

NIH Training Collaborative Forum

Wednesday, Oct. 29, 2008

1:00pm – 4:00pm

RKL2, Rm. 9100/9104



NIH Training Center Needs Assessment

Presented by: Liz Rowe

NIH Training Center
October 29, 2008



Objective

To give information on the results of the
NIH Training Center (NIHTC)
Needs Assessment.



Background Information

The purpose of the assessment was to:

- » Determine training needs of the NIH population
- » Discover the preferred method for training delivery
- » Strategically use assessment data to drive future course offerings and services



Facts and Figures

- **Dates of Assessment**
 - » January 23 – February 20, 2008
- **Survey Respondents**
 - » 1,098 Federal Employees
- **Scientific vs. Administrative Positions**
 - » Scientific = 34%
 - » Administrative = 66%

Assessment Categories

Participants were surveyed in relation to 6 major categories:

- » Financial & Procurement Management
- » Management, Supervisory, & Leadership Development
- » Communication & Collaboration
- » Computing Applications
- » Professional Development
- » NIHTC Services



Results

- Responses were broken down by group demographics:
 - » Grade level
 - » Supervisory vs. non-supervisory
 - » Scientific vs. administrative
 - » Number of years at NIH
- The following recommendations reflect the most frequently selected subject matter within each survey category chosen by each sub-group

Results

Financial & Procurement Management:

- » *Procurement Regulation*
 - o Chosen most commonly by the **Administrative** population

- » *Grants Management*
 - o Most commonly requested by the **Scientific** population
 - Requested at a significantly higher rate than all other training topics requested by scientists

Results

Management, Supervisory, & Leadership Development:

- » *Dealing with Difficult People*
 - This was chosen most commonly by most populations

- » *Cultivating a Learning Organization*
 - This was chosen most commonly by supervisors

- » *Problem Solving*
 - This was chosen most commonly by SES

Results

Communication & Collaboration:

» *Communicating Effectively*

- o This topic was most commonly requested, regardless of sub-group demographics



Results

Computer Applications:

» *Microsoft Excel*

- o Regardless of demographic, MS Excel was the most requested computer application

Results

Professional Development:

- » *Advancing Careers*
 - This topic was most commonly selected overall
- » *Developing Individual/Career Development Plans*
 - Most commonly selected by people with less than 1 year at NIH, supervisors, and GS 13-15
- » *Clarifying Career Goals and Writing Resumes/KSA/ECQ*
 - Most requested by GS-14 and SES
- » *Developing a Professional Network and Improving Interviewing Skills*
 - Equally requested by SES

Results

Services - offer courses in the following areas:

- » *Customized Group Training*
 - o Chosen by **Administrators**, GS 5-8, 13-15 and SES

- » *Individual/Small Group Professional Coaching*
 - o Chosen by **Scientists**, GS 1-4 and SES

- » *Creating Individual/Career Development Plans*
 - o Chosen by GS 9-12, and Supervisors



Preferred Method of Training

There was a fairly even divide between requests for instructor-led and blended training



NIHTC Plan of Action

As a result of the training needs assessment, the NIHTC rolled out the following classes in FY08:

- » Leadership Skills for Non-Supervisors
- » Communicating in a Culturally Diverse Workplace
- » Managing Up: Communicating Effectively with Your Boss
- » Essentials of Team Leadership
- » Time Management and Organizational Skills for Managers and Busy Professionals
- » Introduction to NIH Property Management
- » NIHITS II SuperUser Training



NIHTC Plan of Action (cont.)

In response to the survey results, the NIHTC has increased offerings in the following courses:

- » 2003/2007 Versions of Microsoft Offerings: Excel, Project, Word, PowerPoint (Office 2007 will begin in November 2008)
- » Concepts of Biotechnology for the Non-Scientist
- » Behavioral-Based Interviewing
- » Competency Training for Employees and Supervisors
- » Essentials of Team Leadership



NIHTC Plan of Action (cont.)

The NIHTC will work in collaboration with the Work/Life and Transition Centers to advertise the following services:

- » Writing Government Resumes
- » Career Advancement Strategies
- » Creating Individual Development Plans (IDP)



NIHTC Plan of Action (cont.)

NIHTC has launched the following classes for FY09:

- » Cultivating a Learning Organization
- » Difficult Conversations
- » Communicating Effectively
- » Advanced Problem Solving
- » Writing Statements of Work
- » Scientific and Technical Writing
- » Negotiation Techniques for Simplified Acquisitions
- » Appropriations Law for Simplified Acquisitions



NIHTC Next Steps

Repeat Assessment on a 24-month cycle to ensure the Training Center meets population needs without overwhelming employees with annual requests.



