



NIH Training Center Highlights

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

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

NIH Training Collaborative Forum

On February 15, the NIH Training Center hosted the first Training Collaborative Forum of the fiscal year, at the Natcher Conference Center.

The Training Forum consists of cross-NIH contacts that meet quarterly to promote partnerships among the training community. The forum aims to:

- Enhance information sharing
- Identify current IC training offices and programs
- Leverage existing training resources
- Create cross-IC partnerships
- Foster economies of scale

Approximately 30 people attended the forum. **Melanie Keller**, Director of the Workforce Support and Development Division, provided an overview of the NIH Training A-76 Study; the NIH Competency Development Initiative and the Career and Leadership Evaluation Project. **Sharon Ballard**, NIH Training Center Program Manager, offered NIH Training Center updates and information about New Employee Orientation for OHR/OSMP, which has been commonly referred to as the Phoenix Project. **Gregg Tabachow**, NIH Training Center Program Manager, offered an update on the HHS Learning Portal and **Kristen Dunn-Thomason**, CIT Training Section Chief, discussed the Breeze program, for use in online meetings and presentations. **Marianne Marlowe, DEAS Training Manager**, concluded the program with a discussion of the DEAS training plan.

The forum was an overwhelming success and served as an excellent opportunity for learning, sharing and networking.

The NIH Training Center will host the next Training Collaborative Forum in June.

Stay tuned for the date!

If you are interested in sharing your training initiatives at the next forum, please contact Gregg Tabachow at tabachog@od.nih.gov or 301-451-7302.

It's Coming!

The New Learning Management System *It's Coming!*

Have you heard?

HHS is in the process of implementing a new Learning Management System (LMS), in which all Op/Divs must participate. This new LMS is referred to as HHS Learning Portal. HHS selected the GeoMaestro™ Learning Management System, an e-learning delivery platform, as our new Learning Portal. The purpose of this new system is to implement one department-wide system that eliminates redundant systems, while addressing agency-specific, mission critical requirements. The LMS offers a complete learning platform to develop, manage and deliver an expanded and fully integrated approach to learning and development. The online system will track and report training information such as the courses taken and completed by employees and will compile user feedback.

This data will assist us in our efforts to effectively track and manage the completion of training delivered through this venue. The GeoMaestro Learning System will be available worldwide 24 hours a day, seven days a week—including end-user technical support—providing reporting and management of training activities across the department. The system can also integrate online content development and delivery with traditional classroom training into a single system capable of supporting a truly blended learning environment, thereby enhancing agency human capital initiatives and advancing continuous learning as a strategic business investment.

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How will this affect you?

Many of you want to know how your office will be affected. The new Learning Portal will replace existing learning infrastructure with one consolidated system. All legacy systems will be replaced and/or integrated. The new consolidated Learning Portal will standardize workflow processes related to learning. In addition, it will enable reporting and management of training activities across the department and offer HHS-wide economies of scale for e-learning content. To clarify, implementation will consolidate “training management” not “training.” This is a flexible development tool that will accommodate the diverse needs of the Department.

What are the main benefits?

The new Learning Portal will make training easier to find and will be more accessible. Some of the benefits of the Learning Portal are:

- Access to training opportunities in a variety of media such as:
 - Web-based and computer-based training
 - Traditional classroom training
 - Self-paced/self-study courses
 - Group learning sessions
- Tracking of certification requirements, CEUs and completed training
- Tracking and managing of your own career development
- Linkages to the Individual Development Plan (IDP)
- Online registration for courses
- Automated approval process
- Information and access to free training courses

One of the best features of the Learning Portal, which is essential to the growth of individual employees, is having access to the Learning Portal and the vast library of FREE online learning courses 24 hours a day, 7 days a week. All you need is internet access and you can search through and take over 2000 FREE online courses!

What are the next steps?

Many of the OpDivs are currently migrating to the Learning Portal, and NIH is expected to migrate by August 31, 2006. This migration is significant for many reasons. All legacy systems, including NIHITS, will be replaced and all e-learning systems at NIH will eventually be migrated to the new LMS.

For additional information about the LMS, feel free to contact Gregg Tabachow, Program Manager, at tabachog@od.nih.gov or (301) 451-7302.

