Department of the Interior

UNIVERSITY

Fiscal Year 2009 Courses, Programs, and Events

Contents

DOI University

Message from the President

Welcome to DOI University! This fall marks the tenth anniversary of DOI University, and we are very proud of our accomplishments and growth over the past decade. But while we celebrate the past, our focus is on the future and our commitment to developing the future leaders in the federal government. We have a talented and dedicated staff who take great pride in our commitment to our customers and in delivering high-quality training products and services that have a positive impact on the individual and the organization. This people-centered approach can be found in our classroom training, technology-enabled learning, certificate programs, intern and leadership programs, fellows programs and speaker forums that are offered in our Learning Centers, located in Albuquerque, New Mexico; Anchorage, Alaska; Denver, Colorado; and Washington, DC. Technology-Enabled Learning has offices in Denver, Colorado, and Washington, DC. We also deliver training programs on site to customers who need a customized curriculum.

In FY08, approximately 4500 federal employees participated in more than 200 learning opportunities through our classroom training, intern programs, leadership programs, and certificate programs. In addition, more than 600 people heard from accomplished authors speaking on topics such as leadership and management, global issues, health and wellness, and the environment in our forum series: The Government-wide Forums in Denver, Colorado and Washington, DC; the Senior Executive Service Forums, and the DOI Executive Forums. In FY09, we are ready to respond to the changing needs of the federal government by offering competency-based programs that offer practical solutions and address development and certification requirements for specific positions.

I invite you to participate in the many exciting programs at DOI University and to experience, first-hand, the quality customer service that is the hallmark of the National Business Center.

See you in class!

Lynn McPheeters

Lynn McPheeters, President
DOI University

DOI University Points of Contact and Locations

Learning Centers

Albuquerque, New Mexico
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Fellows and Leadership Programs Points of Contact

Presidential Management Fellows Program
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Senior Executive Service Candidate Development Program (SESCDP)
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Pathways to Leadership Program
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Executive Assistant Certificate Program
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Intern Programs Points of Contact

Government-wide Acquisition Management Intern Program
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Financial Management Career Intern Program (FMCIP)
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Speaker Series Point of Contact

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Technology-Enabled Learning Point of Contact

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Training Cancellation Policy

The following policy applies only to fee-based courses offered through DOI University.

DOIU Canceled Courses

If DOI University must cancel a course, our staff will notify students by phone, email or fax. A full tuition refund will be given for any course DOIU cancels.

Cancellations/Refunds/No Shows

We design our courses to optimize your learning experience, so each course accommodates a limited number of participants. If you must cancel, please provide written notification either through email or fax as early as possible. For a full refund, your cancellation notification must be received at least 10 business days prior to the course-start date. There are no refunds for cancellation notifications received after that time, or for no-shows.

Substitutions/Rescheduling

Course enrollment substitutions are acceptable any time up to the course-start date. Students and agencies are also allowed the opportunity to reschedule. Again, notification of rescheduling should be in writing, sent by email or fax. These notifications must be received at least 10 business days prior to the course-start date. Requests received after that time will be treated as cancellations.

Course Curriculum

Executive Assistant Certificate Program

Course Description:

The Executive Assistant Certificate Program (EACP) offers participants the opportunity to acquire the knowledge, skills, and abilities needed to assist federal-government managers. The purpose of the program is to develop a cadre of highly skilled, motivated, and professional administrative-support staff to meet the future needs of the federal government.

Candidates selected for the Executive Assistant Certificate Program have a unique opportunity to improve their skills through a formal 80-hour classroom training program. The EACP will provide training in the following modules:

Modules:

- Accomplishing the Federal Government Mission
- Office Management
- Interpersonal Skills/Personal Profile Systems (PPS)
- Grammar & Writing Skills
- Time and Stress Management
- Public Speaking Skills
- Putting It All Together

Target Audience: This program is open to full-time permanent employees of the Department of the Interior, and targets junior or newly assigned, high-potential administrative/support staff. Employees wishing to be considered for this program must be recommended by their supervisors. For more information on application procedures, please visit the DOIU website: www.doi.gov/training.

Dates/Locations:

- February 2–6, 2009   Shepherdstown, West Virginia
  and March 9–13, 2009

(Additional dates and locations may be announced at a later date.)

Time: For specific class times and room locations go to: www.doi.gov/training

Competencies Addressed: Written Communication, Oral Communication, Individual Effectiveness, Customer Service, Presentation Skills, Time and Workload Management, Problem Solving

Tuition: All federal employees…$2,199

Accomplishing the Federal Government Mission

This course shows how to present a positive, competent, and professional image that reflects the standards and missions of the Department of the Interior. Specific knowledge and skills needed to convey credibility, authority, and integrity in the business environment are emphasized. Participants will be able to:

- Explain the Department of the Interior's mission and goals
- Recognize the value of aligning personal goals and values with those of the Department of the Interior
- Manage business relationships more effectively
- Increase their levels of proficiency in areas critical to the role of executive assistant in the Department of the Interior

Office Management

This course is designed to strengthen the ability to manage the cooperative efforts of a busy office environment, including specific work assignments and interactions with other divisions and bureaus. In this course, participants will learn to:

- Identify elements (people, resources, equipment) essential to achieving the highest levels of productivity and efficiency
- Identify ways to enhance and improve upon current office-management procedures and processes
- Clarify the role and duties of an "office manager" in the Department of the Interior

Interpersonal Skills/Personal Profile Systems (PPS)

The Personal Profile System personality instrument will help you better understand yourself and the people with whom you work and live. A second, vital ingredient for being an excellent communicator is a clear understanding of the dynamics of interpersonal communication. Good interpersonal skills allow for win-win relationships and outcomes. During this course, participants will:

- Recognize the importance of feedback and self-disclosure in establishing and improving relationships
- Maximize the strengths and minimize the weaknesses of their profiles
- Discuss their behavioral profiles, and recognize behavioral tendencies in others, as well as how to appropriately respond in given scenarios
- Recognize non-verbal behavior and its importance to interpersonal communication
- Discuss the communication model, as well as the barriers to communications

Grammar and Writing Skills

Good writing combines big-picture, conceptual understanding with nuts-and-bolts knowledge of grammar and punctuation. This course will help you maintain a big-picture view of writing, as well as understand and use the "nuts and bolts." In addition, this session will clarify the benefits and dangers of email, as well as associated federal and agency guidelines for its use. Participants will be able to:

- Apply basic grammar and punctuation rules
- Practice writing, editing, and proofreading their own and others' work
- Minimize "bureaucratese" and opt for plain language to increase the readers' understanding
- Explain the benefits and dangers of email, as well as federal and agency guidelines for using it

Time and Stress Management

This course is designed to help individuals learn to better manage their personal time, manage their time in relation to their supervisors' time, and minimize their stress levels. Participants will be able to:

- Recognize the difference between time management and self-management, as well as how to address external time-wasters
- Practice prioritizing a supervisor's day
- Apply time-management techniques to make the most of their time at work and at home
- Recognize the causes, symptoms, and stages of stress
- Identify multiple methods for reducing stress in their lives
- Develop goals to help apply self- and stress-management skills

Public Speaking Skills

This course is designed to help participants minimize their fear of speaking in public, and gain confidence in assembling and giving presentations. Participants will:

- Develop strategies to deal with speaker's stress
- Employ techniques to quickly organize and deliver clear, concise presentations
- Design and use appropriate visual aids
- Develop goals to apply and strengthen presentation skills

Putting It All Together

This segment gives participants the opportunity to review and clarify the value of the learning modules presented throughout the two-week program. Participants identify ways to apply the lessons learned into specific areas of their work, and to create an individualized action plan to help them achieve this goal.

Foundations in Leadership Program (FIL)

Course Description:

This is a competency-based program designed to provide introductory leadership skills to mid-level administrative and support staff. Candidates selected for this program will have a unique opportunity to explore and expand their leadership potential and technical competence in a formal 80-hour classroom training program. The program emphasizes leadership skills such as critical thinking, problem solving, influencing, negotiating, and conflict resolution, as well as oral and written communications, interpersonal skills, and the federal budget process.

FIL Program Modules:

- Leadership Part 1—Foundations of Leadership
- Leadership Styles, Personal Leadership, Power & Influence, Analytical Thinking and Decision Making
- Writing for Results
- Leadership Part 2—Applied Leadership Skills
- Individual Effectiveness, Interpersonal Communications, Critical Thinking, Problem Solving, Negotiating and Conflict Resolution
- Federal Budget Process Overview
- Putting It All Together

Target Audience: This program is open to full-time permanent federal employees and is geared toward high-performing mid-career administrative and support staff. Supervisory recommendation must be submitted prior to confirmation of program enrollment. For additional program information, please visit the DOIU website: www.doi.gov/training.

Dates/Locations:

- December 8–12, 2008 and   Washington, DC
  January 12–16, 2009
- April 13–17, 2009 and   Albuquerque, New Mexico
  May 18–22, 2009

Time: For specific class times and room locations, go to: www.doi.gov/training

Competencies Addressed: Budget, Individual Effectiveness, Problem Solving, Communication, Analytical Skills, Leadership

Tuition: All federal employees…$2,199

Leadership Part 1—Foundations of Leadership

Participants will have many opportunities to reinforce their learning through the use of role-playing, self-assessments, case studies and a variety of small- and large-group activities. During the first two days of leadership training, participants will:

- Explore the foundations of leadership
- Define leadership and explore the characteristics of effective leadership
- Identify various leadership styles and when to use each
- Explore personal leadership and assess individual leadership skills
- Explore power and influence from a personal perspective
- Practice analytical thinking and the decision-making process

Writing for Results

In our jobs, we write for many reasons; conveying information and requesting action are two of the most important. Effective writers produce clear, concise, and correct messages that get results, contribute to the mission of the organization, and increase the writers' value to that organization. In this course, participants will learn to:

- Write clearly, concisely, and correctly, in "plain language"
- Follow an orderly series of steps to produce effective writing
- Plan and organize points clearly and logically, using effective transitions
- Explore the importance of tone and discretion to avoid offending their readers
- Use fundamental research methods to support their subject
- Develop clear, concise, audience-appropriate messages
- Use email effectively within the office environment

Leadership Part 2—Applied Leadership

Participants will have many opportunities to reinforce their learning through the use of role-playing, self-assessments, case studies and a variety of small- and large-group activities. The second portion of leadership training builds upon Leadership Part 1 by exploring leadership from a more personal viewpoint and providing opportunities for practical application. During this course, participants will:

- Identify their personal leadership styles
- Explore and increase personal effectiveness
- Identify techniques for effective interpersonal communications
- Practice critical-thinking and problem-solving techniques in the decision-making process
- Identify and use effective conflict-resolution techniques

Federal Budget Process Overview

Congress has constitutional power of the purse. It has a significant impact on the budget authority an agency will receive. Understanding the life cycle of an appropriation and what's involved in each phase is extremely important for those responsible for using budgetary resources, or for supporting professionals with that responsibility. This course will introduce participants to the four phases of the federal budget process, laws, and regulations. It will also explain how important their role is during each phase. During this two-day course, participants will:

- Understand budget authority and the background of the budget process
- Recognize the importance of the Anti-Deficiency Act
- Outline the life cycle of an appropriation
- Review the Department of the Interior's appropriation
- Define budget-related terminology such as "full-time equivalents"
- Learn and apply formulas and other estimating techniques used in budgeting
- Understand the major issues in budget execution

Putting It All Together

This portion of the program gives participants the opportunity to review and clarify the value of the learning modules presented throughout the two-week program. Participants identify ways to apply the lessons learned into specific areas of their work and to create an individualized action plan to help them achieve this goal.

Project Management Associate's Certificate Program

Program Description:

The **Associate's Certificate in Project Management** is being offered in support of the Department of the Interior's (DOI, Interior) strategic goal of developing, training and certifying project managers for all non-major and major investments. DOI is committed to developing qualified project managers with the professional knowledge, skills, tools and experience to guide DOI projects effectively and efficiently.

Target participants for this program are project leaders, project team members, those new to project management, other professionals who work with project managers, or anyone seeking professional development in project management.

This training program prepares project managers for the Certified Associate Project Manager (CAPM) or Project Management Professional (PMP) certification through the Project Management Institute (PMI). The Associate's Certificate program provides individuals the necessary required project-management-course training hours for their PMP certification.

To earn the Associate's Certificate, you must successfully complete the three-course modules listed below within two years. Although you may take these courses in any order, we recommend participants start with the introductory Managing Projects, offering basic project management terminology and principles. After completing the three-course series, you will receive the Associate's Certificate from George Washington University School of Business and Public Management. All courses taken for the Associate's Certificate may be applied toward a Master's Certificate in Project Management.

This training program also supports the federal FAC-P/PM certification requirements. FAC-P/PM is required for program and project managers who have been assigned to major acquisitions as defined in OMB Circular A-11, Part 7, exhibit 300. Under this three-tiered certification program, essential competencies for the program and project management community were developed and grouped into five coursework areas. These areas are acquisition, project management, leadership/interpersonal, government-specific and earned-value management.

Modules:
- Managing Projects (3 days)
- Risk Management (3 days)
- How to Gather and Document User Requirements (3 days)

Complete details, such as course descriptions, competencies and learning objectives, can be viewed for each course at: www.doi.gov/training.

Target Audience: Employees requiring certification to manage major and non-major projects

Dates/Locations:

Managing Projects

- October 28–30, 2008   Denver, Colorado
- November 18–20, 2008   Washington, DC
- December 2–4, 2008   Albuquerque, New Mexico

Risk Management

- January 27–29, 2009   Denver, Colorado
- February 17–19, 2009   Albuquerque, New Mexico
- March 3–5, 2009   Washington, DC

How to Gather and Document User Requirements

- January 6–8, 2009   Washington, DC
- January 13–15, 2009   Albuquerque, New Mexico
- March 10–12, 2009   Denver, Colorado

Tuition: All federal employees…$2,360

Project Management Master's Certificate Program

Program Description:

The **Master's Certificate in Project Management** is being offered in support of the Department of the Interior's (DOI, Interior) strategic goal of developing, training and certifying project managers for all non-major and major investments. DOI is committed to developing qualified project managers with the professional knowledge, skills, tools and experience to guide DOI projects effectively and efficiently.

Target participants for this program are project leaders, project team members, those new to project management, other professionals who work with project managers, or anyone seeking professional development in project management.

This training prepares project managers for the Certified Associate Project Manager (CAPM) or Project Management Professional (PMP) certification through the Project Management Institute (PMI). The Master's Certificate in Project Management provides individuals the necessary required project-management-course training hours for their PMP certification.

To earn the Master's Certificate, you must successfully complete the seven-course modules listed below within four years. Although you may take these courses in any order, we recommend participants start with the Associate's Certificate series, offering basic project management terminology and principles. After completing the seven-course series, you will receive the Master's Certificate from George Washington University School of Business and Public Management. All courses taken for the Associate's Certificate apply toward a Master's Certificate in Project Management.

This training program also supports the federal FAC-P/PM certification requirements. FAC-P/PM is required for program and project managers who have been assigned to major acquisitions as defined in OMB Circular A-11, Part 7, exhibit 300. Under this 3-tiered certification program, essential competencies for the program and project management community were developed and grouped into five coursework areas. These areas are acquisition, project management, leadership/interpersonal, government-specific and earned-value management. Completion of this training program will satisfy all entry-level certification requirements; the exceptions are government-specific coursework areas developed by the Federal Acquisition Institute (FAI).

Core Modules:

- Managing Projects (3 days)
- Risk Management (3 days)
- How to Gather and Document User Requirements (3 days)
- Scheduling and Cost Control (4 days)
- Source Selection: The Best-Value Process (4 days)

- COTR: Management of IT Services Contracts (3 days)
- Project Leadership, Management, and Communications (3 days)

Complete details, such as course descriptions, competencies and learning objectives, can be viewed for each course at: www.doi.gov/training.

Dates/Locations:

Managing Projects

- October 28–30, 2008   Denver, Colorado
- November 18–20, 2008   Washington, DC
- December 2–4, 2008   Albuquerque, New Mexico

Risk Management

- January 27–29, 2009   Denver, Colorado
- February 17–19, 2009   Albuquerque, New Mexico
- March 3–5, 2009   Washington, DC

How to Gather and Document User Requirements

- January 6–8, 2009   Washington, DC
- January 13–15, 2009   Albuquerque, New Mexico
- March 10–12, 2009   Denver, Colorado

Scheduling and Cost Control

- February 23–27, 2009   Albuquerque, New Mexico
- March 10–13, 2009   Washington, DC
- April 13–16, 2009   Denver, Colorado

Source Selection: The Best-Value Process

- March 23–26, 2009   Albuquerque, New Mexico
- June 9–12, 2009   Washington, DC
- May 18–21, 2009   Denver, Colorado

COTR: Management of IT Services Contracts

- June 16–18, 2009   Denver, Colorado
- July 7–9, 2009   Albuquerque, New Mexico
- August 4–6, 2009   Washington, DC

Project Leadership, Management and Communications

- April 28–30, 2009   Washington, DC
- May 5–7, 2009   Albuquerque, New Mexico
- August 4–6, 2009   Denver, Colorado

Tuition: All federal employees…$5,560

⭐ *New Class*

Assistance Agreements for Assistance Agreement Representatives

Course Description:

This class provides detailed information on the basics for establishing agreements and the terms, provisions and circular requirements that affect the performance and administration of assistance agreements. Participants will develop an administration plan for agreements, from the initial appointment of representatives through agreement closeout.

Learning Objectives:

- Review agreements and legislative authorities
- Monitor payments, work activities, and financial reports
- Manage records to document performance, completion or termination
- Know budget and program revisions, financial requirements, program income, and cost sharing

Target Audience: Program personnel responsible for participating in the drafting and administration of agreement, as well as employees who work with assistance agreements

Dates/Locations

- February 24–26, 2009   Anchorage, Alaska

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Federal Financial Assistance Process

Tuition: All federal employees…$400

Advanced Simplified Acquisition Procedures

Course Description:

This course provides experienced purchasing and contracting personnel operating under Part 13 of the FAR with updated and expanded information on simplified acquisition methods. Coverage includes: evaluation of quotes for award, administration of purchase orders, and negotiation skills and techniques. Subjects include: Legislative and Regulatory Update, Pre-Award Issues, Solicitation Provisions and Contract Clauses, Labor Law Requirements, The RFQ Process, Evaluation of RFQs, Contract Payments, Contract Disputes, Negotiation Techniques.

Learning Objectives:

- Identify customer requirements
- Locate sources of supply
- Solicit for competition
- Receive and evaluate quotations
- Prepare appropriate procurement documents
- Use appropriate purchasing methods
- Make contract awards
- Ensure contract performance

Target Audience: Employees making small purchases of goods and services available from Federal Supply schedules or from the open market that fall within the simplified acquisition threshold

Dates/Locations

- October 6–10, 2008   Denver, Colorado

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Competencies identified in the Contracting Officer Workbook are addressed in this course

Tuition: DOI employees…None   Other federal employees…$600

Basic Simplified Acquisition Procedures

Course Description:

This course provides the participant information about Simplified Acquisition Procedures and required sources, including thresholds that currently apply to purchasing under the revised Part 8 and Part 13 of the FAR. It is suitable for new and experienced purchasing and contracting personnel.

Learning Objectives:

- Know the federal-acquisition process
- Identify the standards of conduct for procurement officers
- Know how to acquire supplies from established sources on the open market
- Describe the use of Requirement Documents/Credit Cards/Blanket Purchase Agreements

Target Audience: Employees making small purchases of goods and services available from Federal Supply schedules or from the open market that fall within the simplified acquisition threshold

Dates/Locations

- October 20–24, 2008   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Competencies identified in the Contracting Officer Workbook are addressed in this course

Tuition: DOI employees…None   Other federal employees…$600

Acquisition Management Courses

CON 100: Shaping Smart Business Arrangements (DAU Equivalent)

Course Description:

This course is designed for personnel newly assigned to the field of contracting. The course provides a comprehensive overview of the federal contracting process and environment. This course will help students develop the skills to make solid business decisions and offer sound advice to customers, in support of the customer's mission and in compliance with the regulations. Practical exercises include small group exercises to help prepare students for real-world situations that include the interdependent and sometimes conflicting forces of government branches, agencies and contracting activities, industry, and other forces.

Learning Objectives:

- Understand mission support in the acquisition environment
- Identify customers' missions
- Work effectively as a member of the acquisition team
- Clarify student's role in working with financial and contractor communities
- Develop skills to provide sound business advice to customers
- Establish goals for personal career growth

Target Audience: Employees who are on track to become contract specialists

Time: For specific class times and room locations, go to www.doi.gov/training.

