, MI	March 12, 2008
	August 11-15, 2008	Denver, CO	May 19, 2008
	November 3-7, 2008	Los Angeles, CA	August 25, 2008

## Training and Presentation Workshop

<b>Dates</b>	<p><b>November 6 - 7, 2007 – Riverdale, MD</b>  <b>June 11 – 12, 2008 – Minneapolis, MN</b>  <b>August 5 – 6, 2008 – Ft. Collins, CO</b>  <b>2<sup>nd</sup> Quarter (exact date TBD) – Raleigh, NC</b>  <b>3<sup>rd</sup> Quarter (exact date TBD) – Ames, IA</b></p> <p><b>This training is also available upon request</b></p>
<b>Description</b>	<p>The purpose of this workshop is to develop employee confidence and skills when designing and presenting short, informational briefings, presentations, and training. By the end of this workshop, learners will be able to:</p> <ul style="list-style-type: none"> <li>• Project competence and confidence as a speaker using effective delivery skills,</li> <li>• Manage fears of public speaking,</li> <li>• Analyze the audience to determine their needs and attitudes,</li> <li>• Apply good facilitation techniques to motivate the audience,</li> <li>• Demonstrate effective use of visual aids,</li> <li>• Describe how to handle difficult situations, and</li> <li>• Deliver a 5-10 minute presentation well, using the techniques learned in the workshop.</li> </ul>
<b>Competencies Addressed</b>	<p>Conflict Management, Human Resources Management, Interpersonal Skills, Leveraging Diversity, Service Motivation and Developing others.</p>
<b>Target Audience</b>	<p>All APHIS Employees</p>
<b>Cost</b>	<p>Tuition is funded by APHIS Training and Development. Travel and per diem is funded by your program.</p>
<b>Contact</b>	<p>For more information, please contact Cindy Pericak, at (301) 734-4990.</p>
<b>Application Deadlines</b>	<p><b>Open Enrollment Dates</b></p> <p><b>November class – October 8 – 23, 2007</b>  <b>June class – May 5 – 28, 2008</b>  <b>August class – July 5 – 25, 2008</b></p> <p><b>Check online catalog periodically for updates to 2<sup>nd</sup> and 3<sup>rd</sup> quarter classes</b></p>

<b>Planning for Retirement</b>	
<b>Dates</b>	<b>November 13 – 14, 2007 – Riverdale, MD</b> <b>Mid April 2008 (exact date TBD) – Riverdale, MD</b> <b>Early November (exact date TBD) – Riverdale, MD</b>
<b>Description</b>	The seminar is designed to provide participants with a detailed understanding of the benefits they are entitled to under the Civil Service Retirement System (CSRS), the Federal Employees Retirement System (FERS), the Social Security and Medicare programs, the Thrift savings plan, and Federal employee's health and life insurance programs. In addition, the seminar is designed to develop the planning skills and insights needed to insure a healthy, financially sound and rewarding retirement.
<b>Competencies Addressed</b>	Flexibility, Problem Solving, and Decisiveness.
<b>Target Audience</b>	The seminar focuses on employees who are within 5-10 years of retirement. However, all MRP employees and spouses are invited to attend, regardless of their length of service.
<b>Cost</b>	Generally \$100-200 per participant, paid for by the participant's program. Spouses can attend at no additional cost.
<b>Contact</b>	For more information on enrollment procedures call LaJuan Barnes, ESD, at 301-734-5817.
<b>Application Deadlines</b>	<b>Open Enrollment Dates</b> <b>November class – October 1 – November 2, 2007</b> <b>Check online catalog periodically for updates to April 2008 and November 2008 classes</b>