Action Requested

- ✓ Encourage staff in your IC to participate in training
- ✓ Inform NIHTC of additional training needs
- ✓ Contact NIHTC for tailored versions of classes or other services (e.g., Executive Coaching)



Contacting the Training Center

- Website – <http://learningsource.od.nih.gov>
- Phone – 301-496-6211
- Email – training1@mail.nih.gov



The NIH Work/Life Center

Work Well...Live Better



Our Mission



- ⌘ The Work/Life Center (WLC) is a value-added resource to assist the entire NIH workforce in managing their multifaceted professional and personal activities
- ⌘ The goal of the WLC is to provide tangible benefits to increase employee well-being through development and education services thereby improving the overall quality of work and life at the NIH



WLC Service Offerings

- ⌘ Career Management Program
- ⌘ Professional Development Services
- ⌘ WLC Reference Library
- ⌘ Work/Life Seminar Series
- ⌘ Resource & Referral Services
- ⌘ Lactation Support Program
- ⌘ On-Campus Work Center

Career Management Program



Certified Career Counselors provide:

- ⌘ 1:1 Career Consultations
- ⌘ Career Planning and Evaluation Tools
- ⌘ Comprehensive Skills Assessments
- ⌘ Individual Development Plan support
- ⌘ Competency-based learning plan assistance
- ⌘ Career Management Toolkit including:

- Resume/CV Development support
- Job Search strategies
- Federal Application guidance
- KSA and Essay Response review and evaluation
- Interview techniques and coaching

Professional Development Services



- ⌘ The WLC can support customized professional development services for diverse organizations within an IC such as administrative, financial and IT groups. Services include:

- Workshops and Teambuilding exercises for small and large groups tailored to the overall organizational development needs
- Career Assessments and Evaluation tools with an organizational emphasis for small and large groups



Work/Life Reference Library

- ⌘ Wide-ranging Work/Life Reference collection
- ⌘ Books & videos available for 2-week checkout period on many topics, including:

- Career Management
- Personal Development
- Work/Life Balance
- Professional Development
- Parenting and Elder Care
- Health and Wellness
- Financial Management



Work/Life Seminar Series

⌘ Frequent informational seminars with expert speakers on a variety of topics, including:

- Personal Finance
- Career Planning
- Health and Wellness
- Essential Business Skills
- Parenting and Elder Care
- Nutrition and Fitness
- Retirement Planning

Resource & Referral Service



⌘ Confidential referrals and information to assist individuals with a wide range of issues at work and home. Free and unlimited nation-wide access to local, and affordable, service providers. Subject areas include:

- Legal Matters
- Financial Matters
- Child Care Matters
- Elder/Adult Care Matters



Lactation Support Program

- ⌘ Prenatal breastfeeding education classes
- ⌘ Assistance for nursing mothers
- ⌘ Phone support during maternity leave
- ⌘ Return-to-work consultation
- ⌘ Onsite lactation rooms in many campus and off-campus buildings

On-Campus Work Center



- ⌘ **Location:** Bldg. 31/Rm. 1A1E09
(Next to the cafeteria)
- ⌘ **Hours:** M-F 8:30am-4:30pm
- ⌘ **Resources:** Computers with e-mail access, printers, phones, and fax

WLC – General Info



- **Hours:** Monday – Friday; 8:30am - 4:30pm
- **Location:** Building 31, Room B2B47
- **Phone:** 301/435-1619
- **Website:** <http://hr.od.nih.gov/worklife>
- **Fees:** Services are free to the NIH workforce (Employees, Contractors, Fellows, and Interns)

Learning Management System – Update HHS Learning Portal

Presented by: Marisa Sheelor

NIH Training Center

October 29, 2008



Online Courses Migrated to the LMS

- ✓ 10 Clinical Center courses
- ✓ NIH Disability Awareness Training
- ✓ NIH Diversity Management Training
- ✓ NIH EEO Laws & Regulations
- ✓ NIH Environmental Management System (NEMS) Awareness Training
- ✓ NIH FDCC System Administrator Training
- ✓ NIH Information Security Awareness Annual Refresher Course
- ✓ NIH Information Security Awareness Course
- ✓ NIH NoFEAR Act Training
- ✓ NIH Orientation
- ✓ NIH-ORS NED Training on Demand
- ✓ NIH Prevention of Sexual Harassment Training
- ✓ NIH Privacy Awareness Training
- ✓ NIH Privacy Impact Assessment (PIA) Training
- ✓ NIH Reasonable Accommodation Training
- ✓ NIH Securing Remote Computers Course



Advantages

- Can all be accessed from one site
- Administrators can see how much time a person spent if necessary
- IC administrators can run completion reports on demand (24 hour lag time)
- Training completion reporting to OPM taken care of with no additional effort (EHRI)
- Employees can view transcripts and print certificates at any time



Remaining Training

- Continuing effort over the next year
- MTI will be updated as changes occur to mandatory courses
- For courses already in the LMS, everyone should be directed to access through the LMS, otherwise ...
 - Records will be incomplete
 - Students complain that transcripts are missing
 - OPM reporting will not be in compliance

ADR & NEMS

- **ADR: nearly 10K completions recorded in the LMS to date, NIH-wide**
 - **Approx. 9K for Federal employees**
- **NEMS: over 7K completions recorded to date, NIH-wide**
 - **Approx. 5K for Federal employees**
- **These permanent records can be accessed at any time**
- **If employees completed the same training outside the LMS, an administrator must add it to the LMS for inclusion in reports**



Transcripts

- Will only include training taken through or added to the LMS
 - Remedy records are being migrated weekly
 - NIHITS records
 - Migration to begin by end of calendar year
 - Continue weekly until NIHITS is decommissioned
- Other histories, such as OEODM courses and OTT course likely to be added in the coming months

