



NIH Training Center Highlights

U.S. Department of Health and Human Services
National Institutes of Health
Human Capital Group
Workforce Support & Development Division

Learn...Discover...Grow
<http://LearningSource.od.nih.gov>

NIH Training Needs Survey Results

Thanks to all NIH staff who responded to the Training Needs Survey in November, 2007. We received more than 1,500 responses (59% Administrative staff; 41% Scientific staff). The NIH Training Center received a wealth of information about the type of training and services you would like to see us offer in the future. We also received feedback about our existing courses and services.

Survey results suggest that the NIH community—both Scientific and Administrative staff—are interested in the following courses and services:

Financial & Procurement Management

- Procurement Regulations
- Grants Management

Management, Supervisory, & Leadership Development

- Dealing with Difficult People

Communication & Collaboration

- Communicating Effectively

Computing Applications

- MS Excel

Professional Development

- Advancing Careers
- Developing Individual/ Career Development Plans

Services

- Customized Group Training
- Individual/Small Group Professional Coaching
- Creating Individual/ Career Development Plans

In addition to the results listed above, many NIH employees took the time to offer additional requests and comments. We appreciate the feedback and have already begun incorporating your suggestions into our offerings. For additional information about the Training Needs Survey, please contact Liz Rowe at Rowel@mail.nih.gov.

By Popular Demand...New Courses Available at the NIH Training Center

Communication Skills in a Culturally Diverse Workplace Course 3400 • August 5, 2008 • \$170

Effectively communicating in a diverse work group requires supervisors and employees to be self-aware, especially of biases and prejudices and to behave in a way that demonstrates that individual differences are valued in the work environment. The goal of this course is to increase awareness of culture and its impact on behavior and to provide useful tools and skills in dealing with workplace diversity.

Managing Up: Communicating with Your Boss Course 1019 • September 18, 2008 • \$170

You have 50% of the responsibility for building a positive working relationship with your supervisor—and a 100% right to have it. Whether in an administrative or technical position, this workshop will help you to understand your own communication style and that of your supervisor and develop skills to effectively communicate with him or her.

Race and Gender: Reducing Conflict in the Workplace Course 1018 • September 15, 2008 • \$275

Race and gender are the two bases upon which most EEO complaints are filed in the federal government. Most of these complaints can be traced to the manner in which employees, managers, and supervisors communicate with each other in the workplace. This workshop will include a variety of exercises to increase awareness and skills in de-escalating conflict arising out of racial and gender issues in the workplace. For example, through an empathic listening exercise, course participants will learn to truly listen to what is being said and what is not being said by carefully attending to

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verbal as well as non-verbal signals. Participants will also learn how to negotiate gender differences in communication styles and rituals. Emphasis is given to intensive interactive participation.

Gaining a Following: Leadership Skills for Non-Supervisors

Course 1017 • August 11, 2008 • \$260

This one-day course will explore the mystery of why we follow some people and ignore others. Through discussions and activities you will be able to identify the essential behaviors of a leader, learn how to think like a leader and gain valuable knowledge in how to build your own following. If you are looking to take your career to the next level, this class is for you!

Essentials of Team Leadership

Course 4005 • August 5-6, 2008 • \$797

This 2-day seminar will provide team leads with the necessary tools and techniques to move from independent contributor to effective team lead. As a team lead, truthful, caring, skillful coaching is essential. At the completion of this course, participants will be better able to manage the performance of their team through effective communication strategies, including giving constructive feedback and coaching. Team leads will be better able to cope with conflict and will have enhanced their skills in coaching for improved performance and running effective meetings.

Competency Training for Employees

Course 5336 • August 6, 2008 (half-day) • \$104

This course is designed to help employees better understand competencies and their value at the NIH, to learn how to use competency-based tools, and to discover the value of involving their supervisors in their career development. The overall goal of the training is for employees to learn how to use competencies to promote their own career development.

Coaching Employees for Competency Development

Course 5802 • September 4, 2008 (half-day) • \$152

This course enables supervisors to better understand the NIH competencies and their benefits in employee development. Supervisors will learn to identify their employees' strengths and areas for development through effective communication and coaching of concepts and skills that will build trust and motivation.

Behavioral-Based Interviewing

Course 5803 • TBD • \$152

This course has been shown to be a highly effective method of interviewing to find the best candidate for a position. This course helps support the use of NIH competencies by providing supervisors with effective questioning techniques and skills to help ensure the right person is hired for their job vacancy.

Can't Find What You Want?