## So You Think You Want to Be a Supervisor

<b>Dates</b>	<p><b>December 4 – 5, 2007 – Riverdale, MD</b>  <b>February 12 – 13, 2008 – Riverdale, MD</b>  <b>March 18 – 19, 2008 – Raleigh, NC</b>  <b>June 2 - 3, 2008 – Minneapolis, MN</b></p> <p><b>** Additional dates may be added based on demand **</b></p>
<b>Description</b>	<p>Becoming a supervisor is an important decision both for the individual and for the Animal and Plant Health Inspection Service of the United States Department of Agriculture (APHIS / USDA). This participative two-day class uses group discussion, case studies, individual and group exercises and role-plays to help potential supervisors gain a realistic view of the challenges of supervision.</p> <p>This course is not like most courses because its goal is not to build supervisory skills. Rather, it is designed to help participants become aware of the challenges and issues supervisors face, as well as, decide if becoming a supervisor is a career path they would like to pursue in the future. By the end of this class, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Describe the role of a supervisor in APHIS and how it differs from a non-supervisory position.</li> <li>• Demonstrate understanding of the key supervisory competencies of APHIS.</li> <li>• Demonstrate understanding of the larger challenges of supervision, such as gaining the respect of former peers; being responsible for others' work—especially at a distance; being challenged by employees; supporting upper management even when they might not personally agree with them and producing effective results with less time, resources and data than they might like.</li> <li>• Discuss why it's important to adapt how they communicate based on diverse personality styles, differing situations and varying purposes.</li> <li>• Explain the importance of integrity, honesty, ethical action and building trust as a supervisor.</li> <li>• Identify why they want to be a supervisor and if this position will provide the career satisfaction they seek.</li> </ul>
<b>Enrollment Procedures</b>	<p>Specific enrollment dates will be given, with deadlines, approximately six weeks before each scheduled course. Each participant will need to complete two SF-182 training request forms (\$300 for the classroom training and \$100 for a battery of self-assessments).</p>
<b>Target Audience</b>	<p>All employees considering a move to a supervisory career tract will benefit from this training.</p>
<b>Cost</b>	<p>Tuition costs of \$400 per participant, as well as travel and per diem, are funded by participant's program.</p>
<b>Contact</b>	<p>For more information, contact Will Bostwick, ESD, at (301) 734-0867, or by email at <a href="mailto:william.s.bostwick@aphis.usda.gov">william.s.bostwick@aphis.usda.gov</a>.</p>

<b>Application Deadlines</b>	<b>Open Enrollment Dates</b>  <b>December class – October 23 – November 9, 2007</b> <b>March class – February 2 – 29, 2008</b> <b>June class – Minneapolis, MN – April 28 – May 23, 2008</b>
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<b>Support Employees Learning Forum (SELF)</b>	
<b>Dates</b>	<b>January 15, 2008 – Riverdale, MD</b> <b>July (exact date TBD), 2008 – Riverdale, MD</b>
<b>Description</b>	<p>SELF is a 6-month (3 days a month), that was developed specifically for employees in support positions. The program is based on the Level I Managing Self Core Competencies in the APHIS Leadership Journey Competency Model and includes a variety of blended learning opportunities including classroom and web-seminar. There is a graduation ceremony at the completion of this program.</p> <p><b>Participant Benefits:</b> The program will provide the opportunity for participants to:</p> <ul style="list-style-type: none"> <li>• Increase technical and personal skills and abilities in order to perform effectively;</li> <li>• Develop critical linkages with peers fostering communication, networking, and problem solving skills; and</li> <li>• Be more marketable through personal growth and development;</li> </ul>
<b>Competencies Addressed</b>	Oral & Written Communication, Teamwork/Team Building, Problem Solving, Interpersonal Skills, Integrity/Honesty, Continual Learning, Customer Service, Flexibility, Resilience, and Technical Credibility.
<b>Target Audience</b>	Headquarters clerical and administrative support staff with up to 2 years in a position.
<b>Cost</b>	\$100 per participant
<b>Contact</b>	For more information, contact Tanya Briscoe, Program Manager at (301) 734-5551.
<b>Application Deadlines</b>	<p><b>Open Enrollment Dates</b></p> <p><b>January class – December 3 – 17, 2007</b></p> <p><b>Check online catalog periodically for updates to July 2008 class.</b></p>