NIH Competencies

- **Live in Production**
 - NIH Core
 - NIH Leadership & Management
 - NIH occupation specific
- **Assessment functions are available**
- **Training will be linked to proficiency levels in the near future**
- **Training for Competency administrators will be available next calendar year**



LMS Administrator Training

- **Local Learning Administrator (1/2 day)**
 - 7 classes held to date
 - 73 people trained
- **Training/Content Administrator (2 days)**
 - 4 classes held to date
 - 45 people trained
- **Beginning November 1st, classes will be fee-for-service**

Learner & Supervisor/Manager Training

Related series

- **FAQs**
 - Common questions and tasks
- **Tip Sheets**
 - Printable job aides providing more detailed, step-by-step information
 - Task specific
- **Tutorials**
 - Recorded online demo
 - Task specific
- All will be posted to the NIHTC website as soon as they are developed

Upcoming Information Sessions

- **Learner Information Session:** All staff, including supervisors and managers, should attend this session.
 - November 13, 2008
 - Lipsett Amphitheater (Building 10)
 - 10:00 AM to 11:00 AM
- **Manager/Supervisor Information Session:** Only supervisors and managers should attend this session.
 - December 10, 2008
 - Lipsett Amphitheater (Building 10)
 - 2:00 PM to 3:00 PM
- **System demo, Q&A, handouts and information**



NIH Email for Questions



- LMSsupport@mail.nih.gov
 - Staffed by the LMS Implementation Team
 - May result in additional FAQs on web site
 - Not a substitute for the Help Desk
- LMS Help Desk
 - 1-866-246-5440
 - DHHSHelp@gpworldwide.com



Upcoming Initiatives

- NIH LMS governance structure
- Single sign-on
- SF-182 & NBS interface
- Continuing migration of courses and systems
 - Online and face-to-face training
 - Systems data in preparation to decommission



LMS Implementation Team

- Project Manager: Kim Hill
 - hillk@mail.nih.gov – 301-594-1460
- Functional Lead: Marisa Sheelor
 - sheelorm@mail.nih.gov – 301-594-2600
- Technical Lead: Jaime Martinez
 - martinezja@mail.nih.gov – 301-594-1456
- Functional Assistant: Brian Hughes
 - hughesba@mail.nih.gov – 301-594-2487
- Team Assistant (on detail): Felicia Shingler
 - shinglef@mail.nih.gov – 301-435-8676



BREAK

Please return in 5 minutes



Creative Solutions, Tighter Budgets

NIH Training Collaborative
Forum
October 29, 2008



SURVIVING TIGHTER BUDGETS: CREATIVE SOLUTIONS



**Presentation
to
NIH Training Collaborative**

October 29, 2008

**Deb Gardner PhD, RN
CC Chief of Organizational Development**

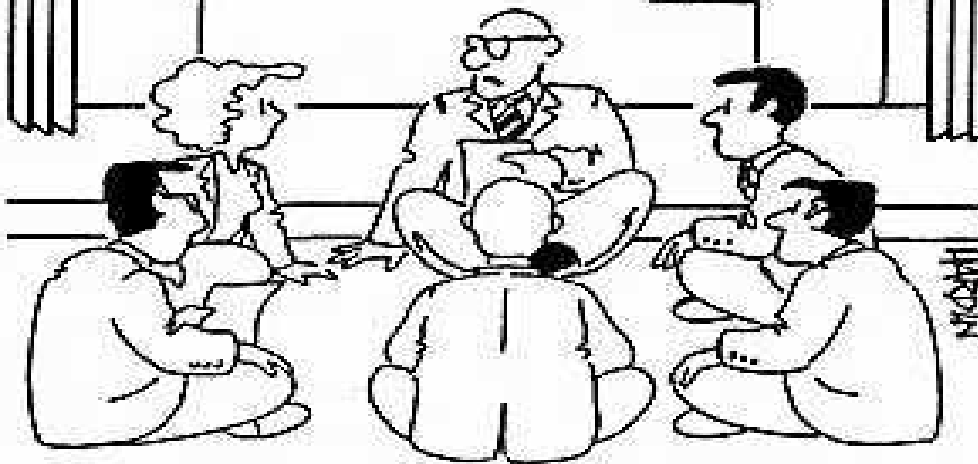
Low-Hanging Fruit



- *Provide annual and semi-annual report to organizational leadership include:*
 - *outcomes that align/support organizational goals*
 - *products,*
 - *attendance,*
 - *evaluation summaries, and*
 - *cost/per participant*

- *Engage senior leadership in education efforts and decisions:*
 - *What do they see as learning priorities in the IC?*
 - *What would success look like to them?*

www.CartoonStock.com



*"This training office anticipates
no further cost cutting measures!"*



- Build internal capacity: send your staff to develop their skills e.g., to be content experts as well as skilled facilitators, program evaluators, instructional designers, train the trainer programs.
- Develop your skills in choosing consultants: e.g., trainers, facilitators.
- Collaborate with other organizational/workforce development groups to:
 - identify similar training needs and resources for training they have found valuable.
 - invite training colleagues to attend your courses and offer feedback
 - share course outlines, training materials, why re-invent the wheel?