Dates/Locations:

- February 2–6, 2009   Denver, Colorado
- February 9–13, 2009   Albuquerque, New Mexico

Competencies Addressed: Competencies identified in the Contracting Officer Workbook are addressed in this course

CLP Credits: 40

Tuition: All federal employees…$500

CON 112: Mission Performance Assessment (DAU Equivalent)

Course Description:

This course takes mission support to its natural conclusion: performance and completion of the contract. The course focuses on the use of performance metrics to evaluate contractor performance and assure compliance with contract requirements, from award through closeout. The emphasis is on working with the customers and the contractors to assure that mission requirements are, and continue to be, met. Students will explore assessment methods, remedies for delays and noncompliance, preparing and pricing contract modification; dealing with disputes and claims, and closing out contracts upon completion.

Learning Objectives:

- Plan contract administration using agency practices
- Maintain customer satisfaction by monitoring and evaluating contractor performance
- Identify procedures for resolving contract disputes
- Select and pursue formal remedies
- Modify contracts and make equitable adjustments
- Identify appropriate reasons for contract termination
- Identify the methods of contract financing for commercial and noncommercial items
- Recognize fraudulent claims
- Close out completed contracts

Target Audience: Contract specialists

Time: For specific class times and room locations, go to www.doi.gov/training.

Dates/Locations:

- April 20–24, 2009   Denver, Colorado

Competencies Addressed: Competencies identified in the Contracting Officer Workbook are addressed in this course

CLP Credits: 40

Tuition: All federal employees…$500

CON 120: Mission-Focused Contracting (DAU Equivalent)

Course Description:

This course is a comprehensive, hands-on study of the entire acquisition process. Through the use of an integrated case study, this class takes the participant from the initial meeting with a customer to contract completion and closeout. This course builds on the knowledge and skills acquired in CON 110, 111, and 112 by giving participants an opportunity to apply what they've learned. Topics covered: mission strategy planning, leadership skills, preparation of solicitations, solicitation/evaluation/award, performance assessment and quality assurance, contract closeout.

Learning Objectives:

- Provide customers sound information and advice
- Cooperatively develop complete purchase-request packages
- Lead an acquisition team
- Prepare a synopsis and a solicitation
- Evaluate offers and award contracts
- Evaluate price reasonableness and conduct price negotiations
- Monitor contractor performance and apply appropriate remedies
- Modify contracts, exercise options, and complete contract-closeout process

Target Audience: This course is designed for federal employees new to the contracting workforce or non-contracting employees who play a role in the acquisition process.

Prerequisites: Completion of CON 110 (Mission Support Planning), CON 111 (Mission Strategy Execution), and CON 112 (Mission Performance Assessment)

Time: For specific class times and room locations, go to www.doi.gov/training.

Dates/Locations:

- October 27–November 7, 2008   Albuquerque, New Mexico
- March 9–20, 2009   Albuquerque, New Mexico

Competencies Addressed: Competencies identified in the Contracting Officer Workbook are addressed in this course

CLP Credits: 80

Tuition: All federal employees…$775

★ *New Class*

CON 214: Business Decisions for Contracting (DAU Equivalent)

Course Description:

This course focuses on planning successful mission-support strategies and executing acquisitions that facilitate attainment of mission goals. Students will study techniques for building solid business relationships, analyze the benefits of strategic sourcing and spend analysis, review the consideration involved in providing contract financing, study subcontracting challenges and learn how to analyze information necessary to determine contractor responsibility. Upon successful completion of this course, students will be able to identify how business relationships affect customer support, identify a strategic sourcing recommendation based upon the results of a spend analysis, identify contract risks and appropriate management strategies, select the appropriate contract financing terms and/or conditions for a given contact, determine subcontract requirements, identify the source selection processes and procedures, and determine if a contractor is responsible.

Learning Objectives:

- Assignment of claims
- Contract risk analysis
- Handling and avoiding protests
- Contractor responsibility determination
- Strategic sourcing applications
- Source Selection procedures
- Spend Analysis methods
- Subcontracting issues

Target Audience: GS-1102 Contract Specialists with two years of contracting experience who have completed Level I contracting training

Prerequisites: Level I contract training (CON 100 series)

Time: For specific class times and room locations, go to www.doi.gov/training.

Dates/Locations:

- July 20–24, 2009   Albuquerque, New Mexico

Competencies Addressed: Problem Solving, Customer Service, Accountability, Decisiveness

CLP Credits: 40

Tuition: All federal employees…$500

Acquisition Management Courses　　⭐ New Class

CON 215: Intermediate Contracting for Mission Support (DAU Equivalent)

Course Description:

This capstone course presents a case study in which students demonstrate their ability to develop and execute business strategies to meet customer requirements. During this course students will work on developing critical thinking skills, analyzing customer needs, developing procurement strategies, and enhancing source selection skills required for successful contract performance.

Learning Objectives:

- Learn to develop a variety of options and alternative strategies to meet mission needs and promote customer satisfaction
- Learn how to apply appropriate law, regulations and policies to a complex procurement
- Learn how to apply formal source selection procedures
- Learn how to conduct a competitive discussion and execute the appropriate contract arrangement to support customer needs

Target Audience: GS-1102 Contract Specialists who have completed Level I contracting training and CON 214

Dates/Locations:

- January 26–February 6, 2009　　　　　Denver, Colorado

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Competencies identified in the Contracting Officer Workbook are addressed in this course.

🎗 CLP Credits: 80

Tuition: All federal employees…$1,170

Acquisition Management Courses

★ *New Class*

CON 218: Advanced Contracting for Mission Support (DAU Equivalent)

Course Description:

This capstone course presents a case study in which students participate in practical exercises involving acquisition planning, cost analysis, negotiation, award and administration of a sole-source research and development, contract; and acquisition planning, source selection, award, and administration of a competitive production contract. Students will demonstrate their ability to negotiate fair and reasonable prices and to consider the legal implications of various contract situations. The course helps students to develop critical thinking, costs analysis, negotiation and contract administration skills necessary for successful contract performance.

Learning Objectives:

- Learn to develop a proactive strategic approach to satisfy the customer's evolving requirements
- Learn how to take appropriate action to resolve various situations with legal implications
- Learn how to use a DCAA audit report to prepare a negotiation objective
- Learn how to apply the full range of contract pricing techniques to develop a per-negotiation objective
- Learn how to develop a negotiation strategy for, and conduct, a noncompetitive negotiation.
- Learn how to manage contract performance in accordance with the contract

Target Audience: GS-1102 Contract Specialists who have completed Level I contracting training and CON 214, CON 215, CON 216, and CON 217

Dates/Locations:

- July 20-31, 2009   Denver, Colorado

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Competencies identified in the Contracting Officer Workbook are addressed in this course.

🎗CLP Credits: 80

Tuition: All federal employees…$1,170

★ *New Class*

CON 244: Construction Contracting (DAU Equivalent)

Course Description:

This course is based on Part 36 of the FAR and related clauses, and provides the participant with a complete and extensive look at Construction Contracting. This coverage includes planning for the project, specification and solicitation preparation, contract award and administration, and contract completion.

Learning Objectives:
- The Pre-Solicitation and Solicitation Phase
- Bid Evaluation and Award
- Contract Administration Planning and Clauses
- Contract Administration
- Delays
- Modifications
- Remedies
- Contract Closeout

Target Audience: Contracting personnel involved in the formation and administration of construction contracts

Prerequisites: Level I contract training (CON 100 series)

Dates/Locations:
- April 13–17, 2009   Albuquerque, New Mexico

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Competencies identified in the Contracting Officer Workbook are addressed in this course.

CLP Credits: 40

Tuition: All federal employees…$545

★ New Class

CON 353: Advanced Business Solutions for Mission Support (DAU Equivalent)

Course Description:

This ten-day intensive Level III Contracting certification course is designed to give advanced students practice in applying their work experience and the skills and knowledge gained in Level II training to a realistic scenario. Students will work in teams to develop innovative approaches and sound business solutions to the challenge of a complex major acquisition, from the purchase request to a termination for convenience and contract closeout. Students will be confronted with an interrelated array of issues requiring the use of judgment and comprehensive knowledge to resolve.

Learning Objectives:

- Teamwork among multiple disciplines and interests to improve mission support through cooperation, leadership, and shared expertise
- Combining critical thinking, best practices, and problem-solving skills to address achieving enhanced mission support and regulatory compliance in planning, executing, and administering a complex contract spanning multiple years
- Consideration and assessment of the effects of cost, schedule, and technical risks on managing performance and synthesizing policy, in the context of both strategy and tactics
- Comprehensive treatment of the change process, not only as it relates to the contract, but also regarding its implications for legislative, regulatory, and policy issues

Target Audience: Advanced contracting personnel

Prerequisites: Level I and II contract training (CON 100 and CON 200 series)

Time: For specific class times and room locations go to www.doi.gov/training

Dates/Locations:

- August 3–14, 2009   Albuquerque, New Mexico
- December 1–12, 2008   Denver, Colorado

Competencies Addressed: Competencies identified in the Contracting Officer Workbook are addressed in this course

CLP Credits: 80

Tuition: All federal employees…$1,170

Contracting Officer's Representative Course (CORs, COTRs): Basic Certification

Course Description:

This comprehensive course is designed to make non-contracting personnel familiar with the federal acquisition process, as well as provide them the knowledge and skills to carry out their responsibilities as representatives of contracting officers. The course presents an overview of the acquisition process, and focuses on the COR and COTR delegation and responsibilities, in addition to ethics in government contracting.

Learning Objectives:

- Know COR delegation and responsibilities
- Initiate the requirement for and solicitation of offers
- Develop technical-evaluation and source-selection skills
- Monitor contractor performance, and deal with unsatisfactory performance

Target Audience: Non-contracting personnel who represent contracting officers, including Contracting Officer's Representatives (CORs), Contracting Officer's Technical Representatives (COTRs), Technical Officers (TOs) and Project Officers (POs)

Dates/Locations:

- Specific dates and locations are listed on the next page.

Time: For specific times and room locations, go to: www.doi.gov/training.

Prerequisites: None

Competencies Addressed: The latest version of the Federal Acquisition Institute's "Contracting Officer's Representative Training Blueprints" identifies competencies addressed in this course.

CLP Credits: 40

Tuition: DOI employees…None   Other federal employees…$625

Dates/Locations:

- October 6–10, 2008   Washington, DC
- October 20–24, 2008   Albuquerque, New Mexico
- October 27–31, 2008   Denver, Colorado
- January 12–16, 2009   Denver, Colorado
- February 9–13, 2009   Washington, DC
- March 2–6, 2009   Albuquerque, New Mexico
- March 2–6, 2009   Anchorage, Alaska
- April 13–17, 2009   Reston, Virginia
- June 1–5, 2009   Denver, Colorado
- June 22–26, 2009   Albuquerque, New Mexico
- August 10–14, 2009   Albuquerque, New Mexico

Acquisition Management Courses   ☆ *New Class*

COR-COTR Refresher Course

Course Description:

This course provides a recap of COTR duties and responsibilities followed by an examination of recent changes to regulation and policy as well as studies, reports, and efforts affecting the role of a COTR. The remainder of the course is driven by exercises applying what was learned in COTR Certification and experiences gained in contract administration. The emphasis is on application of classroom and on-the-job experiences, and preventing difficulties by learning best practices for enhanced contract preparation and formation, followed by improved communication and documentation.

Learning Objectives:

- Review recent legislative and regulatory changes, and changes in the labor statutes
- Refresh competencies, skills and knowledge appropriate for contract administration personnel
- Explain Performance-Based Statements of Work and Performance-Based Statements of Objectives
- Explain project management principles and how they can apply to the administration of work accomplished by the contractor
- Review of Earned-Value Management principles

Dates/Locations:

- Specific dates and locations are listed on the next page

Target Audience: Contracting officer's representatives, contracting officer's technical representatives, technical officers and project officers

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Competencies identified in the Contracting Officer Workbook are addressed in this course.

🎗 **CLP Credits:** 40

Tuition: DOI employees…None   Other federal employees…$625

Dates/Locations:

- October 27–31, 2008   Anchorage, Alaska
- December 1–5, 2008   Washington, DC
- December 1–5, 2008   Denver, Colorado
- December 8–12, 2008   Albuquerque, New Mexico
- March 16–20, 2009   Denver, Colorado
- May 11–15, 2009   Albuquerque, New Mexico
- June 15–19, 2009   Washington, DC
- July 27–31, 2009   Denver, Colorado

Database Design

Course Description:

This course reviews a common system-development life cycle and introduces logical steps that must be accomplished during each phase of the life cycle to ensure a successful design.

Learning Objectives:

- Know type of questions need to be asked during the planning phase
- Develop a list of appropriate system requirements
- Create and define a data field list
- Define the common relationship types and discuss how to use them to relate normalized tables

Target Audience: Anyone who needs to design a database with ANY software program

Prerequisite: Knowledge of the Windows environment

Dates/Locations:

- October 7–9, 2008   Anchorage, Alaska (3 half-days)

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: All federal employees…$250

How to Use Microsoft Access

Course Description:

This class is designed for students who must retrieve and manipulate data from an existing Microsoft Access database. During class, students will review basic skills to view data, and then will learn how to enter and retrieve data using select queries, forms and reports. This class is especially recommended for individuals who have tried to learn Microsoft Access using a book, or by trial and error, and need to use an existing database.

Learning Objectives:

- The basic components of MS Access and why they're important
- Basic table structure and the importance of relationships
- How to add a field to a table
- How to sort and filter data in the data sheet view
- How to create select queries
- How to create forms
- How to create and print reports
- How to copy data from MS Access into MS Word and MS Excel

Target Audience: All federal employees

Prerequisite: Knowledge of the Windows environment

Dates/Locations:

- February 10–12, 2009   Anchorage, Alaska (3 half-days)*
- June 23–25, 2009   Anchorage, Alaska (3 half-days)*

*If attending in Anchorage, please bring your own laptop loaded with Microsoft Access and the Northwind database (included with Access software); mouse recommended

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$250

Introduction to Microsoft Access

Course Description:

This course introduces the basic skills necessary to present data in Access. It includes tasks such as creating relationships, using simple queries, modifying query results, and analyzing tables. Students will learn how to find, filter, and print data. You will learn how to create basic forms, reports, and use the online Help.

Learning Objectives:

- Discuss the concepts and terms related to a relational database management system
- Open a database or create a new database
- Design, create and save tables in a database to provide management information
- Modify the design layout of tables and queries in a database

Target Audience: All federal employees

Prerequisite: Knowledge of the Windows environment

Dates/Locations:

- October 7–8, 2008   Washington, DC
- January 7–8, 2009   Washington, DC
- June 24–25, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$250

Intermediate Microsoft Access

Course Description:

This course builds upon the basic concepts of Access. It includes tasks to modify tables, set field properties, use operators in queries, design advanced queries, and create action queries. You will learn how to use advanced query wizards and advanced database features.

Learning Objectives:

- Define relationships and join tables in queries
- Use advanced report features
- Create a report in Design View and learn to save, open and close a report
- Use advanced features of tables and queries

Target Audience: All federal employees

Prerequisites: Knowledge of the Windows environment; Introduction to Microsoft Access

Dates/Locations:

- October 28–29, 2008   Washington, DC
- February 10–11, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees …$250

Advanced Microsoft Access

Course Description:

This course introduces more in-depth advanced features of tables and queries in Access. Tasks include using charts, subforms/subreports, ActiveX controls, macros, and switchboards. You will learn how to work with indexes, replicate databases, create custom tool bars, and use Access and the Internet.

Learning Objectives:
- Use ActiveX Controls and other forms techniques
- Design and create macros
- Export data to Excel and Word
- Use expressions in calculation controls, improve accuracy in forms, and work with subforms

Target Audience: All federal employees

Prerequisites: Knowledge of the Windows environment; Introduction to Microsoft Access for Windows; Intermediate Microsoft Access for Windows

Dates/Locations:
- March 24–25, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$250

Introduction to Microsoft Excel

Course Description:

This course introduces the basic skills necessary for productive development of workbooks to prepare worksheets for publication. It includes tasks to explore Excel, work with the Office Assistant, use basic workbook skills, and format text. You will learn how to create simple formulas, work with columns and rows, format cells, and use automatic formatting and styles.

Learning Objectives:

- Create, save, and retrieve an Excel worksheet
- Create simple formulas and use functions; use AutoSum, AutoCorrect and AutoCalculate
- Format text, numbers, cells and worksheets; use AutoFormat to change data appearance
- Distinguish between the use of Relative and Absolute Cell Referencing

Target Audience: All federal employees

Prerequisite: Knowledge of the Windows environment

Dates/Locations:

- November 18–19, 2008   Washington, DC
- December 2–4, 2008   Anchorage, Alaska (3 half-days)*
- January 21–22, 2009   Washington, DC
- February 3–5, 2009   Anchorage, Alaska (3 half-days)*
- March 11–12, 2009   Washington, DC
- June 10–11, 2009   Washington, DC

 *If attending in Anchorage, please bring your own laptop loaded with Microsoft Excel

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$250

Intermediate Microsoft Excel

Course Description:

This course covers the features used to manage data, worksheets, and workbooks. It includes tasks such as using large worksheets, multiple worksheets, and managing data and files. You will learn how to use range names, other functions, and filter data in a list. Participants will learn how to use HTML files and work with comments.

Learning Objectives:

- Use sort-list function, and find and replace data
- Create and format charts
- Edit multiple worksheets simultaneously
- Use AutoShapes and diagrams

Target Audience: All federal employees

Prerequisites: Knowledge of the Windows environment, Introduction to Microsoft Excel for Windows

Dates/Locations:

- December 9–10, 2008   Washington, DC
- January 27–29, 2009   Anchorage, Alaska (3 half-days)*
- February 18–19, 2009   Washington, DC
- March 3–5, 2009   Anchorage, Alaska (3 half-days)*
- April 15–16, 2009   Washington, DC
- July 14–15, 2009   Washington, DC

 *If attending in Anchorage, please bring your own laptop loaded with Microsoft Excel

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$250

Advanced Microsoft Excel

Course Description:

This course is designed to help students learn the more-advanced features available in Excel for Windows. Students will become familiar with advanced formula construction techniques, more-effective methods for creating formulas using arrays, and methods for organizing their worksheets using outlining and other techniques. You will learn methods to eliminate repetitive formatting, and worksheet construction using styles and templates.

Learning Objectives:

- Use advanced functions, including VLOOKUP and HLOOKUP; use the IF function and the ISERROR function; and use an AND condition with IF
- Create and modify pivot tables, view different levels of pivot-table data, create lists of individual records or details in a pivot table, and understand the process of converting Excel crosstab-table information into Excel pivot tables
- Analyze data using features available through the Excel for Windows Analysis ToolPak

Target Audience: All federal employees

Prerequisites: Knowledge of the Windows environment, Introduction to Microsoft Excel, Intermediate Microsoft Excel

Dates/Locations:

- May 5, 2009   Washington, DC
- August 5, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$125

Introduction to Microsoft PowerPoint

Course Description:

This course explores the graphical presentation package used in the Windows environment. You will learn how to create a presentation and work with the Office Assistant using basic presentation skills.

Learning Objectives:

- Create and edit multiple presentation slides
- Use all options associated with title and bulleted slides, including text attributes
- Work with drawing objects
- Use Slide Show view and the online Help

Target Audience: All federal employees

Prerequisite: Knowledge of the Windows environment

Dates/Locations:

- October 21–22, 2008   Washington, DC
- October 28–30, 2008   Anchorage, Alaska (3 half-days)*
- April 21–22, 2009   Washington, DC
- July 8–9, 2009   Washington, DC

 *If attending in Anchorage, please bring your own laptop loaded with Microsoft PowerPoint.

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$250

Advanced Microsoft PowerPoint

Course Description:

This advanced course covers use of various editing tools to create effective presentations.

Participants will perform tasks such as creating basic charts, creating and using tables, and customizing presentations for a particular audience.

Learning Objectives:

- Set up the slide show, including timings, transitions and continuous loops
- Create custom charts, including changing the data in a series
- Edit and import charts
- Add special effects, including animation, sound and video

Target Audience: All federal employees

Prerequisites: Knowledge of the Windows environment, Introduction to Microsoft PowerPoint

Dates/Locations:

- January 14, 2009   Washington, DC
- August 6, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$125

Introduction to Microsoft Project

Course Description:

This course is designed to provide the skills necessary for using the fundamental features of Microsoft Project. You will learn how to schedule and organize tasks, adjust resources, assign costs, and work with the critical path.

Learning Objectives:

- Start and manage a project
- Assign task durations, and set task constraints and resources
- Set a baseline, and track progress against the baseline
- View the project on screen, and print project reports

Target Audience: This course is designed for people who want to use Microsoft Project as a tool to streamline the projects they manage.