<b>Staff Officer Training (SOT)</b>	
<b>Dates</b>	<p><b>January 28, 2008 – July 18, 2008</b></p> <p>The course is held once every two years, unless demands indicate more often. Participants must plan on being away from their jobs for approximately 200 hours of training over a 7 month period. All sessions will be held in <b>Riverdale, MD</b>, and the surrounding Washington, D.C. Metropolitan area.</p>
<b>Description</b>	<p>“SOT” is an orientation and skill building program for new staff officers. The program is designed to emphasize participant involvement and includes a variety of learning techniques. Specific objectives include:</p> <ul style="list-style-type: none"> <li>• Facilitating the new staff officer’s transition from an operational or academic role into one requiring broader perspective and greater breadth of skills;</li> <li>• Providing knowledge or skills development in the areas critical to the effectiveness of the staff officer;</li> <li>• Developing and maintaining vital relationships within the staff officer community to support the agency’s mission and;</li> <li>• Providing opportunities to broaden the staff officer’s view of the agency and its work beyond their specific areas of technical expertise.</li> </ul>
<b>Competencies Addressed</b>	Continual Learning, Service Motivation, Conflict Management, Customer Service, Human Resources Management, Interpersonal Skills, Oral Communication, and Written Communication.
<b>Target Audience</b>	Headquarters and field personnel who have been in a staff officer position for fewer than 3 years. (For this purpose, a staff officer is defined as one in a professional, 2-grade interval series, GS9- and above).
<b>Cost</b>	Cost will be based on the number of participants.
<b>Contact</b>	For more information on enrollment procedures, please contact Dale Short, Program Manager, at (301) 734-5732.
<b>Application Deadlines</b>	<b>Open enrollment from November 1 – 16, 2007</b>



## **Grammar and Usage Workshop**

<b>Dates</b>	<b>March 17, 2008, Riverdale, MD</b>
<b>Description</b>	<p>For most people, this is a great refresher course. This course will cover what you need to know about grammar and sentence structure to communicate better. You learn proper usage of punctuation, abbreviations, quotations and capitalization and how to eliminate unnecessary words and phrases. Brush up on the rules of grammar and style and test yourself on the most frequent writing blunders. At the end of the course, participants should be able to:</p> <ul style="list-style-type: none"><li>• Write balanced, logical sentences</li><li>• Use government style for punctuation, capitalization and numbers</li><li>• Recognize and correct common errors in grammar</li><li>• Recognize current acceptable usage</li></ul>
<b>Competencies Addressed</b>	Written communication
<b>Target Audience</b>	All Employees
<b>Cost</b>	Tuition is funded by MRPBS
<b>Contact</b>	For more information, please contact Tanya Briscoe at (301) 734-5551.
<b>Application Deadlines</b>	<b>Open enrollment from January 18 – February 11, 2008</b>

## Computer Courses for APHIS Support Employees

<b>Dates</b>	<p><b>MS Word, MS Excel, and MS PowerPoint each will be offered once in the spring and again in the fall in Riverdale, MD.</b></p> <p><b>Exact dates (TBD)</b></p>
<b>Description</b>	<p>Three basic computer courses will be offered:</p> <ol style="list-style-type: none"> <li>1. Microsoft Word Intermediate: Basic text editing; indenting paragraphs; using styles, numbers and bullets, headers and footers, section breaks, borders and shading, online help; inserting dates and symbols; working with tables; cutting/copying/pasting.</li> <li>2. Microsoft PowerPoint: reviewing basic presentation skills' using outline tab and tables; working with multiple presentations an drawing objects; editing presentation masters; adding special effects; creating basic charts' setting up slide show; exporting outlines and slides/</li> <li>3. Microsoft Excel: Reviewing formulas; using automatic formatting, large worksheets, auto-filters, range names, html files, and other functions; working with multiple worksheets, and labels in formulas; managing worksheets, data, and files.</li> </ol>
<b>Competencies Addressed</b>	Technical credibility
<b>Target Audience</b>	APHIS support employees (secretaries, clerks, office assistants, administrative assistants, etc.)
<b>Cost</b>	Cost will be determined based on the number of participants.
<b>Contact</b>	For more information, please contact Tanya Briscoe at (301) 734-5551.
<b>Application Deadlines</b>	<p><b>Open enrollment from January 18 – February 11, 2008</b></p> <p><b>Check online catalog periodically for updates and exact dates of classes</b></p>