Guided Workshop

Questions:

1. What are some current challenges you are facing to provide service within your budget this year?
2. Have you created anything from which other training colleagues may benefit?

Training Collaborative Marketplace:

- Yellow = Seeking
- Pink = Offering



nbs
NATIONAL INSTITUTES OF HEALTH
BUSINESS SYSTEM

GovTrip Overview

NIH Training Collaborative Forum

October 29, 2008

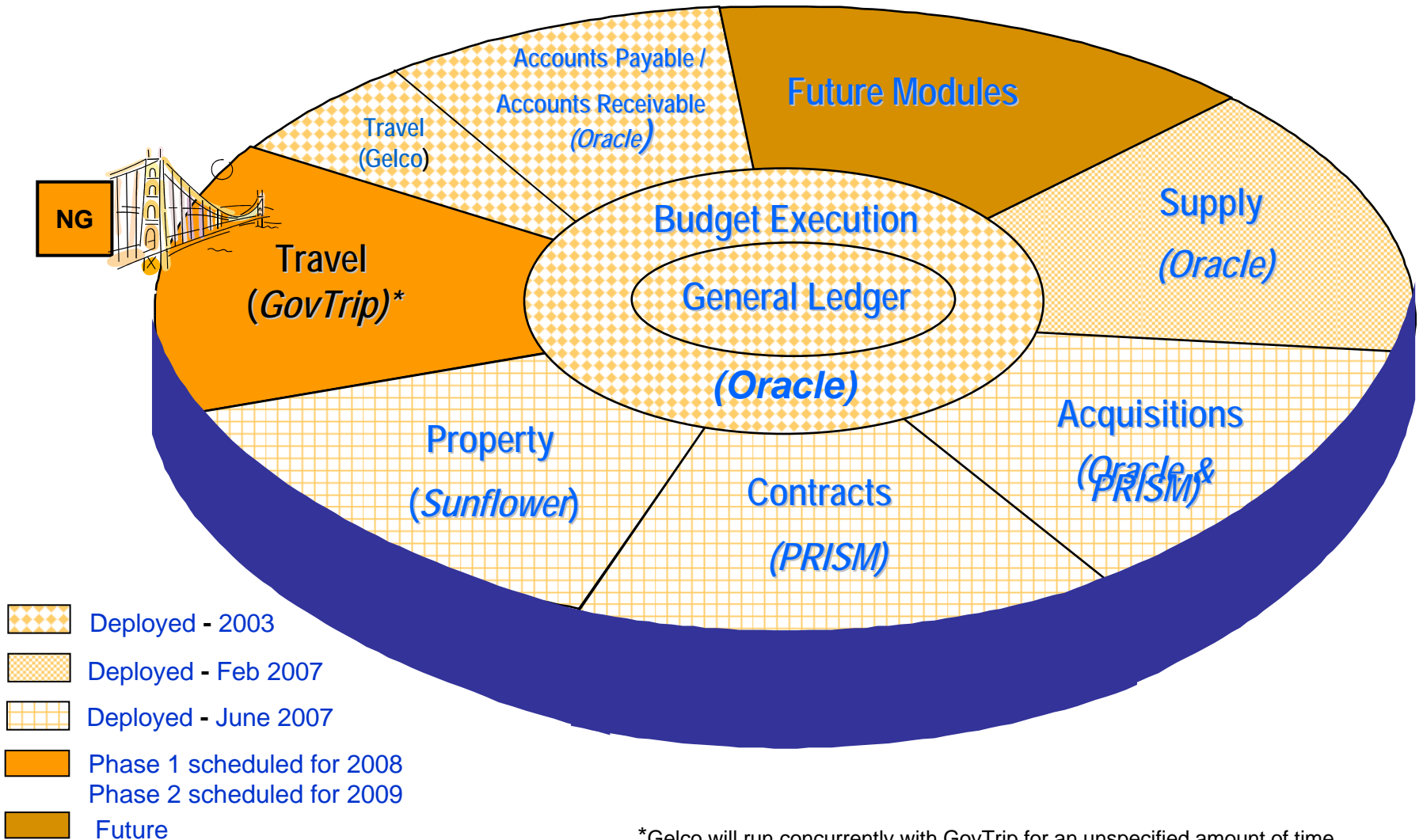
- What is GovTrip?
- Phase I Status
- Phase II
 - Pilot Selection
 - Deployment Strategy
 - Training Considerations
 - Training Timeline and Plan
- Information We Need from You

What is GovTrip?

- The travel management system scheduled to replace the Gelco Travel Manager in the NIH Business System (NBS)
- Software developed by Northrop Grumman Mission Systems (NG) to support the Federally mandated eTravel service program
- A “shared” web-based enterprise application used by DHHS, DOT, DOE, DOI, Smithsonian, Treasury, EPA, FAA and several other Federal agencies
- Its software modules are housed, configured, and supported by NG at its Fair Lakes, VA facility



Where does GovTrip Fit in to NBS?