Prerequisite: Knowledge of the Windows environment

Dates/Locations:

- December 2–3, 2008   Washington, DC
- May 19–20, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$250

Advanced Microsoft Project

Course Description:
This course is designed to provide students with the skills necessary to use most of the advanced features of Microsoft Project. It will build on knowledge gained in the introductory course, and give students the opportunity to work with the advanced features of a project plan.

Learning Objectives:
- Analyze multiple projects to apply advanced features
- Use baselines, project tracking, and data distribution
- Evaluate and finalize a project
- Use HTML and web features

Target Audience: This course is designed for students who have a clear understanding of the introductory course, and need to learn and use some of the advanced features of the application.

Prerequisites: Knowledge of the Windows environment, Introduction to Microsoft Project

Dates/Locations:
- February 3–4, 2009   Washington, DC
- June 17–18, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$250

Introduction to Microsoft Publisher

Course Description:

This course covers basic features used in Microsoft Publisher. You will explore the Publisher interface, work with the Office Assistant, and create new publications. You will also learn about the advanced features of Microsoft Publisher.

Learning Objectives:

- Learn how to use basic publication skills, Personal information, and text tools
- Change publication design
- Enhance publication text; and print, send, and publish
- Learn how to work with drawing objects, format objects, and use graphic images and text boxes
- Customize publications, and use tables and mail merge

Target Audience: All federal employees

Prerequisite: Knowledge of the Windows environment

Dates/Locations:

- August 12, 2009   Washington, D.C.

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employee…$125

Introduction to Microsoft Word

Course Description:

This course is an overview of the capabilities of Word as a word-processing program. Designed for those with little or no previous experience in Word, the class will include exercises designed to familiarize you with its different features. You will learn how to use the basic commands, and will improve your understanding of how a word-processing program can help you in your environment.

Learning Objectives:

- Create, edit, and save a document
- Perform operations with the mouse, as well as the keyboard
- Create and edit headers, footers, and page numbers
- Work with multiple documents in memory at the same time

Target Audience: All federal employees

Prerequisite: Knowledge of the Windows environment

Dates/Locations:

- October 9, 2008   Washington, DC
- January 6, 2009   Washington, DC
- July 7, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$125

Intermediate Microsoft Word

Course Description:

Intermediate Microsoft Word covers many of the features that can make performance of everyday tasks quicker and easier. You will learn how to insert dates and symbols, use AutoFormat, edit tables, and apply borders and shading.

Learning Objectives:

- Format documents with newspaper-style columns
- Insert graphics, and use charts and diagrams
- Use Word HTML features
- Prepare documents by merging one file with a separate data file

Target Audience: All federal employees

Prerequisites: Knowledge of the Windows environment, Introduction to Microsoft Word

Dates/Locations:

- November 20, 2008   Washington, DC
- January 15, 2009   Washington, DC
- July 21, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$125

New Class

Working Effectively With Microsoft Word

Course Description:

This class is designed for students who often use Microsoft Word, but know they are "doing things the hard way." During class, students first review basic theory and those practical skills necessary to effectively use Microsoft Word. Then, students use some of Word's tools, such as editing and reviewing tools, tables, headers and footers. In addition, the class incorporates plenty of time for students' questions about their particular MS Word issues. The class is especially recommended for people who have learned Microsoft Word by trial and error, migrated from another word processor, or upgraded through several versions of Microsoft Word.

Learning Objectives:

- Know how MS Word "thinks"
- Identify differences between character formatting, paragraph formatting and section formatting
- Work more efficiently using zoom, find/replace, keyboard shortcuts, spell check, autocorrect, etc.
- Learn the most-effective methods of multitasking in MS Word
- Use tables to quickly format portions of documents, like signature lines or simple forms
- Using headers/footers and multiple headers/footers in the same document

Target Audience: All federal employees

Prerequisite: Working knowledge of Microsoft Windows and Microsoft Word

Dates/Locations:

- February 24–26, 2009   Anchorage, Alaska (3 half-days)*
- August 18–20, 2009   Anchorage, Alaska (3 half-days)*

*If attending in Anchorage, please bring your own laptop loaded with Microsoft Word; mouse recommended

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$125

Advanced Microsoft Word

Course Description:

This course is designed for those who wish to increase their word-processing skills in the areas of multi-page document management and desktop publishing. Participants will prepare a table of contents and an index, set up footnotes, use revision marks, and insert annotation. You will be introduced to the use of programming using Word's macro capability, and to graphics and WordArt.

Learning Objectives:

- Import Excel spreadsheets and use macros and forms
- Sort table data and use formulas in tables
- Create and use Bookmarks
- Enhance text using WordArt
- Create master documents and customize Word preferences

Target Audience: All federal employees

Prerequisites: Knowledge of the Windows environment, Introduction to Microsoft Word, Intermediate Microsoft Word

Dates/Locations:

- March 4, 2009   Washington, DC
- August 19, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$125

Introduction to Microsoft Visio

Course Description:

This course covers basic features used in Microsoft Visio. Students will learn how to explore Visio and create new drawings. Tasks also include learning how to use basic drawing skills; move, rotate and resize shapes; add text to shapes and create freestanding text; use connectors with shapes; and print and change the page setup for drawings. It also covers additional drawing tools and features in Microsoft Visio.

Learning Objectives:

- Use drawing tools to position, align and distribute shapes
- Create new shapes and format them
- Work with grouped shapes
- Create custom stencils and work with master shapes; work with layers
- Create custom properties and add data to shapes; use predefined reports and create custom reports; create, label, modify, and format organization charts

Target Audience: All federal employees

Prerequisites: Knowledge of the Windows environment

Dates/Locations:

- May 13–14, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$250

Introduction to HTML 4.01

Course Description:

In this course, participants will learn how to use good HTML (Hypertext Markup Language) coding practices to create web pages that work in the ever-changing world of web development. Students will learn concepts and practice tasks that foster the transition from HTML to XHTML 1.0.

Learning Objectives:

- Use a text editor to set up both global and content structures of an HTML document
- Create links to locations within a site and out to other sites on the Internet
- Format Web page content by using both non-deprecated HTML tags and Cascading Style Sheets
- Incorporate graphics into Web pages as embedded images, links, and backgrounds

Target Audience: Participants enrolling in this course should possess fundamental knowledge of personal computing and Internet technology.

Prerequisites: Knowledge of the Windows environment, Internet Fundamentals

Date/Location:

- April 7, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$125

Introduction to Lotus Notes 6.5

Course Description:

In this course, the participants will learn how to work with Notes databases, create and edit documents, add tables to documents, send and manage mail, use the calendar features, and search the Internet from within Notes.

Learning Objectives:

- Get started with Lotus Notes: Working with the database window and using bookmarks
- Work with database documents: Examining typical databases, creating and deleting documents, examining database properties and access levels, and using Help
- Editing documents: Editing documents; using named styles; and creating links, hotspots, and sections
- Using Notes mail: Working with messages, using the Address Book, and working with attached files
- Using the Calendar: Working with the Calendar, customizing your calendar, and working with the To Do list
- Working with tables: Creating tables, and using table properties
- Searching databases: Working with database indexes, using advanced searches, and searching the Internet

Target Audience: All federal employees

Prerequisite: Knowledge of the Windows environment

Dates/Locations:

- March 19, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: DOI employees…None   Other federal employees…$125

Audit Findings: How to Effectively Address and Prevent the Most-Common Environmental Deficiencies

Course Description:

This course will discuss the environmental management skills necessary to successfully prioritize, address, and ultimately prevent common environmental deficiencies which may be identified during an audit or inspection. Complianceassistance topics will focus on the most frequently occurring environmental deficiencies found in government agencies, and will include all aspects of environmental media (e.g., air, water, chemical management, hazardous materials and wastes, spill prevention and control). Group discussion and hands-on exercises will prepare students to navigate and practically address a variety of typical environmental deficiencies.

Learning Objectives:

- Understand and learn how to prepare for an environmental audit and/or regulatory inspection
- Understand legal requirements associated with the most-common environmental deficiencies
- Understand how to properly respond to an audit
- Understand how to target and address environmental deficiencies through root-cause analysis
- Learn how to apply environmental-management principles
- Learn best-practice management techniques

Target Audience: Federal employees who perform environmental functions

Competencies Addressed: Environmental Compliance, Environmental Management

Dates/Locations: To be determined

Time: For specific class times and room locations, go to: www.doi.gov/training

Tuition: To be determined

Environmental Courses

★ New Class

Environmental Management Systems Implementation

Course Description:

This course provides students with the knowledge to develop, manage, and monitor environmental-management systems (EMS) appropriate to the needs of their organization. Through exercises, discussions, and presentations, they will learn how—and how not— to implement an EMS. Study of Executive Order (EO) 13423, "Strengthening Federal Environmental, Energy, and Transportation Management"; Implementing Instructions issued by the Council of Environmental Quality; the Office of Management and Budget EMS Scorecard; and the International Organization for Standardization (ISO) EMS standard 14001:2004(E) will provide the tools and skills needed to develop the key processes, controls, and documentation for an effective EMS. Students will also learn to align an existing EMS to the ISO 14001:2004(E) standard, what to expect during an external EMS audit, and how to conduct EMS audits as first- and second-party internal auditors

Learning Objectives:

- Understand environmental-management system definitions, concepts, and guidelines
- Understand the intent and requirements of the ISO 14001:2004 standard
- Understand the EMS implementation stages, learn best-practice techniques, examine useful tools, and understand integration of the EMS with other environmental programs
- Apply environmental-management principles to achieve continual EMS improvement
- Learn principles of EMS auditing, make sense of an audit
- Understand Executive Order (EO) 13423, and the role of the EMS in achieving EO goals
- Understand reporting requirements for the Office of Management and Budget (OMB) Scorecard

Target Audience: Federal employees who have already started developing and implementing an EMS, as well as those interested in conducting both first- and second-party internal EMS audits or in hiring a professional to conduct an external audit

Dates/Locations: .

- February 3–5, 2009   Washington, DC
- February 24–26, 2009   Albuquerque, New Mexico
- April 14–16, 2009   Denver, Colorado

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Auditing, Environmental Compliance, Environmental Management Systems

Tuition Cost: All federal employees…$680

Environmental Regulatory Compliance Audits

Course Description:

In this course, students will learn why environmental-audit programs are needed, how to develop and conduct them using the ASTM Standard Practice for Environmental Regulatory Compliance Audits (E 2107) and other auditing materials and tools, and how to prepare for an environmental audit by a regulatory agency. Other topics include environmental-liability issues faced in the federal sector, areas where federal and state environmental requirements may differ, and how environmental-regulatory audits intersect with environmental-management systems (EMS) as discussed in Executive Order 13423, "Strengthening Federal Environmental, Energy, and Transportation Management." Course materials will cover the major federal environmental statutes and regulations ; however, class discussions will emphasize areas of particular interest to participants. as well as students' agencies' environmental-audit programs. This course can be useful for specifying work for internal or external auditors, scoping contracts, and negotiating agreements with regulatory agencies.

Learning Objectives:

- Understand environmental auditing as a professional practice
- Get perspective on how auditing relates to an organization's mission and EMS
- Identify benefits and risks and ways to optimize benefits and minimize risk
- Understand more about auditing standards
- Be able to identify key elements related to design and structure of an audit program
- Understand audit process from initiating the audit to wrapping up
- Understand ethics and standards related to conducting an audit
- Better understand federal regulations and applicability at federal facilities

Target Audience:
Federal employees responsible for environmental compliance auditing, interested in conducting an internal environmental-compliance audit, or interested in hiring a professional to conduct an external environmental-compliance audit

Dates/Locations:

- February 10–12, 2009   Denver, Colorado
- April 21–23, 2009   Washington, DC
- May 19–21, 2009   Albuquerque, New Mexico

Time:
For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed:
Environmental Auditing, Environmental Compliance, Environmental Management

Tuition:
All federal employees…$520

Environmental Courses

Greening the Procurement Cycle: The Benefits and Requirements of Greening for Government Procurement Officers

Course Description:

The training addresses each component of the federal green-purchasing program, including compliance with legal requirements and Federal Acquisition Regulation provisions. Students will learn different strategies on how to incorporate green principles into the procurement cycle, including acquisition, contract language, and existing product resources and standards (i.e., LEED). Green accounting principles, as well as available tools will be discussed. The course will cover implementation of a green procurement program, including success stories and challenges, goals, and metrics.

Learning Objectives:

- Understand the benefits to buying green, and the varying green products and standards which are currently available
- Understand legal requirements
- Understand life-cycle analysis
- Understand green accounting principles
- Learn how to incorporate green-purchasing clauses into contracts
- Understand responsibilities and best-management-practice techniques associated with green purchasing

Target Audience : All federal contracting officers.

Competencies Addressed: Environmental Compliance, Contracting Management

Dates/Locations :

- November 5–6, 2008   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: All federal employees…$475

Environmental Courses

How to Be An Effective Collateral-Duty Environmental Manager

Course Description:

The course will emphasize a streamlined approach to environmental requirements beneficial to those managing the environment as a collateral duty. This course will provide students with the skills and tools to successfully navigate the complex world of environmental regulations and responsibilities. Students will be exposed to the fundamentals of environmental management, including environmental regulations and requirements, training, auditing, Environmental Management Systems (EMS), and principles of sustainability.

Learning Objectives:

- Understand the core responsibilities of a collateral-duty environmental manager
- Understand major environmental regulations, how they apply to your facility, and what they require
- Understand principles of sustainability, including pollution prevention, waste reduction, and resource conservation
- Learn what tools and resources are available to successfully manage the environment at your facility

Target Audience: Federal employees who perform environmental functions

Competencies Addressed: Environmental Compliance, Environmental Management

Dates/Locations: To be determined

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: To be determined

⭐ New Class

Managing Chemicals in Federal Agencies: An Integrated Environmental, Health, and Safety Approach

Course Description:

Managing chemicals safely requires care in their order, storage, use, and disposal. Safe management of chemicals requires that users have knowledge and information about chemicals and the requirements set forth by multiple authorities in the environmental, health and safety disciplines. This requires an integrated approach to managing chemicals. This course covers chemical management based on the major related federal statutes and regulations (e.g., air quality, hazard communications, solid and hazardous waste, water quality, spill and contingency planning, transportation) required by the Environmental Protection Agency, Occupational Safety and Health Administration, Department of Homeland Security, Department of Transportation, and other authorities. Participants will learn about required reporting requirements under the major federal statutes, along with best practices, lessons learned, and overall site experiences in managing chemicals based upon an integrated approach and from a federal-facility perspective. The course also includes examples of nuances of certain state requirements.

Learning Objectives:

- Explore the benefits and risks associated with chemicals and their storage, use, and disposal
- Know the various regulatory compliance requirements relating to chemical management
- Identify and apply terminology/definitions of chemical and regulatory terms and their associated quantities
- Recognize the significance and use of various materials, and tools to manage chemicals
- List the responsibilities and qualifications of those managing chemicals
- Prepare chemical-management-related reports

Target Audience: Federal employees responsible for managing chemicals at federal facilities or with wider programmatic responsibility for managing chemicals

Dates and Locations: To be determined

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: To be determined

Federal Grants Courses   ⭐ *New Class*

Cooperative Agreements and Substantial Involvement

Course Description:

This course focuses on the feature that distinguishes cooperative agreements from grants: awarding-agency substantial involvement.

Learning Objectives:

- Select the appropriate funding instrument
- Distinguish substantial involvement from monitoring duties
- Review model cooperative agreement award documents
- Explore liability issues related to substantial involvement, and discuss misuse of cooperative agreements

Target Audience: Federal personnel who work with cooperative agreements

Date/Location:

- April 7–8, 2009   Washington, DC

Note: A representative from the Office of Acquisition and Property Management will begin the class scheduled in Washington, DC on April 7, 2009, by providing information about specific DOI grants policies and regulations.

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Federal Financial Assistance Administration

CPE Credits: 8

Tuition: All federal employees…$465

⭐ *New Class*

Grants Administration for Federal Program Personnel

Course Description:

This course covers the grants-administration responsibilities of federal-program personnel.

Learning Objectives:

- Review the legal requirements applicable to federal grants
- Explore planning and pre-award tasks, including instrument selection, program announcements, and grantee project-plan review
- Investigate monitoring techniques and best practices, and use data gathered through monitoring to assess recipient progress toward approved project goals
- Apply negotiation techniques to resolve problems that arise during grant performance

Target Audience: Federal program and technical staff who work with grants and/or cooperative agreements

Date/Location:

- June 16–18, 2009   Denver, Colorado
- August 10–13, 2009   Washington, DC

Note: A representative from the Office of Acquisition and Property Management will begin the class scheduled in Washington, DC on August 10, 2009, by providing information about specific DOI grants policies and regulations.

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Federal Financial Assistance Administration

🎗 **CPE Credits:** 24

Tuition: All federal employees…$700

Introduction to Grants and Cooperative Agreements for Federal Personnel

Course Description:

This course provides a basic, working knowledge of the federal financial assistance process from pre-award through closeout.

Learning Objectives:

- Discuss the legal authorities governing federal assistance programs
- Review the government-wide program announcement template
- Explore the application technique review process
- Discuss audit requirements applicable to recipients of federal funds
- Determine appropriate actions at the end of the grant period

Target Audience: Federal personnel who award or administer grants and/or cooperative agreements

Date/Location:

- February 10–12, 2009   Denver, Colorado
- March 16–19, 2009   Washington, DC

Note: A representative from the Office of Acquisition and Property Management will begin the class scheduled in Washington, DC on March 16, 2009, by providing information about specific DOI grants policies and regulations.

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Federal Financial Assistance Administration

CPE Credits: 24

Tuition: All federal employees…$700

Monitoring Grants and Cooperative Agreements for Federal Personnel

Course Description:

This course is designed for federal personnel responsible for overseeing administrative, financial, or programmatic performance of grant recipients.

Learning Objectives:

- Develop a monitoring plan
- Evaluate hypothetical grant scenarios to determine whether prior approval is required
- Analyze recipient progress and financial reports to identify deficiencies and potential problem areas
- Identify weaknesses in recipient internal controls through a mock site visit
- Use the Federal Audit Clearinghouse database as a monitoring tool
- Determine appropriate special conditions for high-risk recipients
- Analyze scenarios illustrating recipient waste, fraud, and abuse in federal programs, and determine appropriate responses
- Practice negotiating resolution of problems that arise during grant performance

Target Audience: Federal personnel responsible for overseeing administrative, financial, or programmatic performance of grant recipients

Date/Location:

- March 31–April 1, 2009   Washington, DC
- April 7–8, 2009   Denver, Colorado

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Federal Financial Assistance Administration

CPE Credits: 16

Tuition: All federal employees…$615

Understanding National Policy Requirements Affecting Grants

Course Description:

This course covers nonfinancial compliance issues that affect federal grant programs, including generally applicable requirements (e.g., civil rights) and requirements applicable to particular types of grants, including construction and research grants.

Learning Objectives:

- Identify the national policy requirements that apply to different types of grant programs
- Discuss compliance requirements and penalties for noncompliance
- Analyze scenarios to assess compliance with specific national policy requirements

Target Audience: Federal personnel responsible for monitoring grant recipient compliance with national policy requirements

Date/Location:

- September 1–2, 2009   Washington, DC

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Federal Financial Assistance Administration

🎗 **CPE Credits: 16**

Tuition: All federal employees…$615

⭐ **New Class**

Auditing Fundamentals in the Federal Environment

Course Description:

This course is designed for federal financial-management personnel whose programs are subject to financial statement audits, attestation engagements, and/or performance audits performed in accordance with Generally Accepted Government Auditing Standards (GAGAS). The course applies to both internal and external audits and is an ideal introductory course for new auditors.

Learning Objectives:

- Identify laws, regulations, and other requirements for audits in the government environment
- Learn how oversight bodies use audit results
- Learn how current GAGAS affect the parties involved in audits
- Learn how to analyze audit findings and recommendations
- Use audits to assure accountability of operations
- Prepare for the audit process
- Understand the elements of effective audit reports
- Develop positive auditor/auditee relationships

Target Audience: Federal financial-management personnel

Date/Location:

- January 12 - 13, 2009   Denver, Colorado

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Core competencies for accountants, budget analysts, and financial managers, Financial Management, Continual Learning

🎗 **CPE Credits: 16**

Tuition: All federal employees…$520

Basic Standard General Ledger

Course Description:

This course provides a basic understanding of the U. S. Government Standard General Ledger (SGL) accounts and transactions. It is designed to explain the basic entries and transactional flows of budgetary and proprietary accounting for basic appropriations and reimbursable operations. This course provides introductory instruction so students can understand and implement the basic components of the US Standard General Ledger.

