



NIH Training Center Highlights

Department of Health and Human Services
National Institutes of Health
Office of Strategic Management Planning
Workforce Support & Development Division

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<http://LearningSource.od.nih.gov>

IT Courses—Coming Soon!

Beginning in early 2008, the NIH Training Center will be offering Microsoft Office classes to NIH employees. You can expect to see the following Microsoft courses advertised beginning in January: Microsoft Word, Access, Outlook, Excel and Project. If you would like more information about the upcoming technical offerings, please contact Liz Rowe at (301) 496-0264 or rowee@mail.nih.gov.

Schedule

- January 31: Intro to Microsoft Word 2003 (EPS classroom 4)
- February 5: Introduction to Outlook 2003 (Main Campus Bldg 12-A, Room B51)
- February 7: Introduction to Excel 2003 (Main Campus Bldg 12-A, Room B51)
- February 12: Intermediate Excel 2003 (EPS classroom 2)
- February 19: Intermediate Outlook 2003 (EPS classroom 6)
- March 25-26: Introduction to Project 2003 (Main Campus Bldg 12-A, Room B51)

NIH Senior Leadership Program Update

The Spring 2008 session will begin on February 4, 2008 and the following IC's will be participating: NHGRI, NIDA, NIGMS, NINR, NIAID. *Congratulations to all nominees!*

*Stay tuned—the next edition of Highlights will feature the Spring 2008 participants and illustrate “highlights” from the off-site retreat, which will be held in Queenstown, MD (the Eastern Shore).

The NIH Senior Leadership Program offers a unique opportunity for key leaders within the NIH community to convene and collectively explore and practice principles of successful leadership. The program curriculum is developed and delivered by scholar-practitioners that have extensive backgrounds in management and the delivery format includes a robust combination of case study analyses, interactive discussions and experiential learning. For eligibility

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NIH Training Center's Featured Course of the Quarter: Knowledge Management & Strategic Human Capital Training

- DO** you want to know how to retain critical knowledge in your organization before people leave?
- DO** you want to know how to best prepare for succession planning in your organization?
- DO** you want to be able to identify knowledge flows and knowledge gaps in your organization?
- ARE** you concerned about increasing innovation and creating a strong sense of community in your organization?
- THEN** you should enroll in the Knowledge Management and Strategic Human Capital course on **April 30, 2008**.

For a full course description, please visit
http://learningsource.od.nih.gov/show_details.asp?cd_crs=8800

Don't Delay—Register Today!

Tip: This course can be custom tailored for your organization. To arrange a customized course, contact Keisha Berkley at (301) 451-7303 or berkleyk@od.nih.gov

2nd Quarter
FY 2008

NIH Competency Project Update

Competency development and rollout are well underway at NIH. Models reflecting the Core and Leadership and Management competencies have been created in addition to 10 occupation-specific models including: Administrative Officers, Human Resources, Program/Management Analysis, Budget Analysis, Contracts, General Administration, Grants Management, Information Technology Management, Public Affairs and Accounting. The Core Competencies relate to all administrative employees at NIH, while the Leadership and Management Competencies are relevant to GS 13-15 administrative positions, although they can also be used by employees aspiring to leadership positions. The occupation-specific models are relevant for all employees within a specific occupational series.

Background Information about Competencies

A competency is defined as a combination of knowledge, skills and abilities that contribute to individual and organizational performance. Individual competencies are often supported by key behaviors. These behaviors are observable or measurable actions that demonstrate that an employee possesses a particular competency. A collection of competencies, typically organized into categories or clusters, is known as a competency model. Finally, competencies are measured by a proficiency scale. The proficiency scale describes an individual's level of achievement in a particular competency. The NIH proficiency scale ranges from 0-4 (0="Not Demonstrated" through 4, "Master"). The NIH scale also includes a "Not Applicable" category.

A significant amount of work has been completed by the Administrative Officer community to implement the use of competencies. Nearly 80 Administrative Officers participated in three half-day training sessions that provided background information on the development of the competencies and provided insight on how they can be used. These sessions were very successful and the NIH Training Center (NIHTC) will offer stand-up training in 2008 for all administrative staff. Beyond 2008, alternate media formats will be explored.

How Do I use the NIH Competency Model?