*Gelco will run concurrently with GovTrip for an unspecified amount of time

➤ **Functionality Provided in Phase I:**

- Core GovTrip functionality – including on-line booking feature
- 7 of NIH's requirements, plus the NBS/GovTrip integration:
 - Dynamic Routing
 - Additional Edits
 - Project Accounting
 - nVision
 - eVoucher
 - Traveler Profile Interface
 - Single Sign On
- Focus on integrating the travel system with NIH's financial and reporting systems; not mission essential features such as patient, sponsored, and Advisory Committee travel
- Basic travel types:
 - Domestic Travel
 - Foreign Travel
 - Local Vouchers

➤ **Functionality Provided in Phase II:**

- Core GovTrip and Phase I functionality
- All additional NIH requirements to match current NIH Travel system capability:
 - NIH Advisory Committee Travel
 - Constructed Trip
 - Copy Function
 - Patient Travel
 - Expense Description Box
 - Default Object Class Codes
 - Default Form Enhancements
 - Sponsored Travel – Part 1
 - Sponsored Travel – Part 2
 - Adjust Advance Applied on Voucher
 - IMPACII Interface
 - Limited Open Authorizations

- Developed GovTrip governance structure that includes:
 - Business Owners
 - Advisory Board
 - Advocates
 - HPOCs

- Update on Phase I Pilot
 - Go-live for Phase 1 with limited functionality on August 18, 2008
 - Approximately 50 users in the Office of Management (OM)
 - Processing authorizations and vouchers for basic Domestic, Foreign and Local Travel only
 - Users effectively booking tickets and hotel reservations using the integrated On-Line Booking Tool
 - To date, approximately 90 authorizations and 35 vouchers have been enter in the new system

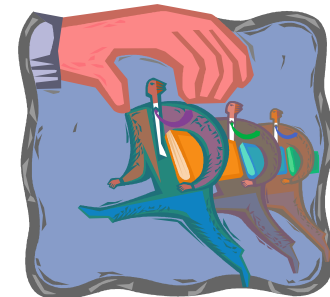
Phase II Pilot Selection

➤ Objectives:

- To apply essential criteria for selecting an IC to serve as the GovTrip Phase II pilot
- To maximize use of Phase II functionality, while affecting the fewest number of travelers

➤ Criteria considered for meeting Phase II pilot objective:

- User community size
 - Manageable number of users to train
- IC size
 - Mid-size organization
- In-depth knowledge and use of all travel types
 - Sponsored
 - Advisory Committee Meeting
 - Long-term Assignment (> 30 days; < 6 months)
- Travel frequency
 - Annual voucher counts sufficient to address milestones outlined by GSA and OMB



➤ Phase II Pilot Selection: NINDS

- Overall Deployment Strategy:
 - Run IC pilot for four weeks
 - Train and deploy remaining ICs and patient travel in three “waves”
 - “Train and go” access beginning May 26, 2009

- Recommendations for Success:
 - Train and deploy the other two recommended ICs at the beginning of Wave 1
 - Deploy each IC as a unit to the extent possible to support operational continuity
 - Train DEAS users with respective ICs to integrate them with their support group
 - Train IC Approvers before Planners to enable travel transactions
 - Train IC HPOCs before general user community to shore up support structure

- NBS Training Classes:
 - For current Gelco users only - policy will not be covered in detail
 - 3 day class for travel planners and approvers (both foreign and domestic)
 - 1 extra day for those who do sponsored travel
 - 1/2 extra day for those who do long term travel

- Training Transition
 - NBS is still working with NIHTC to determine the training transition strategy (i.e., when Gelco training will stop and NIHTC will begin for GovTrip)

- NIHTC will still do separate classes for Foreign and Domestic Travel

Phase II Training Considerations

➤ Training Approach

- Registration – LMS
- Classroom, instructor-led
- Hands-on training exercises
- Post-production support labs



➤ User Population ~ 3,000

- ~ 300 users in the IC pilot, includes Phase I OM users (April 17)
- ~ 1,350 users in Waves 1 and 2 (June 17 and July 17)
- ~ 12 users for patient travel in Wave 3 (August 14)
- Provide GovTrip training based on Gelco usage
 - In FY 2008 1,183 out of 3,854 travel users did not stamp any documents in Gelco

➤ Class Duration

- 1 day of training for Phase I OM users to learn new functionality
- 3 days of training for Phase II Travel Planners and Approvers to learn full functionality
- Separate/additional day of training for sponsored travel (~1,500 users)
- Separate/additional half-day of training for long-term travel (~300 users)