<b>FOCUS: Achieving Your Highest Priorities</b>	
<b>Dates</b>	<p><b>April 1, 2008 – Savannah, GA</b>  <b>May 12, 2008 – Minneapolis, MN</b></p> <p><b>This course is also available upon request.</b></p>
<b>Description</b>	<p>This seminar is considered by many to be the premier course of its kind, often referred to as “<b>THE</b>” Time Management Workshop for the business of living. Learn to balance the demands on your time while accomplishing the things <b>you</b> truly value. In this workshop the participants will not only learn to understand time management, but also how to recognize and express his/her most important goals and values and integrate them into his/her short and long term planning. Specifically, immediate results will occur in:</p> <ul style="list-style-type: none"> <li>• Improving work performance and in one’s personal life becoming more effective;</li> <li>• Creating a more healthy balance between one’s personal and business life;</li> <li>• Identifying and accomplishing things according to value, not urgency;</li> <li>• Reducing stress and the feeling of “overload”;</li> <li>• Gaining more confidence in one’s ability to get things done;</li> <li>• Finding lower-term solutions rather than quick-fix remedies; and</li> <li>• Becoming more focused while minimizing distractions;</li> </ul> <p>This training includes learning to use the world renowned time management tool, The Franklin Planner. Developing one’s ability to use the planner (or suitable alternative) to its full potential is an important part of this workshop.</p>
<b>Competencies Addressed</b>	Vision, Creativity & Innovation, Strategic Thinking, Flexibility, Integrity/Honesty, Accountability, Problem Solving, Decisiveness, Customer Service, Partnering, and Interpersonal Skills.
<b>Target Audience</b>	All Employees
<b>Cost</b>	Tuition costs of \$150 per participant, as well as travel and per diem, are funded by the participant’s program. This tuition cost compares to a cost of \$300 should this course be taken from an outside source.
<b>Contact</b>	For more information, contact Nicole Jablonski, ESD, at (301) 734-4973 or David Foley, ESD, at (301) 734-6367.
<b>Application Deadlines</b>	<p><b>Open enrollment dates:</b></p> <p><b>April course – February 4 – 29, 2008</b>  <b>May course – March 10 – 28, 2008</b></p>

## 7 Habits for Managers

<b>Dates</b>	<b>April 2 – 3, 2008 – Savannah GA</b> <b>August 27 – 28, 2008 – Riverdale, MD</b>
<b>Description</b>	<p>This 2-day workshop focuses exclusively on the management applications of The 7 Habits, giving managers the tools to take initiative, resolve conflicts, and unleash the talents and passions of their teams.</p> <p>Designed to help managers and supervisors perform their roles effectively, this workshop will help you apply principles from The 7 Habits of Highly Effective People to create balance in a healthy, cohesive work environment. Specific objectives include:</p> <ul style="list-style-type: none"> <li>• How to resist overreacting to difficult situations</li> <li>• The importance of responsibility, accountability, and commitment</li> <li>• Skills for building real trust among coworkers</li> <li>• How to become a resourceful, effective manager who quickly accomplishes goals</li> <li>• How to manage yourself</li> <li>• How to lead others</li> <li>• How to unleash the potential of your team</li> </ul>
<b>Competencies Addressed</b>	Team Building, Accountability, Influence and Negotiation, Conflict Management
<b>Target Audience</b>	Team leaders, supervisors, and managers.
<b>Cost</b>	\$320 – \$350. Exact cost will be given when course is announced.
<b>Contact</b>	For more information, contact Aline Assad, ESD, at (301) 734-4959 or Mary Ellen Keyes, ESD, at (301) 734-6513.
<b>Application Deadlines</b>	<p><b>Open enrollment dates:</b></p> <p><b>April course – February 5 – 19, 2008</b></p> <p><b>August course – June 2 – 13, 2008</b></p>

<b>Polishing APHIS Team-leaders (PAT) Blended Learning</b>	
<b>Dates</b>	<b>April 7 – 11, 2008 – Raleigh, NC</b> <b>September 1 – 5, 2008 – Ft. Collins, CO</b>
<b>Description</b>	<p>PAT-Blended Learning complies with the APHIS Leadership Journey Competency Model. The PAT-Blended Learning course is designed to significantly address APHIS Core Leadership Competencies for Managing Self as well as Team Leader and Project Manager competencies for Managing Projects.</p> <p>This program includes 40-hours of classroom instruction, and Aglearn on-line courses for: Problem Solving and Decision Making in Groups; Policies for Pay, Leave and Tours of Duty; Workplace Violence Prevention and Response; Ethics; and completion of APHIS-required Civil Rights modules from 2005 to present.</p>
<b>Competencies Addressed</b>	Integrity/Honesty, Interpersonal Skills, Continual Learning, Problem Solving, Team Building, Influencing and Negotiating, Leveraging Diversity, and Conflict Management.
<b>Target Audience</b>	First priority enrollment is for APHIS positional team leads and project managers with or without official authorities. Second priority enrollment is extended to leads of ad-hoc teams and groups.
<b>Cost</b>	Tuition is funded by APHIS Training and Development. Travel and per diem is funded by your program.
<b>Contact</b>	For information on PAT-Blended Learning course content or for assistance, please contact the course Program Manager at <a href="mailto:Betsy.M.Guardiola@aphis.usda.gov">Betsy.M.Guardiola@aphis.usda.gov</a> or by telephone at (301) 734-8554.
<b>Application Deadlines</b>	<b>April course – February 24, 2008</b> <b>September course – June 22, 2008</b>