To log on to the Learning Portal, visit <http://learning.hhs.gov>

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

Linda Tran Training Assistant

Linda Tran began working for NIH in June 2005 for the NIH Work/Life Center (WLC). While with the WLC, Linda worked on several major projects including the NIH Director's Awards, the NIH Lactation Program, and the WLC website. In October 2005, Linda moved to the NIH Training Center as a Program Assistant. In this capacity, Linda maintains the accounts payable, purchasing and travel for the NIH Training Center.

Outside of NIH, Linda is involved in several other activities. She is an active member of the International Public Management Association (IPMA), working on several committees including the IPMA Eastern Region Conference Publicity Committee and the Vendor/ Sponsor Committee. Linda is also currently in the nomination process for the IPMA Executive Board as a Member at Large. In addition to IPMA, Linda is a full-time student in Junior standing pursuing her Bachelor's Degree in Business Management – Human Resources. She currently takes classes at both Towson University and Howard Community College.



Calling all Researchers, Scientists and Medical Staff at NIH

The NIH Training Center strives to provide exceptional customer service and training to both administrative and scientific research and clinical staff at NIH. An overwhelming majority of our loyal customers work in administrative positions at NIH. We are actively involved in establishing partnerships with various IC's and the Clinical Center in developing courses that appeal to the scientific research community.

Please see the following courses that are specifically tailored for the medical and scientific research staff:

Merging Minds: Special Expert Teams in Biological Science (Course ID 4101)

Special Expert Teams create ideas for solving complex problems beyond the capacity of the most gifted individual. While two-person scientific collaborations have been successful, larger collaborations have not reached their potential. Special expert team success in other arenas point to great untapped potential in biomedical science. This workshop targets NIH scientists and shows how to further expand collaboration in science to achieve higher levels of intellectual performance through teamwork. Come learn how to recognize when special expert teams are appropriate and develop the art of execution.

Scientific and Technical Writing (Course ID 2154) *Back By Popular Demand!*

Since writing is the primary way you communicate your scientific research, results, and recommendations, you want to ensure that you're choosing the right words, structure, and organization so that your message is getting across as you intend. Part of being able to write effectively, efficiently, and convincingly is understanding the tools available to you and using them appropriately. In this two-day workshop, you'll be introduced to pre-writing strategies that help you plan the document; writing strategies that help you organize, make appropriate language, logic, and structure choices; critical thinking strategies that help ensure that the document meets readers' needs while accomplishing your goals; and editing and proofreading strategies that help you polish and refine your document. This course helps writers problem-solve, think critically about their writing, and write clearly, concisely, and coherently.

Cultural Competence in Health Care (Course ID 4003)

With increasing diversity, clinical staff encounter patients of different cultural backgrounds who hold a broad range of perspectives regarding health. Cultural competency improves the effectiveness of patient-centered medicine. Cultural competence in health care involves an understanding of the importance of social and cultural influences on both the patients' and providers' health beliefs and behaviors and how these factors affect the outcome and quality of health care delivery to diverse patient populations. Being aware of patients' understanding of illness and their condition is conducive to improving communication, patient satisfaction, compliance, and overall improved health outcomes. In this

half-day course, a foundation for cultural competence in health care will be laid. Self-awareness about one's own perspective regarding health, knowledge and respect about different cultural beliefs, as well as building communication and interaction skills are the main objectives of this course.

If you work in the scientific research field and would like for the NIH Training Center to offer a particular course, or if there is a topic of interest and benefit to you and your colleagues, please contact Keisha Berkley at (301) 451-7303 or berkleyk@od.nih.gov.

Featured External Training and Development Opportunity

International Public Management Association – Human Resources (IPMA-HR) Eastern Region Training and Development Conference

The International Public Management Association-Human Resources is an organization that represents the interests of over 7,500 human resource professionals at the Federal, State and local levels of government. IPMA-HR members consist of all levels of public sector HR professionals. IPMA's goal is to provide information and assistance to help HR professionals increase their job performance and overall agency function by providing cost effective products, services and educational opportunities.

The IPMA Eastern Region Conference will be held on June 18-21 at the Hotel Washington, in Washington, D.C. Hosted by the Montgomery County, Maryland chapter, the 2006 conference promises to be an exciting opportunity for human resources professionals to come together to network and learn in our nation's capitol. Topics include:

- Human Capital Management
- Effective Communication
- Elements of Building a High Performing Workforce
- Promoting Teamwork
- How to Build a Case for Training

In addition to the daily programs, there will also be numerous social functions, which are sure to be fun and entertaining! While IPMA is a Human Resources association, anyone with an interest in these topics is certainly encouraged to attend. You don't have to be a member to participate.