Learning Objectives:

- Be able to describe the general structure and content of the standard general ledger
- Be able to describe the standard general ledger budgetary and proprietary entries for direct appropriations
- Be able to describe the standard general ledger budgetary and proprietary entries for reimbursable operations

Target Audience: Accountants, budget personnel and managers with some accounting and knowledge of US Government processes and procedures

Prerequisites: Basic understanding of accounting

Date/Location:

- March 23–24, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Federal Accounting Concepts and Standards

CPE Credits: 16

Tuition: All federal employees…$420

Budgeting and Accounting: Making the Connection

Course Description:

This course is designed for federal budgeting and accounting personnel who need to understand the basic elements of budget preparation, accounting and use of budgetary authority, and the fiscal performance of the activity as reflected in financial statements.

Learning Objectives:

- Apply budgeting and accounting terminology appropriately
- Track budgetary and proprietary accounting transactions through the budget-execution process
- Describe the U.S. Standard General Ledger (USSGL) account structure
- Relate budget obligations to agency assets, liabilities, and expenses
- Determine unfunded budget requirements from accounting reports
- Improve budget estimating with accounting information

Target Audience: Accountants, budget analysts, and financial managers

Dates/Locations:

- September 23–24, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Core competencies for accountants, budget analysts, and financial managers

CPE Credits: 16

Tuition: All federal employees…$560

★ *New Class*

Certifying Officers: Your Roles and Responsibilities

Course Description:

This course explains the legal role and responsibilities of certifying officers. Students learn about the differences between certifying officers and other accountable officers, the role of the certifying officer in the payment process, and the certifying officer's legal liability if a loss occurs. Through a close examination of relevant statutes and comptroller-general decisions, this course provides certifying officers with the knowledge to certify with confidence that federal payments are legal, proper and correct. Students work in teams to solve practical exercises and case studies.

Learning Objectives:

- Learn the differences between certifying officer and accountable officer
- Understand the following topics: legal liability and relief of accountable officers, automated payment systems, electronic certification, duplicate check losses and proper collection action

Target Audience: Accountants, budget analysts, financial managers

Dates/Locations:

- May 7, 2009   Washington, DC
- June 2, 2009   Denver, Colorado

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Basic Government Accounting/Operations, Federal Accounting

CPE Credits: 16

Tuition: All federal employees…$415

Ethical Decision Making for Financial Managers

Course Description:

This course is designed for federal financial-management personnel and others interested in ethics in the federal government. Discussion topics will include: Ethics in the workplace, Questions to shape an ethical decision, Ethics in government, Ethical challenges encountered by government financial management personnel, and Resources and guidance on government ethics.

Learning Objectives:

- Articulate a personal code of ethics
- Explain the essential principles of federal ethics
- Apply the principles of federal ethics to a range of scenarios to propose valid courses of action
- Assist others in ethical decision making
- Identify the principal sources that regulate federal employees' ethical conduct

Target Audience: Federal financial-management personnel and others interested in ethics in the federal government

Dates/Locations:

- June 30–July 1, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies addressed: Core competencies for accountants and financial managers

CPE Credits: 16

Tuition: All federal employees…$560

★ *New Class*

Extended Advanced Standard General Ledger

Course Description:

This advanced course is designed to instruct students in the more-advanced concepts of US Standard General Ledger. Topics include the periodic pre-closing and closing entries, along with the structure of US Standard General Ledger accounts that should remain; the flow of accounting transactions through the expired years of an appropriation; and the final canceling entries. Unlike the basic and intermediate course, this course will cover the intricacies of current-year accounting adjustments to standard transactions, along with the entries for interagency and inter-entity transfers of assets and funds. This course provides advance concepts of federal accounting so students can understand and implement US Government Standard General Ledger accounting as required by OMB, GAO and Treasury.

Learning Objectives:

- Describe pertinent Treasury documentation and guidance
- Describe the adjusting and closing entries of the standard general ledger
- Describe standard general ledger budgetary and proprietary entries for changes and adjustments to direct appropriations and reimbursable transactions
- Describe the standard general ledger budgetary and proprietary entries for appropriation transfers and allocations

Target Audience: Accountants, accounting technicians, budget personnel, and accounting managers

Prerequisites: Completion of a basic standard general ledger class

Dates/Locations:

- March 25–27, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Federal Accounting Concepts and Standards

CPE Credits: 24

Tuition: All federal employees…$600

✦ *New Class*

Federal Appropriations Law Update

Course Description

This class will discuss Federal fiscal law. This course is a review of the basic appropriations law controls and restrictions that limit the use of Federal resources. It is designed to reinforce the existing principles and concepts while addressing the newest changes and updates that have occurred in the last few years. This course is updated as new changes are issued.

Learning Objectives:

- Generally explain the limitations and latitudes on the use of federal resources
- Discuss the most recent changes and Comptroller General decisions
- Overview of the Fundamentals of Appropriations Law to include time, purpose and amount
- Overview of Management Discretion to include Necessary Expense Doctrine, Bona Fide Need and the Anti-Deficiency Act

Target Audience: Accountants, budget personnel, managers, supervisors and management trainees

Prerequisites: Federal Appropriations Law

Date/Location:

- February 6, 2009   Albuquerque, New Mexico

Time: For specific time and room location, go to www.doi.gov/training.

Competencies Addressed: Financial Management, Accountability, Basic Government Accounting/ Operations, Budget Concepts and Process

CPE Credits: 8

Tuition: All federal employees…$300

Financial Management & Budgeting Courses   ⭐ *New Class*

Governmental Budgeting and Accounting Concepts

Course Description:

This course provides an excellent non-technical introduction to governmental budgeting and accounting. Students will become acquainted with budgeting and accounting terms, as well as with the historical context of the federal government and legal concepts that drive Congressional appropriations. Using the accounting model, students will learn and apply government accounting principles. This class is a great introduction to the Standard General Ledger courses.

Learning Objectives: Participants will understand

- Accounting terminology
- Fundamental accounting principles
- SGL chart of accounts
- Budgetary and Proprietary Equations
- Legislative accounting mandates
- The federal budget process
- Definition of budgetary accounting
- How to identify ways agencies are financed
- Standard financial statements/reports

Target Audience: Accountants, budget analysts; financial/program managers, and others interested in gaining a thorough understanding of accounting and budgeting terms/concepts

Dates/Locations:

- May 5–6, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Basic Government Accounting/Operations, Federal Accounting

🎗 **CPE Credits: 16**

Tuition: All federal employees…$420

Internal Controls: Meeting Federal Requirements for Accountability

Course Description:

This course is designed for managers, supervisors, staff, internal-control program administrators, and project/program managers involved in establishing and maintaining internal-control systems. This course provides a strong foundation in control systems requirements and guidance for incorporating control systems into activities to reduce the risk of waste, fraud, and mismanagement, and for discharging the participant's responsibility for accountability.

Learning Objectives:

- Successfully organize the internal control process
- Identify & conduct a risk assessment on your organization's assessable units
- Perform an internal-control review and test controls
- Evaluate control systems and identify vulnerabilities
- Determine the causes of control weaknesses and improve your organization's control system
- Use the lessons learned by other agencies to guide your organization's efforts to implement or improve an internal-control system
- Develop the annual Statements of Assurance, as required by law

Target Audience: Federal financial-management personnel

Date/Location:

- March 24–26, 2009   Denver, Colorado

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Core competencies for accountants and financial managers, Financial Management, Continual Learning

CPE Credits: 24

Tuition: All federal employees…$685

The Legislative Process: Working With Congress

Course Description:

This course is designed for agency personnel who need to know how Congress does business and how to interact with Congressional committees that oversee agency programs and appropriated funds. Discussion topics will include: the impact of Congressional action on federal agencies, the legislative process (how a bill becomes a law), the Congressional budget process, Congressional committees (hearings, markups, and reports), protection of agency interests before Congress and Congressional staff, preparation of program executives to testify before Congressional committees and subcommittees, appropriate legislative liaison versus inappropriate lobbying, and interacting with Congressional staff.

Learning Objectives:

- Outline the legislative process and identify Congressional leaders
- Define the various forms of legislative action
- Outline the three–step process for enacting the federal budget
- Describe the current federal spending climate
- Define and analyze Congressional issues and explain the associated politics
- Distinguish between personal staff and professional committee staff, and explain the roles of each
- Comply with requirements for legislative initiatives, lobbying, and liaisons

Target Audience: Budget analysts and financial specialists. May also be of interest to agency Congressional liaisons, government contract personnel, and private-sector lobbyists

Dates/Locations:

- December 18, 2008   Washington, DC
- June 25, 2009   Denver, Colorado

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies addressed: Core competencies for budget analysts and financial managers

CPE Credits: 8

Tuition: All federal employees…$385

⭐ *New Class*

Performance Measurement Workshop

Course Description:

This course is designed to provide experience in developing and implementing a performance-measurement system within a program or organization. Students will learn how to align program activities with agency goals and objectives, and collect the information necessary to measure results. This course also familiarizes students with the process for integrating performance measures into the performance-based budgeting process.

Learning Objectives:

- Explain how performance measurement contributes to meeting GPRA requirements, OMB guidance, and presidential initiatives
- Conduct an environmental assessment of a program in support of strategic planning and annual performance-planning efforts
- Relate strategic planning to performance planning and measurement
- Understand the requirement to continually evaluate performance and report on results

Target Audience: Federal accounting, budgeting, and financial-management personnel.

Date/Location:

- June 22–24, 2009   Denver, Colorado

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Meets core competencies for accountants, budget analysts and financial managers

CPE Credits: 24

Tuition: All federal employees…$685

Principles of Federal Appropriations Law

Course Description:

Resources are reviewed and approved by the US Congress for distribution to the Federal agencies and components. The Constitution and federal law place specific controls on how and when these resources can be used. Everyone associated with the federal government needs to understand the restrictions and flexibilities that exist to ensure the mission is met without violating the law. This course introduces the basic federal budget process, the different types of authority, and basic controls and restrictions that limit the use of federal resources.

Learning Objectives:

- Understand how resources are requested and approved
- Understand and explain the different types of appropriations
- Discuss the general guidelines for controlling the use of federal resources
- Explain the limitations and latitudes on the use of federal resources

Target Audience: Accountants, budget personnel, managers, supervisors and management trainees

Prerequisites: None

Date/Location:

- February 4–5, 2009   Albuquerque, New Mexico
- February 24–25, 2009   Washington, DC
- March 24–25, 2009   Anchorage, Alaska
- July 14–15, 2009   Denver, Colorado

Time: For specific time and room location, go to www.doi.gov/training.

Competencies Addressed: Budget Concepts and Process, Budget Presentation and Justification, Federal Accounting, Basic Government Accounting/Operations, Budgeting and Accountability

CPE Credits: 16

Tuition: All federal employees…$465

New Class

SF-133 Report on Budget Execution and Budgetary Resources

Course Description:

This intermediate-level course instructs participants in federal-budget reporting concepts included in the SF-133. Discussions will include the background and structure of the SF-133, the guidance provided by OMB Circular A-11, a line-by-line explanation of preparation and meaning, and review of the correlation to the federal budget-execution process.

Learning Objectives:

- Discuss the purpose, organization and reporting of the SF-133
- Define the detailed structure of the SF-133—line by line
- Prepare the SF-133

Target Audience: Accountants, accounting technicians, budget personnel, organizational managers and accounting managers responsible for the preparation, review, analysis or use of the SF-133.

Prerequisites: Knowledge of federal-budget procedures and terminology (completion of Basic Standard General Ledger recommended)

Dates/Locations:

- July 7–8, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Federal Accounting Concepts and Standards

CPE Credits: 16

Tuition: All federal employees…$420

Statements of Federal Financial Accounting Standards: SFFAS

Course Description:

This course is designed for federal financial-management personnel responsible for updating, reviewing, or determining the accuracy and reliability of accounting data pertaining to assets, liabilities, net position, revenue, expenses, gains, and losses.

Learning Objectives:

- Discuss the role of the Federal Accounting Standards Advisory Board (FASAB) in supporting financial accounting and reporting in the federal government
- Learn how to apply federal accounting standards
- Learn how to evaluate the impact of SFFAS on the principal financial statements
- Evaluate business events to determine the impact on: accounting for and reporting on assets, liabilities, and net position; accounting for property, plant, and equipment (PP&E), and cleanup costs; reporting on other supplementary information: reporting and disclosing revenue and expenses in accordance with standards

Target Audience: Federal financial-management personnel

Date/Location:

- January 14–15, 2009   Denver, Colorado

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Core competencies for accountants, Financial Management, Continual Learning

🎗 **CPE Credits:** 16

Tuition: All federal employees…$520

Understanding Budget Formulation and Execution

Course Description:

This course is designed to take participants through the budget formulation and execution process, while providing effective tools and techniques for implementation.

Learning Objectives:

- Recognize federal budgeting, appropriations and their after-life, apportionments, allotments, expenditures, commitments and obligations; and formulas
- Prepare a budget
- Know the importance of analysis
- Construct a budget and prepare supporting documentation

Target Audience: Budget, program and administrative personnel, analysts, managers and supervisors, and other federal employees involved with budget preparation

Dates/Locations:

- May 26–29, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Budget Concepts and Processes, Planning, Budgeting and Accountability/Business Practices

CPE Credits: 32

Tuition: All federal employees…$800

The following courses are offered through NBC Denver, and are scheduled on a quarterly basis. For the most-recent course schedules, please go to the DOIU website at www.doi.gov/training. For registration information, please call the DOIU Denver Leadership and Performance Center at 303-969-5630.

Quicktime Time and Attendance (T&A) Web-based Training

Quicktime is a web-based automated Time and Attendance (T&A) system that allows employee entry of time, as well as traditional timekeeper data entry. There are four modules of instructor-led training for the different roles within the Quicktime software.

Administrator Module • Six Hours

The Quicktime administrator module provides instruction on how to establish and maintain system configuration, maintain passwords, add employees, define employee relationships, set up offices, produce interface files with the Federal Personnel/Payroll System (FPPS), and run reports.

Learning Objective:

• Gain specific knowledge and experience using the Quicktime automated system covering the role of an administrator

Target Audience: Employees, NBC customers and clients who have little or no experience using the Quicktime automated system

Timekeeper Module • Four Hours

The Quicktime timekeeper module provides instruction on how to establish employee profiles, validate employee time-and-attendance (T&A) online records, and maintain historical T&A records in a timely manner.

Learning Objective:

• Gain specific knowledge and experience using the Quicktime automated system covering the responsibilities and duties of a timekeeper

Target Audience: Employees with T&A administrator responsibilities who have little or no experience using the Quicktime automated system

Certifier Module • Two hours

The Quicktime Certifier module provides instruction on how to certify the accuracy of employees' biweekly Time and Attendance (T&A) online records, approve or disapprove leave and extra-hours requests, and run reports.

Learning Objective:

- Gain specific knowledge and experience using the Quicktime automated system covering the role of a certifier

Target Audience: Employees with certifier responsibilities who have little or no experience using the Quicktime automated system

Employee Module • Two hours

The Quicktime employee module provides instruction on how to input and verify a biweekly Time and Attendance (T&A) record online, and how to enter leave and extra-hours requests.

Learning Objective:

- Gain specific knowledge and experience using the Quicktime automated system covering the role of an employee

Target Audience: Employees who have little or no experience using the Quicktime automated system

Federal Personnel/Payroll System (FPPS) Training

Web FPPS Requesting Office (RO) (using a web browser) • Four Hours

Class exercises demonstrate ways to initiate, change, and track an SF-52 generated by the RO using a web browser.

Learning Objective:

- Gain specific knowledge and experience processing an SF-52 Request for Personnel Action through the online, integrated, real-time Federal Personnel/Payroll System (FPPS)

Target Audience: Employees working in an RO who have little or no experience using the FPPS to process actions

FPPS Requesting Office (RO) (using 3270 screen emulation) • Four Hours

Class exercises use 3270 screen emulation to give practice in ways of initiating, changing, and tracking an SF-52 generated by the RO.

Learning Objective:

- Gain specific knowledge and experience processing an SF-52 Request for Personnel Action through the online, integrated, real-time Federal Personnel/Payroll System (FPPS)

Target Audience: Employees working in an RO who have little or no experience using the FPPS to process actions

Web FPPS Servicing Personnel Office (SPO) (using a web browser) • Two Days

Class exercises demonstrate ways to process the most-common types of SF-52s and to maintain employee and position information using a web browser. *Note: This class does not cover the Requesting Office (RO) processes – see Web FPPS Requesting Office (RO).*

Learning Objective:

- Gain specific knowledge and experience processing an SF-52 Request for Personnel Action from the Requesting Office (RO) to a completed SF-50 Notification of Personnel Action through the online, integrated, real-time Federal Personnel/Payroll System (FPPS)

Target Audience: Employees working in a SPO who have little or no experience using the FPPS to process actions

FPPS Servicing Personnel Office (SPO) (using 3270 screen emulation) • Two Days

Class exercises cover the commands used to process the most-common types of SF-52s and how to maintain employee and position information using 3270 screen emulation. *Note: This class does not cover the Requesting Office (RO) processes—see FPPS Requesting Office (RO).*

Learning Objective:

- Gain specific knowledge and experience processing an SF-52 Request for Personnel Action from the Requesting Office (RO) to a completed SF-50 Notification of Personnel Action through the online, integrated, real-time Federal Personnel/Payroll System (FPPS)

Target Audience: Employees working in a SPO who have little or no experience using the FPPS to process actions

Web FPPS Time and Attendance (T&A) (using a web browser) • One day

Students process actions in the Federal Personnel/Payroll (FPPS) Time and Attendance (T&A) Input System using a web browser. Class exercises cover ways to initiate, change, reassign, certify, release, and track a T&A. *Note: This class does not cover pay-update processes.*

Learning Objective:

- Gain specific knowledge and experience processing employee time-and-attendance (T&A) records through the online, integrated, real-time FPPS

Target Audience: Timekeepers responsible for processing time-and-attendance (T&A) records who have little or no experience using the FPPS T&A Input System

FPPS Time and Attendance (T&A) (using 3270 screen emulation) • One day

Students process actions in the Federal Personnel/Payroll (FPPS) Time and Attendance (T&A) Input System using 3270 screen emulation. Class exercises cover how to initiate, change, reassign, certify, release, and track a T&A. *Note: This class does not cover pay-update processes.*

Learning Objective:

- Gain specific knowledge and experience processing employee time-and-attendance (T&A) records through the online, integrated, real-time FPPS

Target Audience: Timekeepers responsible for processing T&A records who have little or no experience using the FPPS T&A Input System

Web FPPS Security (using a web browser) • Two Days

This class covers all aspects of the Federal Personnel/Payroll System (FPPS) Security Administrator and Security Point-of-Contact (SPOC) functionality. Using a web browser, students will learn to set up offices, users, and route paths in the FPPS.

Learning Objective:

- Gain specific knowledge and experience establishing and maintaining offices, user-related authorities, and SF-52 route paths through the online, integrated, real-time FPPS

Target Audience: Employees who are designated as their agency security administrators and/or their agency security points-of-contact who have little or no experience using the FPPS to establish or to maintain offices, users, and route paths

FPPS Security (using 3270 screen emulation) • Two Days

This class covers all aspects of the Federal Personnel/Payroll System (FPPS) Security Administrator and Security Point-of-Contact (SPOC) functionality. Using 3270 screen emulation, students will learn to set up offices, users, and route paths in the FPPS.

Learning Objective:

- Gain specific knowledge and experience establishing and maintaining offices, user-related authorities, and SF-52 route paths through the online, integrated, real-time FPPS

Target Audience: Employees who are designated as their agency security administrators and/or their agency security points-of-contact who have little or no experience using the FPPS to establish or to maintain offices, users, and route paths

FPPS Security Planning Workshop • Two Days

This planning workshop is designed to provide Federal Personnel/Payroll System (FPPS) clients with information covering all aspects of the FPPS Security Administrator and Security Point-of-Contact (SPOC) responsibilities prior to implementation onto the FPPS. Students will participate in discussions, and work through exercises to establish new-user IDs; to reset passwords; and to identify office types, office printers, user types, data-access definitions, FPPS command selections, servicing personnel office screen selections, signature authorities, and route-path requirements for their agency as well as the options that exist for processing personnel actions. Discussion of timekeepers' security roles and responsibilities will also be covered if applicable to the agency.

Learning Objective:

- Gain specific knowledge and experience establishing and maintaining offices, user-related authorities, and SF-52 route paths through the online, integrated, real-time FPPS

Target Audience: Employees designated as security administrators and/or security points-of-contact with little or no experience using the FPPS. This workshop should be attended prior to implementation onto the FPPS and before taking the Web FPPS Security training

Basic Datamart • Two Days

This two-day class is designed to teach end-users how to build queries and reports using the Federal Personnel/Payroll (FPPS) Datamart Brio Insight product. Participants access Brio query documents from the web. Students learn how to build queries using pre-built data models, how to create reports, and how to analyze data. Topics covered will be reinforced by frequent exercises.