Phase II High-Level Training Plan

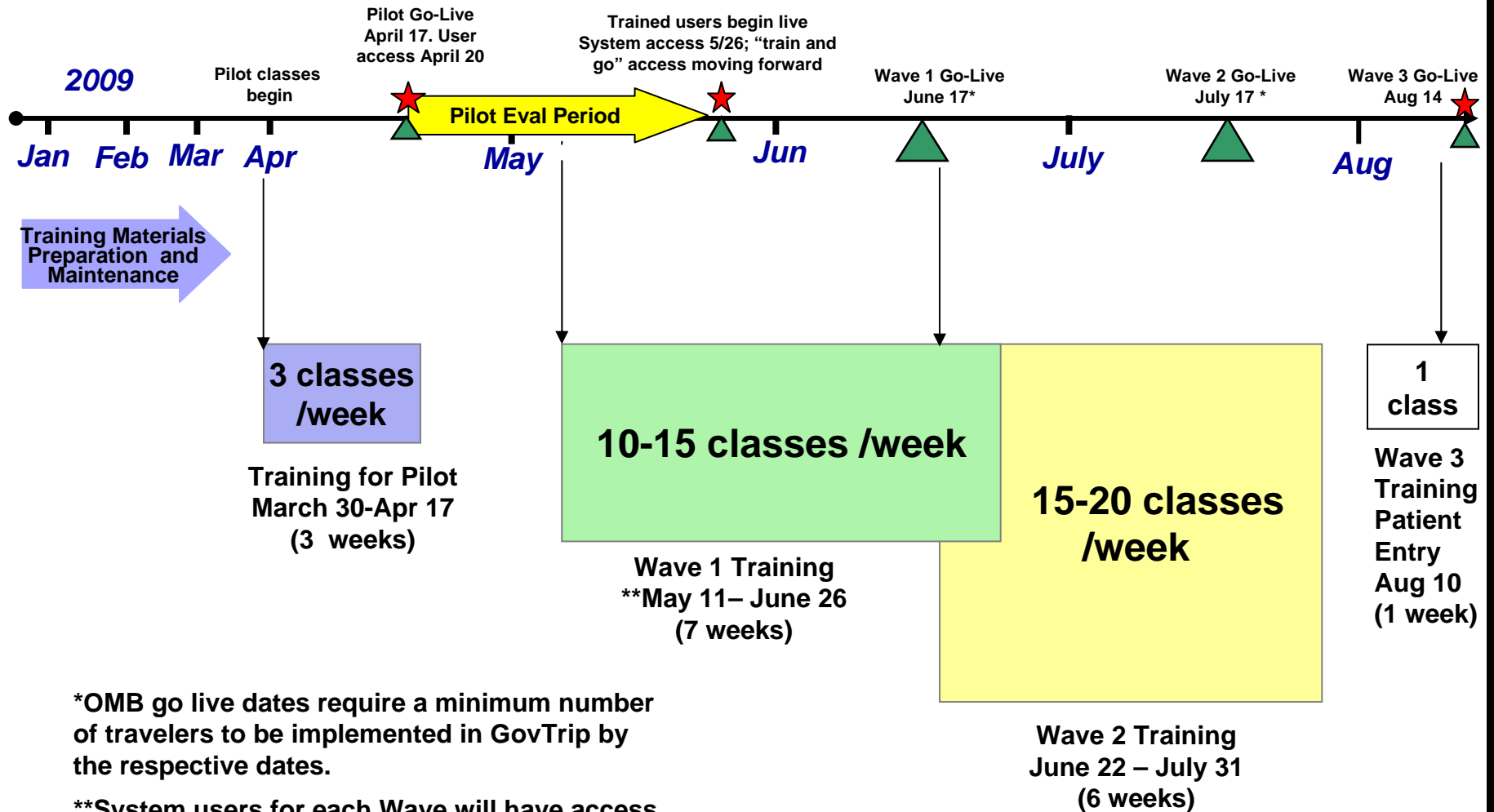
GovTrip Training High Level Plan

Date	Pilot	No. of Trainers	No of Users Trained	Wave 1	No of Trainers	No. of Users Trained	Wave 2	No. of Trainers	No. of Users Trained	Total # Trainers
30-Mar	3 classes	3 trainers	45							3
6-Apr	3 classes	3 trainers	45							3
13-Apr	3 classes	3 trainers	45							3
20-Apr	Support	3 trainers								3
11-May				15 classes	15 trainers	225				15
18-May				15 classes	15 trainers	225				15
25-May H				15 classes	15 trainers	225				15
1-Jun				15 classes	15 trainers	225				15
8-Jun				12 classes	15 trainers	180				15
15-Jun				12 classes	15 trainers	180				15
22-Jun				10 classes (some make up)	10 trainers	150	5 classes	5 trainers	75	15
29-Jun				Support	5 trainers		15 classes	15 trainers	225	20
6-Jul				Support	5 trainers		15 classes	15 trainers	225	20
13-Jul							20 classes	20 trainers	300	20
20-Jul							20 classes	20 trainers	300	20
27-Jul							20 classes	20 trainers	300	20
3-Aug							Support/Mak eup	5 trainers		5
10-Aug							Support/Patient Trnl	5 trainers	8	5
17-Aug							Support/Mak eup	5 trainers		5
24-Aug										
Total users trained			135			1410			1433	

Highlights/Risks

1. Compressed schedule allows NIH to meet the agreed to go-live dates. Increases risk to overall effort.
2. Concern exists over the ability of the Northrop Grumman training environment to support 20 simultaneous training classes
3. Concern exists over the logistics associated with running 20 simultaneous training classes; securing meeting rooms, distributing materials, securing trainers

Phase II Training Timeline



*OMB go live dates require a minimum number of travelers to be implemented in GovTrip by the respective dates.

**System users for each Wave will have access to the system as they are trained beginning 5/26/2009.

How Can You Assist?