If there is a course that you would like to see the NIH Training Center offer, let us know! Tel: (301) 496-6211 TTY: (301) 594-2696, or visit us on the web: <http://learningsource.od.nih.gov/requestform.asp>

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Meet the NIH Training Center Staff

Vickie Southers Program Manager

Vickie joined the Training Center in April of this year to work on the NIH competency program. Before joining the Training Center, Vickie had a long career in early childhood education, where she taught at the pre-school and Kindergarten levels. She also serves as the Director for Youth Activities for Buckeystown United Methodist Church. Vickie also spent eight years in the Federal Government as a Human Resources Specialist working for the General Accounting Office (now the Government Accountability Office) and also worked in HR at the National Institute of Standards and Technology. Vickie brings a diverse set of skills to the NIH Training Center. Her experience in education and federal human resources is valuable, as the NIH competencies initiative expands into the realm of candidate evaluation and selection.

Leadership Development Corner

If you are a GS 14, 15, SES or Title 38/42 manager at the NIH and are interested in enhancing your leadership capacity, consider participating in the NIH Senior Leadership Program. All nominations are vetted within your IC's Executive Office and participation is team-based, in groups of 4 or 6. Nominations for this 9-day intensive program will be accepted in October. Additional sessions may be added depending upon demand. Additional details will be forthcoming.

2009 NIH Senior Leadership Program Dates

Program One

Orientation: February 2
Off-Site Retreat: March 30-April 1
Day 4/5: April 21-22
Day 6/7: May 19-20
Day 8/9: May 27-28

Program Two

Orientation: May 11
Off-Site Retreat: June 22-24
Day 4/5: July 14-15
Day 6/7: July 28-29
Day 8/9: August 18-19

The NIH Senior Leadership Alumni Program will begin soon. Thank you to all program alumni that completed the interest survey. Response to developing this program is overwhelming and we received valuable feedback. The kick-off program will feature a program on **Negotiations and Collaboration**. Details to follow—stay tuned!

For additional information about the NIH Senior Leadership Program, please contact Keisha Berkley at (301) 451-7303 or berkleyk@od.nih.gov

Competencies Update

NIH competencies are now linked to specific proficiency levels. Competency Training Maps are now available for all NIH competency models:

Core Competencies which represent the basic knowledge, skills, and attributes that are applicable to all NIH employees in administrative positions.

Leadership and Management Competencies which are expected of all GS 13, 14, and 15 employees in administrative occupations.

Occupation-Specific Competencies which are for employees in specific occupational series.

Competency Training Maps can assist you in reaching target proficiency levels. Each competency has a list of courses with a link to the course provider. Several courses are even available online. For more information, visit the Competencies website at <http://hr.od.nih.gov/competencies/default.htm> or contact the Competency Help Team at competencyhelpteam@mail.nih.gov

What's New with the Learning Management System (LMS)?

All NIH staff now have accounts in the HHS Learning Portal (a.k.a. LMS). This includes Employees, Contractors, Fellows, Guests, Volunteers and Tenants. You will find links to log-in instructions, as well as a Personnel ID Look Up Page and Help Desk information all on the log in page—<http://lms.learning.hhs.gov>.

All NIH mandatory training will eventually be accessed through the LMS, so now is a great time to log in and get familiar with system and all the tools it offers you. While you're there, search the catalog for these online courses:

- **Learning with Saba:** This course offers an overview of what the LMS offers to learners.
- **Managing Team Learning:** This course offers supervisors an overview of their additional functions in the LMS.

The following learning resources are also available in the HHS Learning Portal, all **free of charge**:

NIH Clinical Center

- Age-Specific Care
- Body Mechanics
- Emergency Procedures for the Hospital
- Fire Safety Training
- Infection Control
- Patient Confidentiality and Privacy
- Patient Safety
- Performance Improvement
- Preventing Tuberculosis in the Workplace
- Standard/Universal Precautions

NIH Environmental Awareness Training

Skillsoft Online

Hundreds of courses on a variety of topics, including Project Management, Personal Development, MS Office, End User Certification, Professional IT Topics, HIPAA and Communications Skills.

USER TIP: If you're not sure of the exact title of a course, you can use the percent sign—%—as a "wildcard" before and/or after letters or words in the search box.

Coming soon to the LMS: NIH Information Security training and Privacy Awareness Training; Technology Transfer Training; Office of Equal Opportunity and Diversity Management mandatory courses; and the NIH Orientation for New Employees.