To register or learn more, please visit:

<http://www.ipma-mc.org/Conference/conference.htm>

New Performance Management Appraisal Program (PMAP) to Debut in June 2006

The Office of Human Resources is working diligently to put in place a new performance program, at the best of HHS. This is a single performance program that eventually will cover all operating divisions within the department. The new performance program provides an approach to help HHS employees achieve their specific performance goals. The program focuses on three key elements:

- Improving performance and accountability
- Providing clear expectations and feedback on progress toward target outcomes, and
- Rewarding and recognizing exceptional performance for achieving challenging outcomes.

The NIH switchover is scheduled for June 2006. It replaces the NIH Performance Appraisal Program that had been in place since 1996. The new program will cover everyone (General Schedule, Title 42 and wage grade, including bargain-ing units) except SES and the Corps. A massive employee education campaign is underway to make the transition smooth and understandable.

“One key goal of the new system is to make meaningful performance distinctions,” said **Helene Noble**, director of the Workforce Relations Division in the Office of Human Resources. The new program has four “tiers” or possible employee summary ratings: Exceptional, Fully Successful, Minimally Successful and Unacceptable. This is a contrast from the present program, which uses just two (Pass/Fail). As in the current program, employees will be eligible for time off, quality step increases and special act/service awards, as well as non-monetary awards. Also, based on summary ratings, employees will be eligible for performance awards at the conclusion of performance rating cycles.

The NIH Office of Human Resources will provide guidance on how to transition to the new program at a later date. Additional details of the new plan will emerge via all-hands e-mails from HHS; mandatory online training for employees and supervisors sponsored by HHS; and a series of meetings both on and off campus where experts will explain the new system and address questions. Also, performance liaisons have been identified within each IC to serve as a resource and help ensure a smooth migration to the new program. The NIH Workforce Relations Division in OHR will partner with the NIH Training Center to provide identified training to the NIH community to help make this transition a success here at NIH.

Course #	Course Title	Length	Days
2601	NIH Domestic Travel	3 days	4/18-20, 5/8-10, 5/30-6/1, 6/5-7
2635	Electronic Purchase Logs and Reconciliation Procedures	1 day	4/3, 6/8
2614	NBS Travel System for Organizational Administrators	2 days	4/4-5
2624	Basic Time and Attendance Using ITAS	2 days	4/4-5, 5/23-24, 6/5-6
2612	Professional Service Orders	1 day	4/4, 6/6
2636	Purchase Card Training	1 day	4/5, 4/21, 5/1, 5/15, 6/7
2607	Simplified Acquisitions Refresher	1 day	4/6, 6/5
2605	NIH Foreign Travel	2 days	4/24-25, 5/22-23, 6/8-9
2646	Fellowship Payment System	1 day	4/26, 6/1
8800	Knowledge Management and Strategic Human Capital	1 day	4/27
2602	Travel Refresher Course	1 day	5/1
2627	Time and Attendance for Supervisors Using ITAS	1 day	5/1
4301	Review, Update on EEO Policies and Processing Laws	1 day	5/1
2603	Delegated Acquisition Training Program	4 days	5/2-5
8801	Writing Statements of Work	3 days	5/2-4
2154	Scientific and Technical Writing	2 days	5/8-9, 6/21-22
2609	Federal Supply Schedules	1 day	5/9
2610	Consolidated Purchasing through Contracts	1 day	5/9
2611	Buying from Businesses on the Open Market	1 day	5/10
2115	Writing and Managing Executive Correspondence at NIH	2 days	5/17-18
4101	Merging Minds: Special Expert Teams in Biological Science	1 day	6/23

3rd Quarter FY 2006 Course Offerings

Quote Of the Quarter
 “We have an innate desire to endlessly learn, grow, and develop. We want to become more than what we already are. Once we yield to this inclination for continuous and never-ending improvement, we lead a life of endless accomplishments and satisfaction.”
 —Chuck Gallozzi, Author and Founder of the Positive Thinkers Group

Corrections
 From the FY 2006 2nd Quarter Edition: Jack Snyder was incorrectly identified as Jack Synder and Diana McCutcheon was incorrectly identified as Diana McCucheon.