Prerequisites: Knowledge of FPPS data, Windows experience, and some query experience

Learning Objective:

- Gain specific knowledge and experience on how to extract data from FPPS Datamart by creating and modifying various queries using ad-hoc data models, and how to manipulate, modify, and format the data

Target Audience: DOI employees, NBC customers and clients required to query and to create reports with FPPS data

Advanced Datamart • Two Days

This class is designed for users with prior experience using the Federal Personnel/Payroll System (FPPS) Datamart Brio Insight product. Course content will expose the student to the advanced features and functions of this web-based application. Students will use a web browser in a hands-on environment to access the FPPS Datamart. Structured practical exercises will allow students to reinforce the information and concepts presented. Students will create queries, tables, pivots, charts, and reports. Query data will then be manipulated, modified, and formatted, using all five adaptive report levels for analysis of the information.

Prerequisite: Basic Datamart

Learning Objectives:

- Gain specific knowledge and experience using the advanced features and techniques of the Brio Insight application
- Use tables, pivots, and various charts to build a comprehensive report incorporating elements of all of the adaptive levels within Brio Insight
- Use adaptive levels within Brio Insight to analyze data

Target Audience: DOI employees; NBC customers and clients required to query, to create reports, and to analyze FPPS data

Basic Datamart—EEO • One Day

This course is designed to instruct end-users how to build EEO-specific queries and reports using the Federal Personnel/Payroll System (FPPS) Datamart application. Participants access the FPPS Datamart EEO query documents from the web. Students learn how to build EEO-specific queries using pre-built data models, create EEO-specific reports, and analyze EEO data. Frequent exercises reinforce the topics learned.

Prerequisite: Must have EEO access/authority

Learning Objective:

- Gain specific knowledge and experience extracting EEO data from FPPS Datamart by creating and modifying EEO-specific ad-hoc queries and reports

Target Audience: NBC customers and clients with access to EEO data required to query and create reports with FPPS EEO data

FPPS/Payroll Courses

FPPS Timekeeper Training • One Day

Course Description:

This course provides an overview of the FPPS (Federal Personnel/Payroll System) pay codes, as well as FPPS Time and Attendance (T&A) functionality and navigation. Students will be given the opportunity to initiate and correct T&As, and to establish and maintain Master T&A records using either the FPPS 3270 screen emulation or the Web FPPS process. Students will be able to access reference materials using a web browser.

Learning Objectives:
- Understand and apply FPPS pay codes
- Navigate the FPPS T&A system
- Use reference materials to assist with T&A processing

Target Audience: Either newly designated timekeepers who have no prior knowledge of timekeeping, or timekeepers who are unfamiliar with input requirements of the FPPS T&A System— *Note: Not for users of Quicktime or other timekeeping systems*

Dates/Locations/Times: For specific information, go to www.doi.gov/training.

Tuition: All federal employees…$150

FPPS Payroll Update Training • One Day

Course Description:

This course provides an overview of the FPPS (Federal Personnel/Payroll System) commands used to initiate and maintain payroll transactions comprising the employee's payroll master record. FPPS menu options include Employee/Position Maintenance, Special Pay Maintenance, and Charity Mass Input/Change. Interpretation of the Pay Detail View (PDVW) is also provided.

Learning Objectives:
- Input changes to an employee's address, tax, entitlement, and voluntary-deduction records
- Gain familiarity in initiating and maintaining Entitlement and Combined Federal Campaign records

Target Audience: Employees responsible for, but unfamiliar with, FPPS functionality, navigation, and commands used for Payroll Master Record input and changes

Dates/Locations/Times: For specific information, go to www.doi.gov/training.

Tuition: All federal employees…$150

FPPS/Payroll Courses

FPPS Leave Share Training • One-half day

Course Description:

This course provides an overview of the FPPS (Federal Personnel/Payroll System) commands used to initiate and maintain payroll transactions for the Leave Share Program.

Learning Objectives:

- Initiate and maintain Leave Share Recipient and Leave Share Donor records in FPPS
- Interpret leave-share information on employee leave views in FPPS and on the Leave and Earnings Statement (LES)

Target Audience: Employees responsible for, but unfamiliar with, FPPS functionality, navigation, and commands used for Leave Share input and changes

Dates/Locations/Times: For specific information, go to www.doi.gov/training.

Tuition: All federal employees…$75

Advanced Leadership Skills and Techniques

Course Description:

The role of federal supervisor/managers is ever evolving. This course provides the knowledge and skills to enhance their individual, team, and organizational leadership roles and advance their thinking, behavior, and actions to prepare for new and emerging leadership challenges.

Learning Objectives:

- Understand how to apply emotional-intelligence skills to enhance employee performance
- Learn what it takes to uncover and maximize the strengths and talents of each employee
- Learn how to be flexible in responding to the individual needs of each employee
- Resolve ethical dilemmas while maintaining integrity
- Understand when to take reasoned risks to increase contribution and impact
- Develop methods and tools for developing leadership capacity in others

Target Audience: Managers, supervisors, group and team leaders

Dates/Locations:

- October 6–10, 2008   Anchorage, Alaska

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Flexibility, Interpersonal Skills, Oral Communication, Problem Solving, Risk Taking, Written Communication

Tuition: All federal employees…$375

Alliance-Based Leadership

Course Description:

The recent work of Daniel Goleman (Primal Leadership) has shown that effective leaders and managers have the ability to understand and manage emotions not only for themselves, but also for the people around them. The appropriate use of the six leadership styles presented in the book has been shown to positively affect the workplace climate and to promote desired outcomes. This course focuses on helping participants understand and know when to apply a particular leadership style in order to achieve more emotionally intelligent interactions and outcomes with others. Other major topics will address progressive/adaptive change, accountability, aligning values with behaviors and clarifying when to coach and when discipline is appropriate.

Learning Objectives:

- Learn and practice new interpersonal skills to influence and gain cooperation from others
- Develop a vision for creating adaptive change that is proactive and progressive, rather than reactive
- Sustain an awareness of the importance of maintaining accountability to both the organization and co-workers
- Form alliances with others in order to help create a work environment that incorporates vision, respect and unity
- Recognize the difference between "resonant" and "dissonant" communication approaches
- Determine how to balance the use of coaching and discipline

Target Audience: Managers, supervisors, team leaders

Dates/Locations:

- November 5–6, 2008 Denver, Colorado

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Interpersonal Skills, Oral Communication, Influencing/Negotiating, Building Coalitions

Tuition: All federal employees…$270

Leadership Skills Courses   ⭐ *New Class*

Critical Thinking

Course Description:

This course is designed for those who want to learn and practice critical thinking skills to enhance their ability to assess and deal with workplace tasks and issues. Participants will explore and apply the structure and process of critical thinking to a variety of situations. Methods include ways to identify issues and tasks, steps for clarification, understanding the power of reflecting, and the evaluation of data. The focus of this class is building skills in reasoning and communication, positive thinking patterns, and the impacts and outcomes of problem solving.

Learning Objectives: Participants will explore

- Identification of thinking patterns
- Definition of problems
- Effective questioning methods to obtain useful information
- Examination and evaluation of data
- Assessment of problems using varied criteria
- Response to unexpected information and events
- Presentation of individual perspectives to others

Target Audience: All federal employees

Dates/Locations:

- February 10–12, 2009   Anchorage, Alaska

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Flexibility, Problem Solving

Tuition: All federal employees…$400

Leadership Skills Courses   ⭐ *New Class*

Delegation: Developing Others Through Shared Work

Course Description:

Effective delegation is one of the most powerful tools for leading and directing the work of others. When used appropriately, delegation allows managers to strategically allocate workload while providing challenging developmental assignments for their staff. And yet, delegation is one of the most misunderstood and misused tools in the workplace today.

This workshop will show participants how to design delegation plans for their team. It covers some of the common myths and misconceptions about delegating work to others, and shows how good delegation is adapted to the needs and abilities of individual employees. Managers who effectively delegate not only distribute work more effectively, but also grow self-confidence and sense of achievement in their staffs.

Learning Objectives:

- Understand the importance of delegating, and the problems with poor delegation
- Create a total team delegation plan
- Communicate the purpose of every delegated assignment
- Use a multi-level delegation model
- Use delegation as a tool for staff development
- Develop a method to monitor progress and take corrective action

Target Audience: Federal employees who directly or indirectly manage others, or who provide direction and leadership to staff without direct reporting authority (i.e., project leaders or matrix managers).

Dates/Locations:

- July 9, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Accountability, Decisiveness, External Awareness, Flexibility, Influence/ Negotiating, Interpersonal Skills, Problem Solving

Tuition: All federal employees…$200

Developing and Sustaining Effective Partnerships

Course Description:

This fast-paced, application-oriented workshop is targeted at meeting the needs of participants who have the responsibility to move Interior's mission forward with both internal and external constituents. This workshop discusses the DOI focus on conservation through partnerships, and teaches the skill for ensuring each partnership effort is productive and mutually satisfying. A four-step model for building rapport, finding common ground, identifying opportunities for mutual gain, and creating effective partnerships form the basis for this class. Students will learn a set of practical tools for ensuring partnership success. During the workshop, participants will have the opportunity to explore their current and future work situations that require or will require collaboration. Using small-group discussion, case studies, and exercises, workshop attendees will practice the skills of starting up, sustaining, and repairing collaborative/partnership efforts to ensure long-term success.

Learning Objectives:

- Understand the department's focus on conservation through partnership
- Understand how to quickly build rapport, build trust, and sustain effective collaboration with others, even when interests vary
- Learn how to find common ground from which to build solutions
- Learn what it takes to operate effectively in an ambiguous and political environment

Target Audience: Any DOI employee who interacts with the public to develop meaningful relationships and collaborative partnerships

Dates/Locations:

- March 10–12, 2009   Albuquerque, New Mexico
- May 5–7, 2009   Reston, Virginia
- July 14–16, 2009   Denver, Colorado

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Conflict Management, Creativity and Innovation, Influence/Negotiating, Interpersonal Skills, Entrepreneurship, Flexibility, Leveraging Diversity, Oral Communication, Partnering, Political Savvy, Problem Solving, Resilience, Strategic Thinking

Tuition: DOI employees…None   Other federal employees…$500

Emotional Intelligence in the Workplace

Course Description:

Researchers have begun to uncover the power that our emotional worlds have in determining success in all human endeavors: emotional intelligence (EI). At the root of EI is the ability to understand our own emotions, manage them, and use them for our own good. This course summarizes the research supporting the EI concept, and explores the role of EI in the workplace. Attendees will have hands-on opportunities to develop their own EI, and will learn effective strategies for integrating EI into all work endeavors and interactions.

Learning Objectives:

- Manage difficult situations, solve problems, and overcome obstacles in a confident, productive manner
- Identify and reduce stress, become more professionally focused, productive and satisfied
- Examine how EI affects careers, work productivity/relationships, health and self-esteem

Target Audience: All federal employees wanting to develop strong interpersonal skills and strategies to deal with demanding work assignments and schedules, conflict, group problems and decisions

Dates/Locations:

- April 2, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Continual Learning, Cultural Awareness, Customer Service, Interpersonal Skills

Tuition: All federal employees…$200

Leadership Skills Courses   ⭐ *New Class*

The Entrepreneurial Leader: Advanced Leadership Skills for Today's Managers and Supervisors

Course Description:

The management cadre of the civil service faces demands that lie outside the traditional scope of supervision: increasing diversity of the workforce, changing values among different generations of employees; loss of large numbers of senior, experienced staff; changing philosophy regarding mission and scope. Many agencies are embracing a model that parallels the private sector, and are redefining themselves into a business model. In this evolving environment, the ability to be forward-looking and innovative is critical. This highly interactive seminar will provide practical skills and ideas that apply to your workplace.

What You Will Learn:

- Understand advanced leadership skills relevant to the challenges of your work
- Learn different perspectives on combining leadership and management
- Use different communication techniques that facilitate clarity and energize your employees
- Understand the importance of creating alignment, and learn effective techniques to accomplish this
- Use feedback and disclosure as techniques to increase trust
- Use iteration as a process of continual improvement

Target Audience: Federal managers and supervisors who welcome the chance to explore ways of bringing a successful business perspective to their roles

Dates/Locations:

- June 2–3, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Accountability, Leveraging Diversity, Decisiveness, Entrepreneurship, Influence/Negotiating, Political Savvy, Vision

Tuition: All federal employees…$400

Leadership and Management Skills for Non-Managers

Course Description:

Participants will learn essential skills to gain the respect and support of others, as well as how to influence without authority. They will learn to use their roles within the organization to lead, handle different personality types, solve problems and make decisions, become change managers, and build solid, long-lasting working relationships.

Learning Objectives:

- Understand the critical role effective communication plays in managerial success
- Learn tools and methods for anticipating and resolving conflict constructively
- Develop tools for decision making and problem solving
- Understand how to build and sustain effective working relationships upward, across, and with other employees
- Describe the role of change in organizations and how the leader functions as a change agent

Target Audience: Individuals who are not in supervisory/managerial positions but lead others and/or need to get work done through others and want to improve their leadership skills.

Dates/Locations:

- July 21–23, 2009   Denver, Colorado

Time: For specific class times and room locations go to www.doi.gov/training.

Competencies Addressed: Conflict Management, Decisiveness, Interpersonal Skills, Oral Communication, Problem Solving, Written Communication

Tuition: All federal employees…$400

★ **New Class**

Leading Complex Change

Course Description:

This interactive course provides a tool kit for leading complex change. Participants will create a strategic vision; identify skills, incentives, and resources available; and learn how to create an action plan for reaching desired outcomes and results. Students will use all of the tools in class, including a four-component process for analyzing and leading complex change. Participants will be able to master the basics of change management, and will learn a wide range of practical skills to avoid pitfalls.

Learning Objectives

- Lead staff and teams through a practical tool kit for leading complex change
- Identify the most common pitfalls in the complex change process
- Recognize the role individuals play in analyzing the need for change
- Analyze predictable components for leading complex change and identify appropriate leadership strategies for guiding staff and teams through the change process with poise and professionalism
- Use a powerful four-component tool to diagnose complex change factors

Target Audience: All federal employees

Dates/Locations

- September 3, 2009   Washington, DC

Time: For specific class times and room locations go to www.doi.gov/training.

Competencies Addressed: Conflict Management, Creativity and Innovation, Decisiveness, Influence/Negotiating, Integrity/Honesty, Partnering, Political Savvy, Strategic Thinking, Vision

Tuition: All federal employees…$275.00

⭐ *New Class*

Navigating the Political Landscape

Course Description

Despite excellent skills, expertise, and intentions, many become victims of behind-the-scenes political forces. Blind to hidden agendas and the power relationships behind decisions, some may fail to build support for their ideas, get the credit they deserve, or achieve career objectives.

This workshop explores attitudes about power and politics, carefully considers organizational dynamics, and provides practical political skills for having impact without compromising integrity. This two-day hands-on, application-driven workshop will provide clarity about the nuances of navigating successfully through the politics of organizations. Participants will be challenged to think through issues, process different ideas, evaluate and implement the leadership skills necessary to accomplish what needs to be done without making enemies, and learn proven approaches for building organizational savvy and political influence.

Learning Objectives: Participants will learn:

- How to detect and protect yourself from potentially negative actions of overly political, power-oriented colleagues, bosses, or customers
- Practical, non-manipulative strategies for entering the political arena while maintaining integrity
- How to defuse any emotional upset you have about politics as a fact of organizational life, so that you will waste less time and energy
- How to present your ideas or challenge others' ideas with appropriately firm vocabulary, and adjust your language according to the power dynamics of the situation
- To recognize and handle sabotage in group situations by deftly managing resistance and challenges to your credibility or position

Target Audience: Managers, supervisors, team leaders, and other professionals who wish to maneuver successfully through organizational politics with integrity and without making enemies

Time: For specific class times and room locations go to www.doi.gov/training.

Dates/Locations:

- March 18 - 19, 2009   Denver, Colorado
- May 12–13, 2009   Albuquerque, New Mexico

Competencies Addressed: Creativity and Innovation, Flexibility, Conflict Management, Teambuilding, Problem Solving, Partnering, Political Savvy, Interpersonal Skills, Integrity/Honesty

Tuition: All federal employees…$400

Basic 40-Hour Supervision

Course Description:

This five-day course is designed for supervisors, managers and team leaders who want to develop and sharpen their supervisory skills and create high-performance cultures. Course topics include hiring the right people, managing employee performance, developing talent, assigning the right duties, and maintaining discipline. Meets all DOI supervisory training requirements.

Learning Objectives:

- Review merit-system principles
- Distinguish the supervisor's role in performance management, rewarding employees, discipline, and controlling absenteeism
- Identify responsibilities in the areas of staffing, promotion, classification and position management
- Discuss labor-management relations, EEO, diversity, and ethics

Target Audience: All managers, supervisors and team leaders

Dates/Locations:

- October 27–31, 2008   Washington, DC
- October 27–31, 2008   Albuquerque, New Mexico
- December 1–5, 2008   Anchorage, Alaska
- December 8–12, 2008   Denver, Colorado
- January 26–30, 2009   Albuquerque, New Mexico
- April 6–10, 2009   Albuquerque, New Mexico
- May 4–8, 2009   Denver, Colorado
- May 11–15, 2009   Washington, DC
- July 13–17, 2009   Albuquerque, New Mexico
- August 17–21, 2009   Denver, Colorado
- September 14–18, 2009   Washington, DC

Times: For specific times and room locations, go to: www.doi.gov/training.

Competency Addressed: Human Resources Management

Tuition: DOI employees…None   Other federal employees…$600

⭐ *New Class*

Comprehensive Conflict Management

Course Description:

This interactive course provides a comprehensive picture of how the components of conflict begin within the self, how they are sustained, and how to prevent and resolve complex conflicts. Students will participate in a 20-factor model to analyze conflicts, evaluate the conflict components, and resolve conflict with practical-action skills and steps. Participants will be able to master the basics of conflict analysis, prevention practices, and resolution management.

Learning Objectives:

- Lead staff and teams through comprehensive components of conflict
- Identify intentional blocks to conflict resolution
- Recognize the role individuals play in sustaining conflict
- Analyze predictable elements for conflict prevention, and identify appropriate leadership strategies for resolving conflicts at every stage
- Utilize a powerful 20-factor tool to diagnose complex conflicts
- Self-assess, and create an individual action plan to sustain the course learning

Target Audience: All federal employees

Dates/Locations:

- February 4–5, 2009   Anchorage, Alaska
- February 18–19, 2009   Washington, DC

Times: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Conflict Management, Diversity, Flexibility, Influence/Negotiating, Integrity/Honesty, Interpersonal Skills, Problem Solving, Strategic Thinking

Tuition: All federal employees…$400

⭐ **New Class**

EEO for all Federal Employees

Course Description:

Successful EEO programs depend upon management and key personnel decisions affecting individuals and groups of employees. This seminar gives supervisors, managers and federal employees in-depth coverage of the federal government's EEO program by showing them the detailed requirements of the components of the EEO program and by focusing in detail on those areas of management and employee responsibility that most-significantly affect the agency EEO program.

Learning Objectives:

- Learn about prohibited forms of discrimination
- Discuss theories of discrimination
- Learn how discrimination is proven
- Understand EEO and employment interviewing
- Understand special hiring programs
- Understand disability discrimination and reasonable accommodation
- Understand EEO and disciplinary actions
- Learn about discrimination complaints
- Understand sexual harassment

Target Audience: All federal employees

Dates/Locations:

- July 21, 2009   Albuquerque, New Mexico

Times: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: External Awareness, Vision, Conflict Management, Leading Diversity, Developing Others, Team Building, Decisiveness, Problem Solving

Tuition: All federal employees…$275

★ New Class

Effective Team Building

Course Description:

This course provides a tool kit for building effective teams. Participants will use highly interactive methods to learn the different social styles on teams, and how best to use them. Students will use all of the tools in class, including a four-component process for analyzing teams. Participants will master the basics of professional team communications, practice putting working agreements in place, and learn the skills needed to be competent, supportive team members.

Learning Objectives

- Lead staff and build effective teams by using a practical tool kit for understanding the best use of team members' skills
- Identify blocks to an effective team process
- Recognize the strengths of team members
- Analyze ways to support and motivate difficult staff, identify appropriate strategies for communicating with teams, and understand the factors that contribute to highest team performance

Target Audience: All federal employees

Dates/Locations:

- February 26, 2009 Washington, DC

Times: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Flexibility, Interpersonal Communications, Vision, Service Motivation, Strategic Thinking, Team Building,

Tuition: All federal employees…$275

⭐ **New Class**

Employee Relations for Supervisors and Managers

Course Description

An in-depth, hands-on learning situation covering supervisory and managerial responsibilities when discipline and/or performance based correction is needed for employees. In addition, this course will cover issues concerning leave (annual, sick, FMLA, etc.), reasonable accommodation, last-chance and firm-choice agreements, threats and violence, substance and drug abuse, off-duty misconduct, crime provision and indefinite suspensions.