For more information and updates, visit the NIH Training Center web site at http://learningsource.od.nih.gov/LMS_info.html or contact Kim Hill, hillk@mail.nih.gov, Marisa Sheelor, sheelorm@mail.nih.gov or Jaime Martinez martinezja@mail.nih.gov.

4th Quarter FY 2008 Course Offerings

Course Title	Length	Days	Course #
NBS Sponsored Travel	1 day	7/1, 7/16, 8/15	2616
NIH Domestic Travel (NBS Travel System)	3 days	7/7, 7/21, 8/13, 9/15	2601
NIHITS II Basic and Super User Training	1 day	7/7, 8/1	5882
Managing Up: Communicating with Your Boss	1 day	7/8	1019
NIH Internal & External Requisitioner	1 day	7/8, 7/9, 8/7, 8/8	9516
NIH Supervisory Skills Training	2 days	7/8, 8/19	9511
Basic Time and Attendance Using ITAS	2 days	7/8, 8/28, 9/3	2624
Advanced Microsoft Excel 2003	1 day	7/8, 9/23	5340
Capital HR System Training	1 day	7/10, 7/25, 8/11, 8/22, 9/11, 9/22	4009
NBS Purchase Card Logs & Reconciliation Procedures	1 day	7/11	2635
NIH Purchase Card Training	2 days	7/14, 7/16, 8/11, 8/13	9512
NIH Foreign Travel (NBS Travel System)	2 days	7/14, 8/11, 8/18, 9/22	2605
Race & Gender: Reducing Conflict in the Workplace	1 day	7/15	1018
NBS Buyer-Acquisitions (Hands-on)	1 day	7/18, 8/22	5510
Introduction to NIH Property Management	4 days	7/21, 8/18, 9/2	9517
Price Reasonableness in Simplified Acquisitions	1 day	7/22, 9/8	2617
Excellence in Customer Service	1 day	7/23	8007
NIH Simplified Acquisitions Delegated Procurement	5 days	7/28, 8/4	9513
Giving and Receiving Performance Feedback	1 day	8/4	1016
NIH Buyer Contracts	2 days	8/4	9515
Communicating in a Culturally Diverse Workplace	1 day	8/5	1020
Essentials of Team Leadership	2 days	8/5	4005
Introduction to Microsoft Excel 2003	1 day	8/5	5331
Advanced Microsoft Word 2003	1 day	8/6	4543
Competency Training for Employees	1 day	8/6	5336
NBS Travel System for Organizational Administrator	2 days	8/7	2614
Strategic Planning for Management of Science & Supporting Programs	1 day	8/7	8213
Leadership Skills for Non-Supervisors	1 day	8/11	1017
Intermediate Microsoft Excel 2003	1 day	8/12	5332
Techniques for Managing Generational Mix at NIH	1 day	8/12	5905
Coaching Employees for Developing Competencies	1 day	8/20	5802
Intermediate Microsoft Word 2003	1 day	8/21	4545
Introduction to Microsoft Project 2003	2 days	8/25	5335
Time Management and Organizational Skills	1 day	8/26	5110
Advanced Microsoft Project 2003	1 day	8/27	4544
ITAS for Supervisors/Leave Approving Officials	1 day	9/2	2627
Behavioral-Based Interviewing	1 day	9/4	5803
Travel Refresher (NBS Travel System)- Hands-On	1 day	9/10	2618
Travel For Admin Officers/Approving Officials	1 day	9/24	2608

New
Class!

Course of the Quarter

Time Management and Organizational Skills for Managers and Busy Professionals at the NIH

Course 5110 • August 26, 2008 • \$429

Take this self-quiz to know if this workshop will benefit YOU!

- Do you come to work early or stay late regularly?
- Do you have trouble locating files and papers?
- Are you drowning in unread or unanswered emails?
- Does your "to-do" list grow longer instead of shorter?
- Are you putting more and more projects and tasks on the back burner?
- Is your work area aglow in sticky notes?
- Do you sometimes feel like you are neglecting your family or career, or both?
- Do you do things at the last minute?
- Are there stacks of papers or files in your area that need to be filed or dealt with?
- Do you find your weekends filling up with work?
- Do your high-quality standards make it tough for you to let go of a project?
- Do you have problems delegating to others?
- Do you have trouble saying no to requests, even when you don't have time to do what's being asked of you?

If you answered yes to more than 5 of these questions, this class is for you! Regain control of your time and end the chaos and clutter.

Register today!

Quote Of the Quarter

"If you want to be happy, set a goal that commands your thoughts, liberates your energy and inspires your hopes."

—Andrew Carnegie