<b>Crucial Conversations: Tools for Talking When Stakes Are High</b>	
<b>Dates</b>	<p><b>April 22 – 23, 2008 – Western Region (location TBD)</b>  <b>May 28 – 29, 2008 – Riverdale, MD</b>  <b>September 3 – 4, 2008 – Eastern Region (location TBD)</b></p> <p>In total, the course is 2 days in length, however, it can be tailored to meet specific group's needs and broken up into individual modules of 2-3 hours each and given over a period of several weeks. The specific dates and locations depend on requests received, however, in addition to entertaining specific requests there will also be "open enrollment" offerings over the course of the year throughout the country.</p>
<b>Enrollment Procedures</b>	Specific enrollment dates will be given, with deadlines, approximately 2 months before each scheduled course.
<b>Description</b>	<p>When faced with a conversation characterized by opposing opinions, strong emotions, and high stakes, you'd think that most of us would deal with it right there and now and do it well...after all, the conversation is an important one! However, what really happens is that most of us step up to the challenge and fail (we typically do our worst), or we tend to avoid the necessary discussion altogether and just hope it will go away (which, of course it doesn't). In this 10 module seminar you will gain the necessary skills to transform crucial conversations from frightening events into interactions that yield success and results. Specifically, you will learn how to:</p> <ul style="list-style-type: none"> <li>• Understand others, even when they blow up or clam up;</li> <li>• Make it safe to talk about almost anything;</li> <li>• Speak persuasively in difficult one-on-one situations, not abrasively, and;</li> <li>• Create and maintain healthy dialogue, particularly when you're angry, scared, or hurt.</li> </ul>
<b>Competencies Addressed</b>	Creativity & Innovation, Continual Learning, Flexibility, Resilience, Conflict Management, Integrity/Honesty, Team Building, Customer Service, Decisiveness, Problem Solving, Influencing/Negotiating, Interpersonal Skills, Oral Communication
<b>Target Audience</b>	All employees, particularly intact work groups, and entire staffs.
<b>Cost</b>	Tuition costs of \$320 per participant, as well as individual travel and per diem, are funded by the participant's program. This tuition cost compares to a cost of approximately \$1,200 should this course be taken from an outside source.
<b>Contact</b>	For more information, contact Nicole Jablonski, ESD, at (301) 734-4973 or by e-mail at <a href="mailto:Nicole.C.Jablonski@aphis.usda.gov">Nicole.C.Jablonski@aphis.usda.gov</a>

<b>Application Deadlines</b>	<b>Open enrollment dates:</b>  <b>April course – February 1 – April 5, 2008</b> <b>May course – March 1 – May 10, 2008</b> <b>September course – June 15 – August 20, 2008</b>  <b>Check online catalog periodically for location updates.</b>
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<b>Administrative Processes</b>	
<b>Dates</b>	<b>May 5 – 7, 2008 – Riverdale, MD (Headquarter Employees only)</b> <b>Date TBD, Minneapolis, MN (Field Employees Only)</b>
<b>Description</b>	The Annual Marketing and Regulatory Programs Business Services (MRPBS) Administrative Processes Training Conferences are held in Riverdale, Maryland and Minneapolis, Minnesota, annually. This conference is targeted for MRP employees who have administrative responsibilities in the areas of human resources, financial, procurement, property management, etc. The training conference format allows participants to "select" the various topics they need to attend, rather than sitting in one classroom all week. Presenters are the subject matter experts from the various MRPBS divisions. Class attendance is limited to individuals who have not attended this type of training within the past five (5) years.
<b>Enrollment Procedures</b>	Each MRP Agency and Program will be given a select number of "slots" to be filled at their discretion. Nominations will be submitted through Division/Regional Resource Management Staffs.
<b>Competencies Addressed</b>	Technical Credibility, Integrity/Honesty, Problem Solving, Accountability, Human Resource Management.
<b>Contact</b>	For more information, please contact Dale Short at (301) 734-5732 or Tanya Briscoe at (301) 734-5551.