- Meeting rooms needed from May 11 – July 27
- Room requirements:
 - At least 15 networked computers
 - One instructor station with a computer attached to an overhead
 - Available Monday-Wednesday minimum; Monday-Thursday preferred
 - Must be able to send packages (i.e., training manuals, materials, etc.) to location
 - Technical support available

NIH Competencies Initiative

Presented by: Vickie Southers

NIH Training Center

October 29, 2008





Purpose of the Presentation

- Update on NIH Competencies Initiative
- Share NIH-wide data from the AO Competencies Assessment
- Discuss new Proficiency Scale
- Share Competencies Initiative's next steps



NIH-Wide AO Competency Assessment

- Self-Assessment only
- Completed online via anonymous survey
- 480 of 546 AOs completed assessment
 - » 88% of community

NIH-Wide AO Competency Assessment

Overall Distribution of Self-Assessments								
N = 437	Percentage				Number of Administrative Officers			
	Below Target	On Target	Above Target	N/A	Below Target	On Target	Above Target	N/A
Communicate Effectively with Senior Leadership	18.8%	50.6%	29.3%	1.4%	82	221	128	6
Create and Execute Annual Strategic and/or Operating Plans	34.1%**	29.7%	12.6%	23.6%**	149	130	55	103
Financial Management	34.3%	47.4%	16.3%	2.1%	150	207	71	9
General Management	33.6%	45.3%	19.7%	1.4%	147	198	86	6
Policy and Procedure Research	46.0%	43.0%	9.6%	1.4%	201	188	42	6
Project Management	48.7%	35.2%	12.6%	3.4%	213	154	55	15

** NCI had all their AOs assess this as N/A. If we remove their data, 43.6% of the AOs are below target.



NIH-Wide Competency Assessment

- **Areas of strength**
 - » **Communication with Senior Leadership**
- **Potential skill gaps**
 - » **Create and Execute Annual Strategic and/or Operating Plans**
 - » **Project Management**
 - » **Policy and Procedure Research**

Proficiency Map Overlay

Percentage of AOs below the target level (NIH wide)						
GS Level	Communicate Effectively with Senior Leadership	Create and Execute Annual Strategic and/or Operating Plans	Financial Management	General Management	Policy and Procedure Research	Project Management
GS-5	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
GS-7	0.0%	5.3%	5.3%	10.5%	10.5%	0.0%
GS-9	9.9%	42.3%	40.8%	12.7%	28.2%	23.9%
GS-11	5.4%	12.5%	8.9%	8.9%	30.4%	46.4%
GS-12	23.7%	40.7%	46.6%	25.4%	41.5%	44.1%
GS-13	11.3%	22.6%	21.8%	63.7%	68.5%	71.0%
GS-14	68.8%	81.3%	84.4%	46.9%	68.8%	65.6%
GS-15	53.3%	60.0%	40.0%	46.7%	40.0%	60.0%

Scale	0	1	2	3	4
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Potential Causes of Skills Gap

- **Proficiency Scale Revision**
 - » Intermediate level needed between 3.0 (Proficient) and 4.0 (Master), where most skill gaps occur
- **Competency Model Modification**
 - » Ensure competencies are still valid for AO duties
- **Training/Development Needed**

Potential Solutions

Scale	Proficiency Level	Description
1	Fundamental Awareness (basic knowledge)	You have a common knowledge or an understanding of basic techniques and concepts.
2	Novice (limited experience)	You have the level of experience gained in a classroom and/or experimental scenarios or as a trainee on-the-job. You are expected to need help when performing this skill.
3	Intermediate (practical application)	You are able to successfully complete tasks in this competency as requested. Help from an expert may be required from time to time, but you can usually perform the skill independently.
4	Advanced (applied theory)	You can perform the actions associated with this skill without assistance. You are certainly recognized within your immediate organization as "a person to ask" when difficult questions arise regarding this skill.
5	Expert (recognized authority)	You are known as an expert in this area. You can provide guidance, troubleshoot and answer questions related to this area of expertise and the field where the skill is used.

Administrative Officer Competency Model

<i>Competency</i>	<i>Definition</i>
Communicate Effectively with Senior Leadership	Exchanges oral and written information effectively with upper levels of management
Create and Execute Annual Strategic and/or Operating Plans	Creates and executes strategic and/or operating plans for new fiscal years
Financial Management	Acquires and applies critical financial concepts and practices, based upon a thorough understanding of the Federal Government
General Management	Understands the level of responsibility for all projects, personnel and outcomes, and understands the tasks involved in managing assigned areas
Policy and Procedure Research	Compiles and analyzes regulations, policies, and processes in order to provide an organization with a consistent, well-defined infrastructure
Project Management	Creates and maintains an environment that guides a project to its successful completion

Potential Solutions Training and Development

The screenshot shows the NIH Human Capital Group website. The main content area is titled "Financial Management" and includes a description, key behaviors, and a table of recommended training. A callout bubble on the left points to the navigation menu with the text "Links to training opportunities".

Financial Management

Financial Management: acquires and applies critical financial concepts and practices, based upon a thorough understanding of the Federal Government.