The first step in using competency models is self-assessment, which should be used to establish a dialogue between employees and their mentors or supervisors/managers. Through these discussions, an Individual Development Plan (IDP) should be developed outlining how to strengthen competencies through formal training and experiences. Some examples of experiential learning include:

- Accepting developmental assignments
- Shadowing subject matter experts
- Assuming rotational/detail assignments
- Working with mentors/coaches
- Participating on committees/teams/association boards

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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In addition, supervisors can begin using the behavioral based interview guides when interviewing new job applicants. Behavioral based guides can be an effective tool for determining which job applicants have the greatest potential to succeed on the job. "Best-fit" hires result in higher productivity, higher quality work, and lower turnover. Please refer to: <http://hr.od.nih.gov/employment/requirements.htm#select>

Under the "Interviewing and Selecting Candidates" section, you will find occupation-specific interview guides for the following functions:

- Administrative Officer
- Grants Management
- Contracting
- Leadership and Management

This year, the NIHTC will also be conducting an NIH-wide Training Needs Assessment, which will ask employees to identify competency areas in which employees would like further training. Using this information, the NIHTC will be better able to offer appropriate training to help fill competency gaps.

In the future, the NIHTC will be exploring various ways to use the competencies to clarify position roles and expectations for job applicants. Please continue to reference the NIH Training Center website at <http://learningsource.od.nih.gov> and future Highlights publications for more details. 3rd Quarter Highlights will feature an article illustrating how various ICs are currently using the NIH Competency Models.

For more information about the competencies initiative, please contact Kristi Porter at (301) 402-3887 or porterkr@od.nih.gov

Meet the New NIH Training Center Staff

Here are the newest additions to the NIH Training Center team.

Cheronn Collins, Program Manager



Cheronn transitioned to the NIH Training Center from the Client Services Division of the NIH Human Capital Group, where she was a Staffing and Classification Specialist. Prior to that she spent 15 years working in various positions in private industry including Employee Relations, Benefits, EEO and Affirmative Action, Community Outreach, Recruiting, Organizational Development, Training and Development and Career Development. Cheronn will manage the Management Intern and the Presidential Management Fellows intern programs.



Elena Juris, Program Manager

Elena joins the NIH from the American Association of Poison Control Centers, where she directed both public and professional education programming. She brings to the training center more than 10 years of professional experience in education and communications, combining talents in program development, content development and outreach with a varied background in implementing government, nonprofit and pharmaceutical education programs. In her new role, Elena will be managing orientation programming for a variety of audiences and fulfilling special NIH training initiatives. A published author, Elena holds a bachelor's degree from Brown University and is completing a master's degree in education from the University of Surrey.



Kristi Porter, Program Manager

Kristi spent 12 years in the Air Force as a Training & Logistics Officer, and most recently came to us from State Farm Insurance as a Learning & Development Specialist for the Pacific NW region, where she worked as a Program Manager and Performance Consultant for agency leadership. She holds a B.S. in Biology and is currently working on an M.A. in Education and Human Development from The George Washington University. Kristi will be managing the NIH Competencies Initiative and the Administrative Fellows Program.



Liz Rowe, Program Manager

Liz has been working for the Department of Health and Human Services full time since 2000. She has spent the majority of her career with the Office of the Secretary (OS), specifically the Program Support Center, Rockville Human Resources Center and HHS University. Liz also worked with the Food and Drug Administration. While at HHS University, Liz managed the Emerging Leaders Program on behalf of the Department. She also provided performance consulting services and coordinated Communications and Performance Management curriculums. Liz also has experience in human capital and strategic planning and program development. At the NIH Training Center, Liz will be providing training consultation, curriculum development, contract management and tailored event services.

Attention Training Professionals at NIH Announcing the NIH Training Collaborative Forum

Are you interested in learning about various training initiatives that are throughout the NIH community? Would you like to reconnect with your NIH training colleagues and expand your network by meeting new contacts? If so, please join us for an afternoon of networking and collaboration:

January 22, 2008 • 1 pm-4 pm • Building 45 (Natcher), Room E1-E2

For additional details and to review the program agenda, please visit:
<http://learningsource.od.nih.gov/forum.html>

Contact Elena Juris for additional information at (301) 496-3090 or jurise@od.nih.gov

Deputy Director for Management (DDM) Seminar Series

On 11/29, more than 300 NIH employees attended the DDM seminar series featuring generations experts Lynne Lancaster and David Stillman. If you missed this event, don't fret—the entire presentation is available via videocast at the DDM Series website at http://www.ddmseries.od.nih.gov/seminars_past.html

The next seminar series will be held on February 14, 2008 at the Masur Auditorium in Building 10. Dr. Al Siebert will address the NIH community on how to manage change. Immediately following the presentation, you will have an opportunity to personally meet Dr. Siebert. Please join us for what is sure to be an enlightening event!