Learning Objectives:

- Recognize and respond to conduct problems
- Differentiate between performance and conduct issues
- Understand how to deal effectively with problem employees
- Understand supervisory rights and responsibilities in the employee-relations area, including leave administration

Target Audience: Supervisors, managers, employee-relations professionals

Dates/Locations:

- November 18–20, 2009   Denver, Colorado

  Times: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Conflict Management, Developing Others, Team Building, Problem Solving, Oral Communication, Integrity/Honesty

Tuition: All federal employees…$325

Handling Problem Employees: The Tools, Legalities, and Strategies for Federal Supervisors

Course Description:

Problem employees are the federal supervisor's greatest challenge. Handling them requires speed, confidence, knowledge, and the ability to confront. This popular two-day program will give federal supervisors step-by-step prescriptive guidance for handling the nine types of problem employees. Discussions of the legalities of discipline in the Federal Service are combined with practical strategies for dealing with all types of problem employees. In addition, the program shows participants how to deal with common issues that require special handling: workplace violence, absenteeism, insubordination, off-duty conduct, and alcohol and drug offenses.

Learning Objectives:

- Recognize the nine types of problem employees
- Understand why handling problem employees is important
- Know the legal and practical tools available to correct problems
- Develop a disciplinary case
- Gain the knowledge and confidence needed to handle problem employees

Target Audience: All federal supervisors and managers

Dates/Locations:

- November 18–19, 2008   Albuquerque, New Mexico
- February 25–26, 2009   Denver, Colorado
- April 1–2, 2009   Albuquerque, New Mexico

Times: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Continual Learning, Supervisory Skills, Disciplinary Legalities

Tuition: All federal employees…$250

Keys to Writing Effective Performance Standards

Course Description:

Today's business environment puts strong emphasis on quality in products and services, as well as on the expectation that fewer resources will be available to accomplish the organization's goals. Because of these facts, it is extremely important to make sure performance standards are bulletproof. This course has been designed to provide participants with the keys to ensuring effective overall performance, particularly for ensuring performance standards are clear, concise, and measurable.

Learning Objectives:

- Understand the key components of DOI performance standards and how they can help you meet your program goals
- Write and communicate clear performance expectations
- Develop critical elements that provide a clear line of sight from strategic goals to individual performance
- Understand the role of supervision in, and improve skills for, addressing poor performance
- Use performance management to energize and motivate employees, and to bring marginal employees back on track
- Learn a specific and applicable set of tools and approaches for managing performance
- Learn tools for involving employees in creating/negotiating their performance standards

Target Audience: Supervisors, managers, and team leaders

Dates/Locations:

- November 18–20, 2008   Denver, Colorado
- July 14–16, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Human Resources Management, Interpersonal Skills, Written Communication

Tuition: DOI employees…None   Other federal employees…$475

Managing a Virtual Workforce

Course Description:

Today's work environment requires many managers and supervisors to manage a workforce of telecommuters, contractors, remote team members and others they do not see every day. Managing employees at multiple locations can pose unique problems and require specially tailored skills. This course teaches participants how to supervise remote workers successfully without sacrificing performance or control.

Learning Objectives:

- Develop management skills to meet needs of remote employees
- Select right tools, technology, and training to facilitate task management and stay connected to employees in multiple locations
- Develop and maintain trust with off-site employees
- Coach remote employees on performance and development
- Sustain high-performance remote teams
- Manage performance of remote employees

Target Audience: Managers, supervisors, virtual-team leaders

Time: For specific class times and room locations, go to www.doi.gov/training.

Dates/Locations:

- March 17–18, 2009 Reston, Virginia

Competencies Addressed: Creativity/Innovation, Conflict Management, Team Building, Problem Solving, Interpersonal Skills, Oral and Written Communications

Tuition: All federal employees…$300

Managing Performance Effectively

Course Description:

Performance-management systems—valuable tools for maximizing the contribution of your employees as well as improving your own contribution and long-term success—are often underused. When used effectively, they provide a vehicle for ensuring that people understand what results are expected of them, how they are doing, and what they need to do to improve. This course, based on current best practices, offers a practical set of tools for mastering ongoing coaching and feedback, developing and growing the capability of employees, increasing your skills at managing the performance discussion, managing marginal performance, and increasing productivity and commitment. Workshop participants explore the myriad of options for ensuring meaningful development plans and encouraging people to take ownership of their careers and performance. The Harvard case-study method gives participants the opportunity to experience their new skills at managing difficult performance issues and holding people accountable for their goals.

Learning Objectives:

- Learn a specific and applicable set of tools and approaches for managing employee performance, increasing motivation, and developing capability within your staff
- Learn a practical tool for giving both formal and informal feedback
- Learn a proven model for effective coaching
- Understand what managers can do to keep employees satisfied and contributing

Target Audience: Managers, supervisors, team leaders, and anyone who must assign work and monitor the performance of others

Dates/Locations:

- November 12–13, 2008   Washington, DC
- September 15–16, 2009   Reston, Virginia

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Human Resources Management, Interpersonal Skills

Tuition: All federal employees…$465

Management & Supervisory Development Courses

⭐ *New Class*

Successful Mentoring Skills

Course Description:

Successful mentoring can make or break the development of human capital in an organization—especially when succession planning is an issue. Planning for the future in a real-life, intimate way is exactly what mentoring programs are all about. Mentoring programs encourage relationships that support the learning and development of targeted employee populations. They are established to create accountability for development and accessibility to developmental relationships. Effective mentoring requires commitment and the development of a specific skill set. This skill shop provides the skills necessary to mentor effectively so as to produce rapid improvement and lasting results.

Learning Objectives:

- Create an effective mentor/protégé relationship
- Understand the roles and expectations of mentors and protégés within your mentoring program
- Understand the relationship of mentoring to coaching, managing, teaching, counseling, sponsoring, advising and serving as a confidante
- Use communication skills to motivate your protégé
- Evaluate skills to determine protégé strengths and potential areas for development
- Learn how to provide reinforcement for positive development
- Learn how to provide corrective feedback for poor performance
- Learn how to transfer knowledge and "corporate memory" to protégés to facilitate succession planning

Target Audience: Supervisors, managers, and team leaders

Dates/Locations:

- May 19, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Human Resources Management, Cultural Awareness, Leadership Skills, Coaching Skills, Interpersonal and Problem-Solving Skills

Tuition: All federal employees…$200

⭐ *New Class*

Supervising Federal Wildland Firefighters: Personnel Management Responsibilities of Fire Supervisors

Course Description:

The new supervisor or team leader of federal wildland firefighters is confronted with unique personnel-management situations of immediate importance. This program has been designed to give newly appointed wildland firefighter supervisors or team leaders basic knowledge of the most-immediate importance, and to prepare them for those personnel-management situations that they must be able to handle as quickly as possible after assuming their duties. The course covers the basic legalities and practicalities of supervision in the federal service so that supervisors can deal confidently with the most-common and crucial personnel-management situations encountered in wildland fire fighting.

This two-day program does not teach the tactics or methods of fire suppression, but focuses on personnel management issues and problems encountered in the supervision of federal wildland firefighters. It teaches supervisors about their authority—how to give orders, how to set rules, how to deal with the most-common disciplinary situations, how to handle firefighters' medical issues, how to deal with employee protections, and what ethical rules they must observe.

Learning Objectives:

- Provide an introduction to supervision
- Understand employee rights and responsibilities: The law of the workplace
- Learn methods of maintaining discipline
- Discuss safety and medical issues
- Learn how to control absenteeism
- Learn about protecting employees

Target Audience: Supervisors and team leaders of wildland firefighters

Dates/Locations:

- February 3–4, 2009   Albuquerque, New Mexico

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: External Awareness, Strategic Thinking, Team Building, Problem Solving, Developing Others

Tuition: All federal employees…$350

Supervisory Skills for the Experienced Supervisor

Course Description:

This hands-on five-day course is designed for experienced supervisors. This course meets the requirement of Section 412.103 of Title 5, Code of Federal Regulations, for supervisory training upon initial assignment to a supervisory position and for continued learning beyond that point.

Sessions are built on the foundation of principle-centered leadership, conflict-resolution techniques, communication development for employee feedback, and interpersonal skills. This advanced supervisory course includes several assessment tools, group work and role playing; a direct link to addressing the Federal Human Capital Survey results; and a great deal of practical material.

Discussion topics will include identifying your leadership style and building your own supervisory model; involving staff in the development of organizational plans; creating a cohesive workforce by encouraging open communication and promoting teamwork within the organization; understanding the current intergenerational workforce; mentoring, coaching, motivational and networking techniques.

Learning Objectives:

- Obtain support and recommendation up the chain of command before taking any critical action
- Manage multiple generations, understanding the varying motivations, expectations, and strengths of each; learn tips for managing conflict in a generationally diverse workforce
- Understand how to manage peers; learn tools, tips, and techniques for managing virtual or geographically dispersed teams and for managing difficult employees
- Understand the distinctions between mentoring, networking, and coaching skills
- Review recent changes in federal HR tools

Target Audience: Experienced supervisors

Dates/ Locations:

- October 20–24, 2008   Denver, Colorado
- December 1–5, 2008   Albuquerque, New Mexico
- May 4–8, 2009   Albuquerque, New Mexico
- August 10–14, 2009   Denver, Colorado
- August 17–21, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Human Resources Management, Cultural Awareness, Leadership Skills, Coaching Skills, Interpersonal and Problem-Solving Skills

Tuition: DOI employees…None   Other federal employees…$600

Transitioning To A Supervisory Role: Leadership Skills Development

Course Description:

Transitioning from staff-member to supervisor creates new challenges and requires new skills. Through class discussion and assessment instruments, new supervisors gain insights into the supervisory role, and an awareness of their leadership styles. Assessment instruments provide feedback to participants on their leadership traits, their preferred leadership style, and areas for development. The course also includes information on establishing a customer-service strategy and motivational techniques to ensure a high-performing work team.

Learning Objectives:

- Recognize what is involved in the transition process from peer to supervisor
- Identify personal leadership skills and styles, and how to effectively use them
- Recognize and apply critical leadership traits
- Develop and manage an effective customer-service plan
- Energize employees

Target Audience: New supervisors with no formal training, supervisors needing a refresher of basic supervisory skills, and employees preparing for supervisory careers

Dates/Locations:

- October 20–24, 2008   Reston, Virginia
- March 9–13, 2009   Denver, Colorado
- June 22–26, 2009   Denver, Colorado
- August 24–28, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Accountability, Conflict Management, Continual Learning, Customer Service, Leveraging Diversity, Developing Others, Human Resource Management, Influence/ Negotiating, Integrity/Honesty, Interpersonal Skills, Oral Communication, Giving and Receiving Feedback, Treats Others With Respect, Effective Listening Skills, Cultural Awareness

Tuition: All federal employees…$500

Building Successful Customer Relations

Course Description:

This is an interactive course focusing on a variety of customer-relations "winning strategies" that can be implemented immediately and assure results. Participants will be better able to identify who their customers are, and will learn to deal with high-pressure/conflict situations that occur in any position where the public is served.

Learning Objectives:

- Understand the importance of good customer relations
- Identify and clearly understand who your customers are
- Increase self-awareness to sharpen communication and interactive skills
- Improve ability to deal with angry, hostile or aggressive individuals
- Interpret individuals' non-verbal messages and respond to them appropriately

Target Audience: All federal employees wanting to improve their customer-service skills

Dates/Locations:

- April 9, 2009   Washington, DC
- May 7, 2009   Denver, Colorado

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Accountability, Conflict Management, Customer Service, Decisiveness, Flexibility, Influence/Negotiation, Interpersonal Skills, Leveraging Diversity, Oral Communication, Partnering, Problem Solving, Service Motivation, Strategic Thinking, Team Building

Tuition: All federal employees…$250

Professional Development Courses

New Class

Communication Skills in a Culturally Diverse Workplace

Course Description:

This fascinating, contemporary workshop will improve interpersonal communication skills in a culturally diverse workplace. Through the use of video, short films, case studies, and interactive role-playing, participants will explore different kinds of communication strategies to interact more effectively with others in the work environment. They will also gain insight into different communication styles and rituals, and their implications for the development of interpersonal and intercultural skills in the workplace. Emphasis is given to practical analysis of typical communication scenarios in the workplace.

Learning Objectives:

- Learn how to strengthen your understanding of the communication process in the workplace
- Become familiar with and be able to appreciate the different communication styles and rituals men and women use in the workplace
- Increase your awareness of the impact cultural differences have on verbal and non-verbal communication in the workplace
- Improve your awareness of the need for more empathic listening and feedback in communicating with others in the workplace
- Identify various techniques and strategies for safe and respectful interpersonal communication as a key to better understanding in the workplace
- Understand the bases for filing an EEO complaint and the informal and formal EEO complaint process
- Become familiar with the No Fear Act of 2002

Target Audience: All federal employees

Dates/Locations

- June 4, 2009   Washington, DC
- September 22, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Conflict Management, Leveraging Diversity, External Awareness, Flexibility, Interpersonal Skills, and Team Building

Tuition: All federal employees…$250

★ New Class

Creating Customer Loyalty Through Problem Solving

Course Description:

This course presents a structured approach for tackling problems, opportunities, and decisions that will help participants get better results. Five types of critical thinking needed in business environments are addressed: strategic, tactical, analytical, innovative, and implicative. The course also teaches a five-step process for responding to business problems and opportunities.

Learning Objectives:

- How to apply different thinking approaches at different times for improved analysis and problem solving
- How to determine the root cause of, and generate innovative responses to, business problems and opportunities
- How to design and execute appropriate action plans

Target Audience: Managers, supervisors, team leaders, and technical professionals

Dates/Locations:

- March 31–April 2, 2009   Denver, Colorado

Times: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Creativity and Innovation, External Awareness, Resilience, Customer Service, Decisiveness, Entrepreneurship, Problem Solving, Strategic Thinking, Partnering, Decisiveness, Flexibility, Accountability

CPEs: 27

Tuition: All federal employees…$775

★ New Class

Establishing a Business Mindset

Course Description:

In today's business world, an individual's technical knowledge must be complemented by business acumen—or general knowledge of the "rules of engagement" in business. This course covers leveraging variables related to the business environment, business thinking, business interactions and business outcomes. Participants will practice analyzing business situations and applying new skills to common business issues, as well as become familiar with best practices in business etiquette, communications, and conflict management.

Learning Objectives:

- Learn how to identify business issues from each perspective in the Mindset Model (strategic, organizational, interpersonal and personal)
- Learn how to use force-field analysis to develop potential opportunities for responding to strategic influences
- Learn how to use critical thinking and high-impact communications to problem solve and achieve desirable business outcomes
- Learn how to use a SWOT analysis to evaluate your organizational vision, goals and objectives and the metrics that can be used to measure progress toward that goal

Target Audience: Managers, supervisors, team leaders, and technical professionals

Dates/Locations:

- December 9–11, 2009   Denver, Colorado

Time: For specific class times and room locations, go to www.doi.gov/training.

Competencies Addressed: Creativity and Innovation, External Awareness, Strategic Thinking, Vision, Flexibility, Resilience, Problem Solving, Influencing/Negotiation

Tuition: All federal employees…$775

⭐ *New Class*

Managing Interpersonal Conflict

Course Description:

Understand your own conflict-handling style and learn how to mediate among others. Participants will gain an increased mastery of conflict situations through increased self-awareness and improved negotiation and coping skills. Since managers and team members often need to step into a mediation role when the conflict belongs to two other people, you will learn the skill sets around becoming a third-party mediator. Some areas that will be explored are teams, supervisor/subordinate, inter- and intra-departmental issues, deadlines, different priorities, budgeting disagreements, and silos. Receive your own DiSC Classic profile to determine how you handle conflict.

Learning Objectives:

- Learn about different conflict management styles, including your own, and discover the strengths of each style
- Practice problem solving on conflict issues to move toward resolution
- Learn how to deal with manipulative tactics, including sarcasm
- Create a communication template for dealing with conflict and difficult interactions
- Practice mediation between two people, and learn how to develop an operating agreement
- Learn to recognize the warning signs that conflict is brewing so you can take preemptive actions

Target Audience: Managers, supervisors, team leaders, and other professionals who want to learn how to manage conflict for themselves, or mediate conflict between team members

Time: For specific class times and room locations go: www.doi.gov/training

Dates/Locations

- March 4-5, 2009   Denver, Colorado

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Flexibility, Conflict Management, Developing Others, Team Building, Problem Solving, Interpersonal Skills, Influencing/Negotiating

Tuition: All federal employees…$320

Effective Briefing and Presentation Skills ⭐ New Class

Course Description:

Effective communication skills are critical to a leader's success. The biggest differentiator between good leaders and great leaders is how they present their ideas. Presentations are part of any business endeavor, as well as many social and professional organizations. Focus on what the pros do to create authority and energy in front of the room. Personal stories create memories, so learn how to incorporate yours and tie them to your learning point. Learn how to analyze the audience, handle question-and-answer sessions like a pro, get people to make commitments, and leave them with something valuable.

Learning Objectives:

- Understand your behavior style and how it impacts your presentation style
- Get a template for each of the five types of presentations, and practice creating them
- Learn how to create authority, energy and awareness in front of any sized group
- Learn how to analyze the audience so that you make sure your material is on target
- Study the Eight Intelligences and know how to use them to get anyone's attention
- Work with those difficult audience members so you stay in control
- Learn how to open and close crisply and gain commitment for change at the end of a program
- Get actual practice with some of your new skills so that you can duplicate them when you leave

Target Audience: Managers, supervisors, team leaders, and other professionals who want to improve their presentation skills

Dates/Locations

- February 3–4, 2009   Denver, Colorado
- May 12–13, 2009   Reston, Virginia
- September 9–10, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Interpersonal Skills, Oral Communication, Continual Learning, Influencing/Negotiating

Tuition: All federal employees…$490

★ **New Class**

Excellence in Customer Service

Course Description:

Excellence in customer service is essential for success in today's workplace environment. This two-day course will helps employees who deal with the public (and each other) build the interpersonal skills necessary to create and maintain strong customer relationships among offices and with the public.

Learning Objectives:

- Learn how to identify your customers and how to determine their needs
- Learn how to develop effective interpersonal techniques
- Learn techniques to resolve customer problems
- Recognize the importance of creating a positive service image

Target Audience: All federal employees

Dates/Locations

- January 27–28, 2009   Anchorage, Alaska

Competencies Addressed: Accountability, Customer Service, Interpersonal Skills, Service Motivation

Time: For specific class times and room locations, go to: www.doi.gov/training.

Tuition: All federal employees…$400

⭐ New Class

Organization and Time Management

Course Description:

Time—there is never enough of it. Have you ever been pressed for time to finish a project, only to have additional work stacked on? How about that looming deadline that keeps creeping closer as the roadblocks keep mounting? While no one can increase the number of hours in a day, managing time and becoming more organized can add productive hours to each work day. Good time management will decrease your stress and increase your ability to complete all tasks.

Managing time goes beyond simply managing personal work time; you also must manage the people, products, and tasks involved. To effectively manage time and complete tasks on time, you must prioritize and take an organized approach to each task. Even well-planned projects encounter bumps in the road; however, being organized allows you to adjust quickly.

Effective time management anticipates challenges, and plans for them. No one approach can address all situations; however, developing a good basic time-management strategy will lay the groundwork for any assignment. This workshop is designed to provide you with the strategies, tools, and tips to improve the way you work and live.

Learning Objectives:

- Set goals for both your work and personal life
- Manage multiple projects and priorities
- Increase personal productivity
- Balance personal life with a work life
- Overcome procrastination
- Learn how to decrease the burnout rate

Target Audience: All federal employees

Dates/Locations

- January 13–14, 2009   Anchorage, Alaska
- May 20–21, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Accountability, Customer Service, Decisiveness, Flexibility, Influence/ Negotiation, Interpersonal Skills, Leveraging Diversity, Oral Communication, Partnering, Problem Solving, Service Motivation, Strategic Thinking, Team Building

Tuition: All federal employees…$490

Project Management Fundamentals I

Course Description:

This course stresses the fundamentals of successful project management, including defining project goals and objectives and identifying stakeholders at the outset. Participants learn how projects are used to accomplish goals, produce products, deliver services, and meet objectives. Case studies, scenarios, and real-life projects are used to illustrate the life cycle of a project and to help participants understand the role of the project manager in managing the project life cycle, including defining tasks, scheduling, estimating, allocating resources, monitoring, and controlling.