Key Behaviors:

- Establishes and maintains realistic budgets
- Draws accurate conclusions from financial information
- Uses financial and other quantitative information to manage the organization
- Interprets and analyzes the meaning and implications of key financial indicators
- Understands overall financial performance of the organization
- Uses financial analysis to evaluate strategic options and opportunities

Recommended Training for Financial Management

Proficiency Levels	Program/Course Title & Info	Contact Info/Vendor
Baseline (1)	Purchase Card Training (FM8114)	HHS University
Baseline (1) or Progressing (2)	Budget Execution (FM 1286)	HHS University
	Budget Execution (5122)	Management Concepts
	Budget Formulation (FM1285)	HHS University
	Federal Appropriations Law (FM8178)	HHS University

In This Section

- Occupation Specific
- Administrative Officer (GS-341)
 - Communicate Effectively with Senior Leadership
 - Create and Execute Annual Strategic and/or Operating Plans
 - Financial Management
 - General Management
 - Policy and Procedure Research
 - Project Management
 - Proficiency Map
- Competency Tools
 - AO Interview Guide
 - Proficiency Scale
 - NIH IDP
- Competency FAQs

Visit the NIH Administrative Officer Competencies Website:
<http://hr.od.nih.gov/competencies/occupation-specific/341.htm>

Developmental Activities

- **Training is only one option!**
- Other activities include, but are not limited to:
 - Reading/Studying
 - Developing SOPs
 - Specific assignments
 - Rotations with customers
 - Completing/Leading special project(s)
 - Membership in professional organizations
 - Participating in committees
 - Shadowing
 - Mentoring
 - Peer coaching
 - Cross-Training (also Intramural vs. Extramural)
 - Learning Teams



Competencies Initiative's Next Steps

- NIHTC along with the IC Competency Contacts revised the NIH Proficiency Scale
- Work with SMEs to revise Proficiency Maps with new scale
- Exploring options for a Not Demonstrated level within LMS
- Evaluate the accuracy of the current AO model

NIHTC Points of Contact

- **Vickie Southers**
 - » Program Manager, NIHTC
 - » 301.435.3657
- **Jonathan Lappin**
 - » Management Analyst, NIHTC
 - » 301.435.7562

NIH Orientation (Employee Orientation and Information Program)

Presented by: Marisa Sheelor

NIH Training Center

October 29, 2008



Purpose of Presentation

- Provide information about the new NIH Orientation course in the HHS Learning Portal (a.k.a. LMS)
- Discuss benefits of having this course in the LMS
- Request support from IC Contacts and SME's
- Demo



Background Information

- Began early Spring to redesign current EOIP program to SCORM course in the LMS
- EOIP Steering Committee participated in the Beta testing early August
- Several interns participated in the Pilot testing early September
- *New* NIH Orientation went live officially October 1st



Background Information (cont.)

- PMA initiative that all training migrate to the HHS Learning Portal by September 2009
- All Federal civilian employee training must be tracked in this system
 - » HHS system of record for training
 - » Enables compliance with OPM's reporting requirement (*PMA milestone*)
- Legacy training management systems (EOIP program) must be decommissioned by December 2009 (*PMA milestone*)



Background Information (cont.)

NIH stakeholders:

- » **NIH Training Center:** manage course functionality and work with SMEs to ensure content is updated on behalf of NIH
- » **EOs:** manage overall compliance within each IC
- » **IC Contacts:** Ensure new FTEs complete the mandatory course
- » **SMEs:** Ensure IC content is updated
- » **Interfaced system owners:** NED



Benefits

- One-stop-training-shop for all HHS employees, contractors, and other staff
- Single point of access for training opportunities
- Tracking and reporting of training in one system (*including mandatory training*)
- Learners, Supervisors/Managers, Administrators, others



Statistics

- As of 1/03 11,845 completions for FTEs only
- As of 1/03 6,980 FTEs have not completed this course and are past due
- Since the new NIH Orientation course went live in LMS
 - » 123 people have taken the NIH Orientation course
 - o 56 FTEs
 - o 41 New employees
 - o 19 Fellows
 - o 7 Contractors



Assistance Needed

Provide one SME and IC contact

- » EOIP Steering Committee
- » IC contact can serve as an HPOC
- » Assist in rewriting the NIH Manual Chapter 2300-935
- » Assist with future redesign of Orientation course



Point of Contact & Information

- Marisa Sheelor (NIH/OD) - NIH Training Center
 - » EOIP Project Manager
 - » Sheelorm@mail.nih.gov
 - » 301-594-2600
- Jaime Martinez (NIH/OD)- Strategic Programs Division
 - » EOIP Project Leader
 - » Martinezja@mail.nih.gov
 - » 301-594-1456
- Additional sources of information
 - » HHS Learning Portal logon (<https://lms.learning.hhs.gov/>)
 - » Orientation Reports (<http://orientationreports.nih.gov>)
 - » HHS Learning Portal Help Desk: 1-866-246-5440;
DHSHHelp@gpworldwide.com
 - » NIH Training Center website (<http://learningsource.od.nih.gov/>)
 - » NIH Mandatory Training Inventory website
(<http://mandatorytraining.nih.gov>)



Summary

- *New* NIH Orientation course in LMS can be taken by all staff
- HHS Learning Portal will provide NIH with many benefits
 - » Single point of access for training
 - » Provides single source of tracking and reporting for this mandatory course
- Request point of contact for all IC



Demo in LMS



IC Information Exchange & Announcements