## 7 Habits of Highly Effective People (SIGNATURE)

<b>Dates</b>	<p><b>May 12 – 15, 2008 – Minneapolis, MN</b></p> <p><b>This course is also available upon request</b></p>
<b>Description</b>	<p>This is the highly acclaimed, ever-popular training based on the book by Dr. Stephen R. Covey, by the same title, which teaches 7 common habits of people who are highly effective in both the personal and professional lives. This training provides an incremental, sequential, and integrated approach to developing personal and interpersonal effectiveness. This course is <b>not</b> a quick fix; rather it teaches a process, which if followed and practiced over a long period of time, will lead to tremendous results on and off the job. In some cases it will require life-changing steps to be taken and in others it will require only small improvements to be made, for significant gain. Specifically, the 7 Habits will:</p> <ul style="list-style-type: none"> <li>• Foster courage to take risks and accept new challenges to achieve goals;</li> <li>• Bring projects to completion and unite teams, work groups, and organizations under a shared vision, mission, and purpose;</li> <li>• Promote getting the most important things done first;</li> <li>• Facilitate conflict resolution and help individuals to seek mutual benefits;</li> <li>• Promote improved communications, leading to more successful problem-solving;</li> <li>• Ensure greater “buy in” from group members and leverage the diversity of all people in order to increase levels of effectiveness; and</li> <li>• Promote continuous personal improvements</li> </ul>
<b>Competencies Addressed</b>	<p>Vision, Resilience, Flexibility, Conflict Management, Team Building, Integrity/Honesty, Accountability, Customer Service, Influencing/Negotiating, Interpersonal Skills.</p>
<b>Target Audience</b>	<p>All employees will benefit from this training. It is most appropriate for supervisors, managers, and executive and for those working in groups, teams, and those needing to be more effective in their interpersonal interactions.</p>
<b>Cost</b>	<p>Tuition costs of \$350 per participant, as well as travel and per diem, are funded by participant’s program. This tuition cost compares to a cost of \$1,200 should this course be taken from a source other than APHIS.</p>
<b>Contact</b>	<p>For more information, contact Mary Ellen Keyes, ESD, at (301) 734-6513.</p>
<b>Application Deadlines</b>	<p><b>Open Enrollment March 10 – 28, 2008</b></p>

## Advancing Leader Program (TRACK 1)

<b>Dates</b>	<p><b>Early Summer 2008 (exact date TBD)</b></p> <p>This is a 12-month program. Specific session locations will be selected on the most cost effective basis considering the participants and other factors.</p>
<b>Description</b>	<p>This program is designed to identify high potential employees who show the desire and ability to move up into higher level leadership positions. The program will develop a cadre of employees at the GS-7 through GS-11 grade level or equivalent, requiring approximately 12 months to complete. The program components consist of:</p> <ul style="list-style-type: none"> <li>• Participate in assessments; classroom and on-line;</li> <li>• Work with a personal coach;</li> <li>• Complete a 2-week developmental assignment;</li> <li>• Participate in a 1-week shadowing assignment;</li> <li>• Work closely with APHIS management on current agency issues</li> </ul>
<b>Enrollment Procedures</b>	<p>Submit application package to: APHIS Leadership Development Program Manager, Unit 24, 4700 River Road, Riverdale, MD 20737.</p>
<b>Competencies Addressed</b>	<p>Continual Learning, Creativity/Innovation, External Awareness, Flexibility, Resilience, Conflict Management, Integrity/Honesty, Team Building, Accountability, Customer Service, Decisiveness, Problem Solving, Human Resources Management, Influencing/Negotiating, Interpersonal Skills, Oral Communication, Partnering, Written Communication</p>
<b>Geographic Mobility</b>	<p>Participants should consider the benefits that mobility can bring such as broader experience and increased advancement opportunities.</p>
<b>Target Audience</b>	<p>Permanent, full-time APHIS employees, GS-7 through GS-11, who have not already participated in a long-term leadership development program, within the past 5 years.</p>
<b>Cost</b>	<p>Related travel and per diem expenses will be paid by the participant's program areas.</p>
<b>Contact</b>	<p>For more information, contact David Foley at (301) 734-6367 or Nicole Jablonski at (301) 734-4973.</p>
<b>Application Deadlines</b>	<p>Open announcement for nominations <b>February 15 – April 4, 2008</b></p> <p><b>Check online catalog periodically for exact dates to Summer class.</b></p>