Note: This introductory course is ideal for people who support project teams or those who seek a general understanding of project management; *this course does not fulfill any part of the requirement for the Project Management Certificate Program.*

Learning Objectives:

- Describe fundamental concepts in project management
- Define the role of the project manager
- Assess and identify project requirements
- Organize effective project teams
- Apply basic tools and techniques to plan, measure, and control projects
- Conduct a project evaluation, and successfully close out the project

Target Audience: Employees who want to learn how to manage projects

Dates/Locations:

- January 27–29, 2009   Washington, DC
- July 21–23, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training

Competencies Addressed: Influencing/Negotiating, Leadership, Oral Communication/Speaking, Project Management

Tuition: All federal employees…$520

⭐ *New Class*

Project Management Fundamentals II

Course Description:

The goal of this two-day workshop is to give participants a more-thorough understanding of critical project performance areas. This workshop targets participants seeking to build upon their understanding of basic project management knowledge and skills. We focus heavily on establishing parameters and implementing methods for effective monitoring and controlling of a project's performance.

Note: This introductory course is ideal for individuals who support project teams, or those who seek a general understanding of project management; this course does not fulfill any part of the requirement for the Project Management Certificate Program.

Learning Objectives:

- Learning how to enhance clarity of purpose and outcomes
- Differentiating between the administrative and technical sections of managing the project
- Learning how to identify and manage critical path and critical resources issues
- Learning a simplified approach to Project Risk Identification and Response
- Learning to identify, prevent and respond to common project-management mistakes

Target Audience: Junior Project Managers, Project Phase/Activity Leads, COR/COTRs

Time: For specific class times and room locations, go to: www.doi.gov/training.

Dates/Locations:

- September 29–30, 2009   Washington, DC

Competencies Addressed: Influencing/Negotiating, Leadership, Oral Communication/Speaking, Project Management

Tuition: All federal employees…$300

Managing Projects
Required for Project Management Associate's Certificate

Course Description:

A required foundation for the Associate's Certificate Program, this course provides a solid understanding of project-management methods. Participants will gain professional skills and techniques to manage each stage of the project life cycle, work within organizational and cost constraints, set goals tied directly to stakeholder needs, and use state-of-the-art project-management tools to get the work done on time and within budget. The course relates project-management principles to Interior's project-planning standards and integrated-life-cycle (ILC) processes.

Learning Objectives:

- Master fundamental project-management principles, vocabulary, skills, concepts, and techniques
- Link project goals and objectives to clear, compelling stakeholder needs
- Develop work-breakdown structures
- Set realistic, measurable objectives, and ensure positive results
- Estimate project costs and schedules, using simple, proven techniques
- Establish a dependable project-control-and-monitoring system
- Relate project-management principles to Interior's project planning standards
- Relate project-management principles to Interior's integrated life cycle (ILC)

Target Audience: All federal employees requiring certification to manage major or non-major projects

Time: For specific class times and room locations, go to: www.doi.gov/training.

Dates/Locations:

- October 28–30, 2008   Denver, Colorado
- November 18–20, 2008   Washington, DC
- December 2–4, 2008   Albuquerque, New Mexico

Competencies Addressed: Influencing/Negotiating, Leadership, Oral Communication, Project Management

CEUs: 2.25

Tuition: All federal employees…$760

Risk Management
Required for Project Management Associate's Certificate

Course Description:

In this course, students will work through the proactive approach to threat and opportunity—an approach based on a clear understanding of the power of both qualitative and quantitative approaches to risk management. The course examines risk management from both a top-down and bottom-up perspective, using a proven eight-step risk-management process. In addition, a multi-part case study will take the student from risk overview at the beginning of a project through the challenges of ongoing assessment and reassessment of threats and opportunities throughout the project.

Learning Objectives:

- Use a practical, eight-step process to manage project risk
- Identify threats and opportunities, and weigh their relative value in your project
- Control multiple risks, using limited strategies
- Overcome psychological barriers to risk in stakeholders and team members
- Make risk and opportunity integral components of the project plan

Target Audience: All federal employees requiring certification to manage major or non-major projects

Time: For specific class times and room locations, go to: www.doi.gov/training.

Dates/Locations:

- January 6–8, 2009   Washington, DC
- January 27–29, 2009   Denver, Colorado
- February 17–19, 2009   Albuquerque, New Mexico

Competencies Addressed: Influencing/Negotiating, Leadership, Oral Communication, Project Management

CEUs: 2.25

Tuition: All federal employees…$760

⭐ *New Class*

How to Gather and Document User Requirements
Required for Project Management Associate's Certificate

Course Description:

Incomplete requirements are often cited as the number-one reason projects or systems fail. Accurate identification and validation of business requirements are crucial to project success.

This "how-to" course introduces the roles of the business analyst as they relate to the identification, analysis and documentation of requirements. It familiarizes participants with the core knowledge and skills sets required to draw out, identify, validate, and document business requirements. It also addresses how these requirements are managed throughout the project life cycle.

The course relates requirement-development-and-documentation principles to Interior's project-planning standards and integrated-l ife-cycle (ILC) processes.

Learning Objectives:

- Define the roles of the business analyst in the requirements process
- Effectively document a solution's vision and scope
- Develop a Requirements Work Plan
- Identify, structure, analyze, validate, and document business requirements
- Structure a Business Requirements Document (BRD)
- Relate requirement-development-and-documentation principles to Interior's project-planning standards
- Relate requirement-development-and-documentation principles to Interior's integrated life cycle (ILC)

Target Audience: All federal employees requiring certification to manage major or non-major projects

Dates/Locations:

- January 6–8, 2009   Washington, DC
- January 13–15, 2009   Albuquerque, New Mexico
- March 10–12, 2009   Denver, Colorado

Time: For specific class times and room location, go to: www.doi.gov/training.

Competencies Addressed: Influencing/Negotiating, Leadership, Oral Communication, Project Management

🎗 **CEUs:** 2.25

Tuition: All federal employees…$840

New Class

Scheduling and Cost Control
Required for Project Management Master's Certificate

Course Description:

Students will develop effective measures for scheduling and controlling projects. The course will focus on managing the constraints of a project—limits on time, human resources, materials, budget, and specifications. Students will get hands-on experience in building project requirements and the work breakdown structure, as well as learn techniques for estimating, forecasting, budgeting, monitoring, controlling, analyzing, and reporting costs, and interpreting the meaning of earned-value data.

Learning Objectives:

- Use the work-breakdown structure to develop a network diagram
- Calculate schedules using PERT/CPM
- Identify, assign, and tabulate resource requirements
- Predict costs and work time, using specific levels and estimate types
- Plan for contingencies and anticipate variations
- Predict future project performance based on historical data
- Monitor changes and close out project

Target Audience: All federal employees requiring certification to manage major or non-major projects

Time: For specific class times and room locations, go to: www.doi.gov/training.

Dates/Locations:

- February 23–27, 2009   Albuquerque, New Mexico
- March 10–13, 2009   Washington, DC
- April 13–16, 2009   Denver, Colorado

Competencies Addressed: Influencing/Negotiating, Leadership, Oral Communication, Project Management

CEUs: 2.80

Tuition: All federal employees…$760

Project Management Certificate Courses

⭐ *New Class*

Source Selection: The Best-Value Process
Required for Project Management Master's Certificate

Course Description:

One of the most-critical steps facing agencies and contractors in government contracting is source selection—the process agencies follow to choose among competing proposals. In response to demands for improvements in the quality of supplies and services, federal agencies are increasingly using best-value criteria to award contracts. While the process gives agencies great latitude, the procedures are demanding of agency personnel and competing offerors, and give little guidance on how best to select evaluation factors and evaluate proposals. Through lectures and comprehensive case studies, this hands-on course will provide a solid understanding of what the rules mean, as well as skill training on the principles and processes of sound business decision analysis and decision making. This course offers both government personnel and industry professionals insights into the source-selection process, and the tools to use those insights to develop effective, winning proposals.

Learning Objectives:

- Define key source selection terms and discuss the basic goals and rules of source selection
- Conduct effective market research and acquisition planning, prepare evaluation factors and standards, and develop a source selection plan
- Prepare proposals that map to the government's requirements, and evaluate them using different rating and scoring methods
- Establish a competitive range and conduct exchanges with offerors
- Document a source selection decision that supports the cost/technical trade-off
- Prepare for debriefings and (if necessary) bid protests

Target Audience: All federal employees requiring certification to manage major or non-major projects

Dates/Locations:

- March 23–26, 2009   Albuquerque, New Mexico
- June 9–12, 2009   Washington, DC
- May 18–21, 2009   Denver, Colorado

Time: For specific class times and room location, go to: www.doi.gov/training.

Competencies Addressed: Influencing/Negotiating, Leadership, Oral Communication, Project Management

🎖 **CEUs:** 2.60

Tuition: All federal employees…$840

New Class

COTR Management of IT Service Contracts
Required for Project Management Master's Certificate

Course Description:

The contracting officer's technical representative (COTR) plays an essential role in the planning, awarding and management of the information technology (IT) contract. Their technical expertise and project management skills are critical in designing performance-based acquisitions that respond to risk, motivate excellent contractor performance and ensure organizational goals and objectives are being met.

In this course, you'll learn the essential techniques for being an effective COTR on IT contracts. The course addresses the COTR's role throughout the IT contract life cycle — from defining initial requirements to effective post-award performance management. It will help you understand the importance of early IT risk assessment and how risk mitigation and control influences the entire IT contracting process. Through classroom exercises and case study analysis, you will receive an assortment of practical IT COTR management tools and techniques that can be immediately applied back on the job.

Learning Objectives:

- Describe the role of the COTR in the planning, awarding and management of an IT contract
- Identify, analyze and control IT risk throughout the contract management life cycle
- Apply performance-based acquisition techniques to IT contracts
- Plan, buy and measure "results" in IT acquisitions
- Use the process model for building effective service level agreements (SLAs) for IT contract
- Establish IT-related terms and conditions on the contract

Target Audience: All federal employees requiring certification to manage major or non-major projects

Dates/Locations:

- June 16–18, 2009   Denver, Colorado
- July 7–9, 2009   Albuquerque, New Mexico
- August 4–6, 2009   Washington, DC

Time: For specific class times and room location, go to: www.doi.gov/training.

Competencies Addressed: Influencing/Negotiating, Leadership, Oral Communication, Project Management

CEUs: 2.25

Tuition: All federal employees…$840

⭐ **New Class**

Project Leadership, Management, and Communication
Required for Project Management Master's Certificate

Course Description:

This interactive course provides a solid foundation in key leadership competencies. Students will complete a self-assessment of their leadership skills, and master the basics of these leadership competencies: setting direction, aligning people, motivating and inspiring, leading teams, communicating, building relationships, facilitating ethical conduct, negotiating, and leading change.

Learning Objectives:

- Lead project teams through more-effective communications
- Identify motivational value systems to improve productivity and cooperation
- Recognize the role of business and personal ethics in leadership
- Describe predictable change stages and identify appropriate leadership strategies for each stage
- Use a powerful four-stage collaborative-negotiation process
- Create a leadership-development plan to implement upon return to work

Target Audience: All federal employees requiring certification to manage major or non-major projects

Dates/Locations:

- April 28–30, 2009   Washington, DC
- May 5–7, 2009   Albuquerque, New Mexico
- August 4–6, 2009   Denver, Colorado

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Influencing/Negotiating, Leadership, Oral Communication, Project Management

CEUs: 2.25

Tuition: All federal employees…$760

Mid-Career Planning Seminar for FERS Employees

Course Description:

In today's ever-changing financial environment, it is crucial to begin, or at least consider, planning for retirement early. This course is designed to highlight the foundations of benefits available within federal service, and then explore options to maximize them.

All aspects of FERS employee programs will be examined. Then a common-sense approach to common-sense financial planning will follow, showing the attendees how to take the fear out of financial planning and how to become wise financial consumers.

The seminar exposes each participant to experts in each of the topics shown below. Therefore, it is an opportunity to ask questions and be given additional insight into aspects of their career paths the attendees may not have considered. Classroom discussion is lively, challenging, and rewarding.

Learning Objectives:

- Understand current federal retirement benefits and proposed legislation
- Understand financial principles, financial risks and investments
- Recognize impact of Social Security on retirement planning
- Understand the Thrift Savings Plan (TSP)
- Understand estate planning and legal issues, wills, trusts and powers of attorney

Target Audience: Employees with about 15 years of federal service, or who are near the mid-point of their government careers

Dates/Locations:

- February 17–18, 2009   Reston, Virginia
- April 7–8, 2009   Denver, Colorado

Time: For specific times and room locations, go to: www.doi.gov/training.

Tuition: All federal employees…$280

Retirement Planning for CSRS Employees

Course Description:

As employees look forward to retirement, they have many questions. This seminar presents information about federal benefits, and explores options to maximize those benefits. All aspects of CSRS, Transfers and CSRS-Offset programs are examined. Participants will learn about financial planning and how to become wise financial consumers.

Learning Objectives:

- Understand the current federal retirement benefits and proposed legislation
- Understand financial principles, financial risks and investments
- Recognize impact of Social Security on retirement planning
- Understand the Thrift Savings Plan (TSP)
- Understand estate planning and legal issues, wills, trusts and powers of attorney

Target Audience: All federal employees needing a plan for a smooth transition into retirement (most beneficial for those within 10–15 years of retirement)

Dates/Locations:

- November 5–6, 2008   Washington, DC
- November 18–19, 2008   Denver, Colorado
- February 10–11, 2009   Albuquerque, New Mexico
- June 9–10, 2009   Denver, Colorado
- June 16–17, 2009   Albuquerque, New Mexico
- July 22–23, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Tuition: All federal employees…$280

Retirement Planning for FERS Employees

Course Description:

As employees looks forward to retirement, they have many questions. This seminar presents information about federal benefits, and explores options to maximize those benefits. All aspects of FERS, Transfers and FERS-Offset programs are examined. Participants learn about financial planning, and how to become wise financial consumers.

Learning Objectives:

- Understand the current federal retirement benefits and proposed legislation
- Understand financial principles, financial risks and investments
- Recognize impact of Social Security on retirement planning
- Understand the Thrift Savings Plan (TSP)
- Understand estate planning and legal issues, wills, trusts and powers of attorney

Target Audience: All federal employees needing a plan for a smooth transition into retirement (most beneficial for those within 10–15 years of retirement)

Dates/Locations:

- October 15–16, 2008   Washington, DC
- March 3–4, 2009   Denver, Colorado
- April 28–29, 2009   Albuquerque, New Mexico
- July 7–8, 2009   Albuquerque, New Mexico
- August 4–5, 2009   Denver, Colorado
- September 9–10, 2009   Washington, DC

Time: For specific times and room locations, go to: www.doi.gov/training.

Tuition: All federal employees…$280

Retirement Planning for FERS and CSRS Employees

Course Description:

As the employee looks forward to retirement, many questions arise. This seminar presents information about federal benefits, and explores options to maximize those benefits. All aspects of FERS, CSRS, Transfers and CSRS-Offset programs are examined. Participants learn about financial planning, and how to become wise financial consumers.

Learning Objectives:

- Understand the current federal retirement benefits and proposed legislation
- Understand financial principles, financial risks and investments
- Recognize impact of Social Security on retirement planning
- Understand Thrift Savings Plan (TSP)
- Understand estate planning and legal issues, wills, trusts and power of attorneys

Target Audience: All federal employees needing a plan for a smooth transition into retirement (most beneficial for those within 10–15 years of retirement)

Dates/Locations:

- June 17–18, 2009   Reston, Virginia

Time: For specific times and room locations, go to: www.doi.gov/training.

Tuition: All federal employees…$280

Alaska National Interest Lands Conservation Act (ANILCA) Seminar

Course Description:

This annual ANILCA training contains updated information every year. The instructors are people who work with ANILCA daily, and who follow the shifts from issue to issue as the law is implemented. They are representatives from the State of Alaska, the Department of the Interior, Alaska Federation of Natives, resource-development groups, hunters, conservation groups, miners, ANCSA corporations, and other Alaskan-interest groups. Participants will view a broad picture of the contents of ANILCA (a beginning for further study) and the far-reaching effects of ANILCA on the people and land of Alaska.

Learning Objectives:

- Be aware of the significance of interacting with the public about access, land use, and other federal land issues; almost all are affected by ANILCA
- Understand the general provisions and effects of ANILCA
- Identify land-management situations affected by ANILCA
- Identify the basics of federal laws that are administered differently in Alaska because of ANILCA
- Be able to make recommendations and decisions about federal land use in Alaska as affected by ANILCA

Target Audience: DOI land managers and others who deal with ANILCA issues

Dates/Locations:

- November 5–6, 2008   Anchorage, Alaska

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Cultural Awareness, Resource Management

Tuition: All federal employees…$500

Bear and Firearm Safety

Course Description:

Students will receive an intensive briefing on bear and wild–animal behavior, with an emphasis on avoiding confrontation and injury in field situations.

Learning Objectives:

- Know safety rules for avoiding bear encounters
- Be aware of appropriate defensive behavior if a bear encounter occurs
- Apply knowledge of cleaning and transportation of firearms
- Participate in firing-range practice and BLM certification

Target Audience: Mandatory for anyone who must work and carry guns in remote field areas

Dates/Locations:

- May 6, 2009   Anchorage, Alaska
- June 3, 2009   Anchorage, Alaska

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Problem Solving, Planning

Tuition: DOI employees…None   Other federal employees…$150

Travel Regulations Courses

★ New Class

Federal Travel Approving Officials' Responsibilities

Course Description:

This course provides guidance to the travel authorizing/approving official designee (e.g., supervisor of the traveler) regarding the Federal Travel Regulation (FTR). The authorizing approving official designee must review and sign travel claims to confirm the authorized travel, and the reviewing official must have full knowledge of the employee's activities. In this course, the student will learn that the approving official must ensure the travel claim is properly prepared in accordance with the pertinent regulations and agency procedures; a copy of authorization for travel is provided; the types of expenses claimed are authorized and allowable expenses; the amounts claimed are accurate; and the required receipts, statements and justifications are attached with the voucher.

Learning Objectives:

- Identify responsibilities for authorizing and approving transportation, subsistence and miscellaneous expenses under Federal Travel Regulation (FTR)
- Ensure the travel claim is properly prepared in accordance with FTR and agency procedures
- Make sure expenses claimed are authorized and allowable
- Determine amounts claimed are accurate, and that required receipts, statements and justifications are attached to the voucher
- Determine agency responsibilities to set travel policies

Target Audience: Travel managers, travel-authorizing officials, travel-approving officials

Dates/Locations:

- December 11, 2008   Albuquerque, New Mexico
- July 30, 2009   Albuquerque, New Mexico

Competencies addressed: Continual Learning, Technical Credibility, Accountability

Tuition: All federal employees…$250

Temporary Duty (TDY) Travel

Course Description:

This course provides participants with an opportunity to better understand the Federal Travel Regulations and get up-to-date information on recent changes. The course focuses on temporary-duty travel allowances and responsibilities in the various areas of civilian travel.

Learning Objectives:

- Identify and apply the rules as prescribed in the Federal Travel Regulations
- Identify reimbursements for civilian employees on official business
- Determine transportation allowances advantageous to the government
- Determine requirements for submitting voucher claims

Target Audience: All employees (e.g., supervisors, managers, authorizing/certifying officials and frequent travelers) who are involved in travel management

Dates/Locations:

- December 9–10, 2008   Albuquerque, New Mexico
- June 24–25, 2009   Washington, DC
- July 28–29, 2009   Albuquerque, New Mexico

Time: For specific times and room locations, go to: www.doi.gov/training.

Competencies addressed: Continual Learning, Technical Credibility, Accountability

Tuition: DOI employees…None   Other federal employees…$230

The Business of Writing: A Step-by-Step Approach to Writing at Work

Course Description:
The best writers in all arenas follow some sort of writing process and know how to adjust their styles to fit varying situations and audiences. This course will help participants develop their own approach as they examine the principles of effective on-the-job writing. Case-study examples, hands-on exercises, and lively discussion make this course both informative and practical. Participants are encouraged to bring samples of their own writing for instructor feedback.

Learning Objectives:
- Apply a variety of pre-writing strategies: Using a three-phase process, learn how to profile the audience, clarify and state purpose, and select appropriate methods of development
- Practice the principles of plain-language style: Eliminate cluttered wording, prefer the simple word, use the active voice, focus on action and results
- Streamline the review process: Develop a constructive approach to editing, check for parallel structure, manage non-verbal elements, make the most of "white space"

Target Audience: Employees who want to strengthen their writing skills.

Dates/Locations
- January 20–21, 2009   Denver, Colorado

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Written Communication, Continual Learning

Tuition: All federal employees…$300

Writing Skills Courses

★ New Class

Proofreading With Precision

Course Description:

This two-day, hands-on course is designed for employees who are required to proofread their own writing, as well as the writing of others. Participants will gain awareness of the power of perception; learn proofreading symbols and techniques; review common errors in grammar, usage, punctuation, and spelling; and practice using proofreading symbols and techniques on a wide variety of sample documents.