Save the Dates

Date	Speaker	Topic
February 14	Dr. Al Siebert	Resiliency Strengths for Managing Non-Stop Change
April 17	Jim Sorenson	Improving Personal Accountability
June 12	Dr. Samuel Betances	Workforce Diversity

Is the NIH Training Center Meeting Your Needs?

In the coming weeks the NIH Training Center will be conducting a training needs assessment. All NIH employees will receive an e-mail containing a link to a brief electronic survey. The NIH Training Center will use the data gathered to drive future course offerings and training services. Please be on the lookout for the e-mail announcement and please plan to participate. Your feedback is very valuable to us!



Just when you thought new employee orientation covered it all... the NIH Training Center will be helping new administrative hires to “Fall in Love with NIH” from their very first day. Stay tuned for more details about this upcoming orientation component!

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information and additional details, please visit <http://learningsource.od.nih.gov/SLP-spring08.pdf>

Attention NIH Senior Leadership Program Alumni!

The NIH Training Center is developing a series of alumni training opportunities, events and activities tailored specifically for past participants. Surveys will be sent to all alumni soon to gather feedback. Stay tuned!

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

2nd Quarter FY 2008 Course Offerings

Course Title	Length	Days	Course #
NIH Domestic Travel (NBS Travel System)	3 days	1/7, 2/4, 3/10, 4/8, 5/5, 6/2, 7/21, 8/4, 9/15	2601
NIH Buyer Contracts	1 day	1/7, 8/4	9515
C.A.T.S.-1-New User Class	1 day	1/8, 1/10, 1/16, 1/17	1014
NIH Purchase Card Training	2 days	1/14, 1/16, 2/21, 2/25, 3/10, 3/12, 4/10, 4/14, 5/1, 5/12, 6/19, 6/30, 7/14, 7/16, 8/11, 8/13	9512
Introduction to NIH Property Management	3 days	1/14, 1/30, 2/25, 3/4, 4/30, 5/19, 6/18, 7/21, 8/18, 9/3	2622
NIH Foreign Travel (NBS Travel System)	2 days	1/14, 2/13, 3/17, 4/14, 5/12, 6/5, 7/28, 8/11, 9/22	2605
Travel for Administrative Officers & Approving Officials	1 day	1/23, 3/19, 5/14	2608
Basic Time and Attendance Using ITAS	2 days	1/29, 2/26, 3/25, 4/29, 5/20, 6/3, 7/8, 8/28, 9/3	2624
NIH Internal and External Requisitioner	1 day	2/4, 5/8, 8/7	9516
Price Reasonableness in Simplified Acquisitions	1 day	2/4, 9/8	2617
Fellowship Payment System	1 day	2/7, 3/21, 5/19, 6/11, 8/20, 9/11	2646
NBS Sponsored Travel	1 day	2/7, 5/16, 7/16, 8/15	2616
Simplified Acquisition Refresher	1 day	2/13	2607
Writing & Managing Executive Correspondence at NIH	2 days	2/14-15, 3/5-6	2115
NBS Buyer-Acquisitions (Hands-On)	1 day	2/15	5510
Electronic Purchase Log Reconciliation	1 day	2/19	2635
NBS Transition: Simplified Acquisition Review	1 day	2/20, 4/9, 6/18	8300
Techniques for Managing Generational Mix	1 day	2/28, 8/12	5905
NBS Travel for Organizational Administrators	2 days	3/5, 6/4, 8/7	2614
NIH Supervisory Skills Training	3 days	3/11, 3/25, 4/2, 4/22, 7/8, 8/19, 9/9	9511
Travel Refresher Course	1/2 day	3/13	2602
Scientific and Technical Writing	2 days	4/23	2154
Knowledge Management and Strategic Human Capital	1 day	4/30	8800

Quote Of the Quarter

“Good plans shape good decisions. That’s why good planning helps make elusive dreams come true.”

—Lester R. Bittel