## APHIS Leadership Development Program (TRACK 2)

**\*\* This is an 15-month program \*\***

<b>Dates</b>	<p><b>Attendance at all of the below workshops is required.</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;"><b>May 5 – 9, 2008 - Riverdale, MD</b></td> <td style="width: 50%;"><b>January 12 – 16, 2009 - Riverdale</b></td> </tr> <tr> <td><b>July 21 – 25, 2008 - Ft. Collins, CO</b></td> <td><b>April 20 – 24, 2009 - Raleigh</b></td> </tr> <tr> <td><b>Sept. 15 – 19, 2008 - Riverdale, MD</b></td> <td><b>June 8 – 12, 2009 - Riverdale</b></td> </tr> </table>	<b>May 5 – 9, 2008 - Riverdale, MD</b>	<b>January 12 – 16, 2009 - Riverdale</b>	<b>July 21 – 25, 2008 - Ft. Collins, CO</b>	<b>April 20 – 24, 2009 - Raleigh</b>	<b>Sept. 15 – 19, 2008 - Riverdale, MD</b>	<b>June 8 – 12, 2009 - Riverdale</b>
<b>May 5 – 9, 2008 - Riverdale, MD</b>	<b>January 12 – 16, 2009 - Riverdale</b>						
<b>July 21 – 25, 2008 - Ft. Collins, CO</b>	<b>April 20 – 24, 2009 - Raleigh</b>						
<b>Sept. 15 – 19, 2008 - Riverdale, MD</b>	<b>June 8 – 12, 2009 - Riverdale</b>						
<b>Description</b>	<p>This program is a vital part of the strategic workforce planning goals of the agency. The primary purpose of the program is to provide the agency with a cadre of employees at the GS-12 through 13 grade level or equivalent, who have a solid training and development foundation in leadership and management competencies and who have an interest in pursuing future APHIS leadership positions. The program will take approximately 18 months to complete. The program components consist of:</p> <ul style="list-style-type: none"> <li>• Participate in individual assessments;</li> <li>• Formal classroom training;</li> <li>• Work with a personal coach;</li> <li>• Work with a mentor;</li> <li>• Complete at least one Experimental Learning Project;</li> <li>• Work closely with APHIS management on current agency issues</li> </ul>						
<b>Enrollment Procedures</b>	<p>Submit application package to: APHIS Leadership Development Program Manager, Unit 24, 4700 River Road, Riverdale, MD 20737.</p>						
<b>Competencies Addressed</b>	<p>Continual Learning, Creativity/Innovation, External Awareness, Flexibility, Resilience, Conflict Management, Integrity/Honesty, Team Building, Accountability, Customer Service, Decisiveness, Problem Solving, Human Resources Management, Influencing/Negotiating, Interpersonal Skills, Oral Communication, Partnering, Written Communication.</p>						
<b>Geographic Mobility</b>	<p>Participants should consider the benefits that mobility can bring such as a broader experience and increased advancement opportunities.</p>						
<b>Target Audience</b>	<p>Permanent, full-time APHIS employees, GS-12 through 13, who have not already participated in a long-term leadership development program, within the past 5 years.</p>						
<b>Cost</b>	<p>Related travel and per diem expenses will be paid by the participant's program areas.</p>						
<b>Contact</b>	<p>For more information, contact David Foley at (301) 734-6367 or Nicole Jablonski at (301) 734-4973.</p>						
<b>Application Deadlines</b>	<p><b>Announcement for nomination dates:</b></p> <p><b>Opening date: January 7, 2007</b>  <b>Closing date: February 19, 2008</b></p>						

## APHIS International Training Program

<b>Dates</b>	<p><b>September 2008 (exact date TBD)</b></p> <p>This is a 6 month program. Specific session locations will be selected on the most cost effective basis considering the participants and other factors.</p>
<b>Description</b>	<p>This blended learning program is designed to strengthen the capacity of APHIS employees to successfully carry out their international responsibilities and APHIS' unique international mission. The program will develop a cadre of employees at the GS-12 through GS-15 grade level, requiring approximately 6 months to complete. The program components consist of:</p> <ul style="list-style-type: none"> <li>• Participate in assessment; classroom and on-line;</li> <li>• Work with a personal coach;</li> <li>• Complete a Team Learning Project</li> </ul>
<b>Competencies Addressed</b>	<p>Intercultural Awareness, Influencing/Negotiating, Interpersonal Skills, External Awareness, Flexibility, Team Building, Creativity/Innovation, Integrity/Honesty, Diplomacy</p>
<b>Target Audience</b>	<p>Permanent, full time APHIS employees, GS-12 through GS-15 who currently has international responsibilities for APHIS.</p>
<b>Cost</b>	<p>Related travel and per diem expenses will be paid by the participant's program area.</p>
<b>Contact</b>	<p>For more information, contact Will Bostwick at (301) 734-0867 or Christopher Speight at (301) 734-5219.</p>
<b>Application Deadlines</b>	<p>Nominations for course enrollment will begin in <b>July 2008</b>.</p> <p><b>Check online catalog periodically for exact date updates.</b></p>

## Operation Jumpstart II

<b>Dates</b>	<p>The Training and Development Branch will hold 3 classes a year with 8 Trainees in each class. Each class will be 12 weeks long, including 8 weeks of classroom training and a 30-day Temporary Detail Assignment. Classes will begin in Riverdale, Maryland:</p> <ul style="list-style-type: none"> <li>• <b>November 13, 2007</b> - Vacancy announcement posted September 17-21, 2008.</li> <li>• <b>April 27, 2008</b> - Vacancy announcement posted February 18-22, 2008.</li> <li>• <b>October 26, 2008</b> - Vacancy announcement posted August 4-8, 2008.</li> </ul>
<b>Description</b>	<p>Operation Jumpstart II (OJ II) is a new and improved version of the highly successful Operation Jumpstart Program that ended several years ago. Like its predecessor, OJ II is a Headquarters based, 3-phase program including Recruitment, Training, and Placement, which meets the essential skill building needs of new clerical and administrative support employees as they come into the Agency and are assimilated into program vacancies. The program Trainees are hired as Temporary Employees, (not to exceed 1 year), and are then subsequently “placed” in offices throughout APHIS and GIPSA headquarters offices who request a trainee from the OJ II program.</p>
<b>Requirements</b>	<p>U.S. Citizenship, type 40 WPM with 3 or less errors, High School Graduate/GED, College Graduate or attendee.</p>
<b>To Qualify for Grade Levels</b>	<p>GS-3 Experience-six months of general experience Education- 1 year above high school Salary \$24,194. GS-4 Experience-one year of general experience Education- 2 years above high school Salary \$27,159. GS-5 Experience-1 year of specialized experience equivalent to GS-4 Education- 4 years above high school. Salary \$30,386.</p>
<b>Target Audience</b>	<p>Team Leaders, Supervisors, Managers, and Executives</p>
<b>Cost</b>	<p>Programs taking part in this initiative will fund the salary and any subsequent training of the OJ II Trainee placed in a vacancy after the initial 30-day assignment.</p>
<b>Contact</b>	<p>If further information is needed, please contact Wendy T. Johnston, Program Manager, on (301) 734-5317, or Dawna P. deFreitas Boney, Program Coordinator, on (301) 734-5747.</p>
<b>Competencies Addressed</b>	<p>Continual Learning, Resilience, Flexibility, Service Motivation, Accountability, Problem Solving, Decisiveness, Customer Service, Technical Credibility, Financial Management, Human Resources Management, Conflict Management, Team Building, Integrity/Honesty, Oral Communication, Written Communication, Influencing/Negotiating, Partnering, Interpersonal Skills</p>

## Other Courses Planned

- *GS-14/15 Senior Management Development Program*—Currently in the design stages.

### **Training By Request Only:**

- Behavioral Event Interview Facilitator Training
- Customer Service Training
- Individual Learning Contracts/Individual Development Plans (IDP's)

### **Other TDB Services:**

- Employee Development Advice and Guidance
- Performance Consulting
- Training Policy
- Workforce and succession planning focused on skills building
- Individual Learning Contract
- Mentoring Program