Learning Objectives:

- Understand the distinction between proofreading and editing
- Learn standard proofreading symbols
- Practice applying standard proofreading symbols
- Sharpen their awareness of most-common errors in grammar, usage, punctuation, and spelling
- Strengthen their ability to avoid common proofreading pitfalls
- Understand the power of perception as it applies to proofreading

Target Audience: Federal employees who review documents for accuracy and correctness

Dates/Locations

- March 17–18, 2009   Denver, Colorado

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Technical Credibility, Written Communication

Tuition: All federal employees…$300

Writing About Technical Subjects

Course Description:

Technical subjects present a special challenge to the writer. This course is designed to enable participants to analyze and comprehend effective language use, and apply this comprehension in sentence and paragraph development; to collect, evaluate, and interpret information for technical reports; and to organize information into clear, concise and accurate technical forms (such as the OMB Exhibit 300). In this course, participants use the writing process to present a set of technical data to a variety of readers. Instructors will offer individual comments on pre-course writing samples and in-class work. Students are encouraged to use real-work examples wherever possible.

Learning Objectives:

- Write clear, readable technical documents
- Adapt and follow a standard writing process
- Identify and clearly state your purpose
- Write to the technical level of your readers and reduce jargon
- Present appropriate data clearly and use graphics effectively
- Demonstrate standard grammar and punctuation usage

Target Audience: All federal employees wanting to improve their ability to organize, write, and edit technical documents and reports

Dates/Locations:

- November 19–20, 2008   Anchorage, Alaska
- March 24–25, 2009   Albuquerque, New Mexico

Time: For specific times and room locations, go to: www.doi.gov/training.

Competency Addressed: Written Communication

Tuition: All federal employees…$300

Writing Foundations I:
Basics in Grammar, Punctuation, and Word Usage

Course Description:

In this two-day course, participants learn to improve the *correctness* of their writing by reviewing principles of English grammar and punctuation. They will practice writing correct sentences, and learn to recognize and avoid the most-common errors in English usage. In addition, they will review spelling rules and exceptions, as well as discover ways of remembering correct spelling and word-use. Employees who write, edit, or proofread, as well as those who are called upon to speak in public, will find this a valuable refresher course in basic English grammar, usage, and punctuation.

Learning Objectives:

- Write clear, effective sentences
- Practice standard uses of punctuation marks
- Identify and correct common non-standard grammar patterns (e.g., subject-verb and pronoun-antecedent disagreement, who-whom errors, sentence fragments and splices)
- Understand and use active and passive voice effectively
- Follow standard patterns of capitalization and number use
- Identify 100 commonly misspelled words

Target Audience: All employees who wish to learn or review the fundamentals of grammar and punctuation

Dates/Locations:

- October 1–2, 2008   Washington, DC
- October 21–22, 2008   Anchorage, Alaska
- November 4–5, 2008   Denver, Colorado
- June 17–18, 2009   Anchorage, Alaska

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Written Communication, Attention to Detail, Organization

Tuition: DOI employees…None   Other federal employees…$300

Writing Foundations II: Choosing and Using Just the "Write" Word

Course Description:

People who can choose and use just the right words are more productive, and enjoy greater career success. In this course, participants will learn how to build an effective vocabulary, and how to sharpen speech and writing skills by selecting the words that work best. This seminar also focuses on thirty pairs of most-frequently confused words (like *adverse-averse, flaunt-flout, regime-regimen, affect-effect)*. Participants will receive a clear explanation of the different word meanings, practice using them, and learn mnemonics for remembering them.

Learning Objectives:

- Recognize importance of vocabulary to productivity and career success
- Use job-specific terms accurately
- Use common roots and prefixes as building blocks and spelling aids
- Recognize and use connotation and denotation in word choice
- Correctly use commonly misused words
- Choose and use appropriate references
- Plan for continuing vocabulary growth
- Identify problem pairs
- Analyze reasons for confusion
- Develop effective memory aids

Target Audience: DOI employees who want to improve vocabulary, spelling and communication skills

Dates/Locations:

- December 9–10, 2008   Anchorage, Alaska
- December 16–17, 2008   Washington, DC
- June 9–10, 2009   Denver, Colorado
- June 23–24, 2009   Albuquerque, New Mexico
- July 29–30, 2009   Anchorage, Alaska

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Written Communication, Listening

Tuition: DOI employees…None   Other federal employees…$300

Writing Skills Courses

Writing Persuasively

Course Description

This two-day workshop gives you an overview of modern business-writing techniques, and provides plenty of practice. It stresses brevity and simplicity to break through the today's information glut, and offers techniques for putting your ideas across in your organization. The instructor will give you friendly and professional reviews of your in-class writing.

Learning Objectives

- Learn five ways to make writing more concise
- Please busy readers with simple, reader-friendly writing
- Reduce or eliminate acronyms and other complicated words and terms
- Learn seven high-impact tips to activate your writing
- Practice three ways to stop planting negative seeds in your writing
- Consider your global audience— from reader's and writer's point of view
- Use common sense to organize data
- Tap into ten surprising technology tips to improve your writing
- Learn about resources for continued improvement of your writing

Target Audience: All federal employees

Dates/Locations:

- July 28–29, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Written Communication, Entrepreneurship, Customer Service, Influence/Negotiation.

Tuition: All federal employees…$300

★ New Class

Writing By and For Multi-Nationals

Course Description:

Designed for professionals who are non-native speakers of English, this two-day workshop explores differences between British-style English (taught in most English-as-second language classes) and American-style business usage. In addition, it includes in-depth discussions of problematic and confusing writing issues such as verb tenses, articles, and prepositions.

Learning Objectives:

- Focus on the American style: Learning about the simple, short, conversational, informal, and friendly style preferred by American organizations
- Master the basics: Studying the construction of sentences, including learning the names of their parts
- Value the verb: Sorting out the complexities of the all-important verb, with particular attention to English verb tenses and subject-verb agreement
- Prepare prepositions: Getting a handle on these short words that often change entire meanings, as in "show up," "show in," and "show off"
- Choose articles: Learning to choose among "a," "an," and "the"—which are especially difficult for non-native speakers

Target Audience: Professionals who are non-native speakers of English or who frequently communicate with non-native speakers

Dates/Locations:

- January 21–22, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: External Awareness, Leveraging Diversity, Customer Service, Written Communication

Tuition: All federal employees…$300

Writing Skills Courses

Writing With Speed and Confidence ☆ New Class

Course Description:

Putting ideas onto the computer screen is a highly stressful experience for many business professionals-—especially those whose schedules are already overfilled. This one-day overview of writing concepts helps participants manage the demands of writing documents that are effective and appropriate for all their internal and external customers.

Learning Objectives: Participants will be able to

- Adapt writing style to the needs of the frenetic 21st century.
- Cater to many different readers—the customers of your documents.
- Blast through writer's block in three simple steps.
- Captivate readers with an active, people-oriented writing style.
- Use proven proofreading techniques to avoid embarrassing errors.
- Master 10 little-known secrets of fast-track business writing success.

Target Audience: Employees who want to write more efficiently

Dates/Locations:

- June 23, 2009   Washington, DC

Time: For specific class times and room locations, go to: www.doi.gov/training.

Competencies Addressed: Customer Service, Written Communication, Flexibility.

Tuition: All federal employees…$150

Additional Programs

DOI University offers a variety of programs that provide a planned, systematic, competency-based approach to developing future leaders for the Department of the Interior. The Presidential Management Fellows Program, Senior Executive Service Candidate Development Program, Pathways to Leadership, Government-wide Acquisition Management Intern Program, Office of the Secretary Management Intern Program, and R. Schuyler Lesher Financial Management Career Intern Program offer enhanced development opportunities for high-potential future leaders. Entry and mid-level leadership development training provides high-potential employees with the necessary skills to transition to supervisory and leadership roles. Emphasis is placed on the development of core competencies throughout each of DOI University's leadership programs.

Fellows and Leadership Programs

Presidential Management Fellows Program

The Presidential Management Fellows Program is designed to attract to the Federal service outstanding Masters Degree and doctoral-level graduates from a wide variety of academic disciplines who demonstrate an exceptional ability for, as well as a clear interest in and commitment to, leadership in the analysis and management of public policies and programs. The program enables students who have recently completed graduate degree requirements to receive an initial two-year full-time excepted service appointment, and to have the opportunity to convert non-competitively to a permanent federal civil service position following successful completion of their fellowship.

Senior Executive Service Candidate Development Program

The Senior Executive Service Candidate Development Program (SESCDP) is an eighteen-month executive-development program that prepares individuals for the Senior Executive Service (SES). DOI University manages the SESCDP in partnership with the Director, Strategic Employee Development and with the guidance of the executive sponsor, DOI's Deputy Chief Human Capital Officer.

During the course of the SESCDP, participants address the challenges of leadership within the evolving mix of political thought and practical business applications. Each participant receives a variety of learning opportunities through five core training sessions sponsored by DOI executives, 80 hours of executive education, rotational assignments, and mentoring that focus on the Executive Core Qualifications that OPM has determined are critical for successful performance at the SES level. Upon successful completion of all program requirements, participants are awarded a certificate for non-competitive appointment to an SES position.

The program is targeted to high-performing GS-14 and GS-15 employees. Participants for Class #16 have been selected, and the program will begin in October 2008. The next SESCDP program will be announced and launched in 2010.

Pathways to Leadership

This specially designed program for the Bureau of Indian Affairs and the Office of Special Trustee for American Indians addresses the specific needs of mid-level leaders in grades GS-12 and GS-13. The program focuses on the competencies that are critical to lead and manage successfully in the challenging and complex environment of Indian Programs. Participants will learn current best practices in leadership, motivation, transformation and collaboration tailored to Indian Programs-specific challenges and opportunities. Class number four will begin in December, 2008.

Intern Programs

Government-wide Acquisition Management Intern Program

The Government-wide Acquisition Management Intern Program is a three-year program designed to employ federal government contract specialists and to develop them into procurement professionals and government business leaders of the future. Interns complete four six-month rotational assignments in sponsoring departments and agencies. They also receive technical and business-skills training including contract administration, cost and price analysis, customer service, project management and presentation skills. Participants are hired at the GS-7–GS-9 levels, with full promotion potential to the GS-13. Upon completion of the two-year training program, interns complete a one-year apprenticeship at one of the sponsoring agencies, followed by a permanent placement afterward. Recruitment for the class begins January 2, 2009, and the program will begin March 31, 2009. Please review our website for additional information: www.doi.gov/training.

R. Schuyler Lesher Financial Management Career Intern Program

The R. Schuyler Lesher Financial Management Career Intern Program (FMCIP) is a three-year program that focuses on providing practical work experience and rotational assignments with supplemental academic training and cross-training for a broad perspective of the department's financial-management process. The program is designed to develop the future financial leaders at the Department of the Interior. Interns are hired by the finance offices in the participating bureaus. Upon completion of the program, they remain in positions with their sponsoring bureaus.

The FMCIP contains three core components:
- Training
- Significant on-the-job work experience and rotational assignments
- Mentoring

Each intern is required to complete a prescribed curriculum of financial-management, accounting, and leadership-development training. The curriculum is based on the Joint Financial Management Improvement Program (JFMIP) core competencies for accountants and financial specialists.

For further information on the FMCIP, please contact Shari Hanscomb at (202) 208-5796, or visit our website at www.doi.gov/training.

Office of the Secretary Management Intern Program

The Office of the Secretary Management Intern Program (OSMIP) is a two-year program designed to recruit, develop, and retain a group of diverse future leaders for the department's management functions.

Each intern completes six four-month rotational assignments in the Department's Policy, Management, and Budget offices. Some of the rotations for previous classes have included:

- Office of Budget
- Office of Acquisition and Property Management
- Office of Human Resources
- Office of Policy Analysis

The OSMIP contains three core components:

- Training
- Significant on-the-job work experience and rotational assignments
- Mentoring

Interns receive on-the-job training during their rotational assignments, as well as formal classroom training in leadership and business skills. The curriculum is based on the Office of Personnel Management's Fundamental Competencies. Once the two-year training program is completed, interns are permanently placed in one of the Department's Policy, Management, and Budget Offices.

For further information on the OSMIP, please contact Shari Hanscomb at (202) 208-5796, or visit our website at www.doi.gov/training.

Executive Forums

The Department of the Interior University hosts an annual series of five distinguished speakers for Interior executives and employees. The events focus on a broad range of leadership topics, from national policy issues and the environment, to the latest in leadership strategies. Authors of recently published books share their ideas with Interior's top managers at a roundtable session, offering executives the opportunity to network, receive a copy of the book, and hear the author speak

What People Want: *A Manager's Guide to Building Relationships That Work* by Terry Bacon	September 17, 2008 10:00 am–2:00 pm South Interior Building Auditorium 1951 Constitution Avenue, NW Washington, DC
1491: New Revelations of the Americas Before Columbus by Charles C. Mann	October 15, 2008 10:00 am–2:00 pm USGS Auditorium Main Floor 12201 Sunrise Valley Drive Reston, Virginia

2009 Executive Forums: Dates and topics to be announced in December 2008

For further information on any of the Executive Forums, please contact Archie Barnes at (202) 208-4376, or visit our website at www.doi.gov/training.

Senior Executive Service Forum Series

The Department of the Interior University partners with other federal agencies to present the Senior Executive Service Forum Series, a government-wide program that provides senior executives with a continuing learning opportunity. Executives from subscribing agencies hear from and interact with today's top thinkers and organizational practitioners, as well as learn from colleagues in leadership positions in other organizations. Distinguished authors and speakers share their knowledge in areas related to the Office of Personnel Management's Executive Core Qualifications. This forum series offers Senior Executive Service employees the opportunity to network, hear presentations from today's cutting edge authors and speakers; when applicable, participants receive a copy of the author's book.

2009 Senior Executive Service Forums: Dates and topics to be announced in December 2008

For further information on any of the Senior Executive Service Forums, please contact Archie Barnes at (202) 208-4376, or visit our website at www.doi.gov/training.

Government-Wide Forums—Washington, DC, and Denver, Colorado

The DOI University, in partnership with other federal agencies, presents a forum series focusing on quality-of-life issues. Entry- and mid-level employees from subscribing agencies hear distinguished speakers discuss their most recent books on topics such as risk-taking, career challenges, and family issues. Employees meet others with common concerns, network, get a copy of the book, and hear the author speak. The forums support the President's Management Agenda by investing in human capital, and developing the skills and abilities of the workforce.

Washington, DC, Forums: Career, Balance, and Diversity

The New Retirement: *The Ultimate Guide to the Rest of Your Life* by Jan Cullinane and Cathy Fitzgerald	September 9, 2008 9:00 am–11:30 am Carnegie Institution Elihu Root Auditorium 1530 P Street, NW Washington, DC
A Long Way Gone: Memoirs of a Boy Soldier by Ishmael Beah	October 7, 2008 9:00 am–11:30 am Main Interior Building Yates Auditorium 1849 C Street, NW Washington, DC
Peacock in the Land of Penguins by B. J. Gallagher	November 18, 2008 9:00 am–11:30 am Carnegie Institution Elihu Root Auditorium 1530 P Street, NW Washington, DC

2009 Career, Balance, & Diversity Government-Wide Washington, DC Forums: Dates and topics to be announced in December 2008

For further information on the Career, Balance, and Diversity Government-Wide Forums in Washington, DC, please contact Archie Barnes at (202) 208-4376, or visit our website at www.doi.gov/training.

Denver, Colorado, Forums: Career, Quality of Life, and Leadership

Live Your Life for Half the Price:
Without Sacrificing the Life You Love
by Mary Hunt

October 30, 2008
9:30 am–12:30 pm
Denver Federal Center
Building 810
U.S. Geological Survey
Rocky Mountain Mapping Auditorium
Lakewood, Colorado

2009 Career, Quality of Life, and Leadership Government Wide Denver, Colorado Forums: Dates and topics to be announced in December 2008

For further information on the Denver Government-Wide Forums, please contact Archie Barnes at (202) 208-4376, or visit our website at www.doi.gov/training.

Customized Online Courses

DOI University's Technology-Enabled Learning develops customized web-based courses and training solutions to help meet bureau and office mission requirements and training needs using various technologies. DOIU instructional designers create online courses from existing classroom training materials or work with subject-matter experts to design courses from other source materials.

DOIU's current library of customized online courses addresses a wide range of topics including: information-technology security, the Privacy Act, records management, discrimination and whistle blowing in the workplace, park planning, safety and occupational health, special retirement processing, drug and alcohol testing, conflict-management awareness, and Section 508 compliance. For more information on DOIU's customized online training, go to www.doi.gov/training, click on Special Training Programs, and review the Customized Online Training section.

To discuss how our team can work with you to meet your training needs through customized online courses, contact Ross Allan of DOIU Technology Enabled Learning at (303) 969-5427 or the DOI University main number at (202) 208-DOIU (3648).

Instructor-Led Online Training

The DOI University is working with vendors to offer in FY 2009 instructor-led online training for Interior employees. Initial course offerings will include training in Microsoft applications and basic project-management skills. This training matches the benefits of instructor-led training with those of online delivery at the desktop or laptop. For more information, call us at (202) 208-DOIU (3648) and ask to speak to someone about instructor-led online training.

Online Learning Library Licenses

Online courses provide the opportunity to learn 24 hours a day, 365 days a year, anywhere in the world via Internet access. DOI University is working with vendors and the DOI Learn managers to provide courses from SkillSoft (SkillSoft now owns the former NETg library). Many technology courses are available, from word processing to computer programming, IT Security, web-site development, and LAN management. Business-skills courses cover communication, interviewing, sexual-harassment awareness, project management, diversity, team skills, managing work and employees, and many other topics relevant to improving performance in the workplace. Click on Classroom and Online Course Offerings in the left sidebar, and then on Online Learning Libraries to see the latest information on the status of the online learning libraries.

Customized Surveys

DOI University can help you create and administer online surveys to collect information from managers, employees or others in your organization. For more information, call us at 202-208-DOIU (3648) and ask to speak to someone about our online survey service.

Mandatory Training

The Department of the Interior, Office of Human Resources, has published a list of training that is mandatory for Interior employees. DOI University provides both online and classroom training to help meet these requirements. Please review the previous pages of this catalog or go to http://www.doiu.nbc.gov/spec_programs.html for more information. This web page begins with a link to the published list of mandatory training requirements.

Appendix

DOI Learn (Department of the Interior Learning Management System)

The Department of the Interior University (DOIU) and bureau training organizations are continuing to use DOI LEARN. All training registrations for Interior employees will be handled in DOI LEARN; however, the DOIU credit-card-payment system will be used to process credit-card payments for registrations created in DOI LEARN. For tuition-based courses, there is a link in the DOI LEARN supervisor's approval page to go to the DOIU credit card system to pay for the class. Payment can also be made at a later date by anyone with a purchase card at: http://www.doiu.nbc.gov/cc. You will receive a separate confirmation of your payment from the DOI University credit-card-payment system.

What does DOI LEARN provide?

- Access to information on all training opportunities within the Department of the Interior, regardless of the bureau hosting the training
- A portal for all Interior employees to review training opportunities and request training in a single online system
- An automated procedure for supervisors to review and approve or deny training requests, which has the potential to accelerate the approval process
- Systems to track, measure and report on human capital training and development expenditures and accomplishments
- Systems to manage training facilities and resources across the department. These systems will be used to automate the tracking and scheduling of classroom training resources, such as rooms, instructors, audio-visual equipment, and sleeping rooms.

What else will DOI LEARN provide?

- Metrics that Matter, a system integrated with DOI LEARN that will automate collecting and reporting on performance data for Interior's classroom and online training.

Our goal is to meet your individual and organizational needs by providing exceptional customer service and the highest-quality learning experience. You can visit our website at www.doi.gov/training for additional information. If you have any questions about the registration process for classroom training, please call the leadership and knowledge specialists at the following locations and numbers:

DOI Learn Points of Contact

Albuquerque

Kimberly Belone

(505) 346-2768

Kimberly_J_Belone@nbc.gov

Anchorage

E. Dawn Gillette

(907) 271-3720

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Denver

Katherine Bond

(303) 969-5426

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Washington

Rebecca Rabuck

(202)208-3446

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If you have any questions about accessing online training or logging into DOI LEARN, please contact the Government Online Help Desk at (888) 466-1998 or doilearn@geolearning.com.

DOI Learn Quick Reference Guide

Welcome to the Department of the Interior's Learning Management System

DOI LEARN

Please enter your User Name and Password to access the web site.

Public Catalog Login

```
▌▌▌ Please Log On:

    User Name: [          ]
    Password:  [          ]
    Turn on 508 Compliance?
        ○ Yes   ◉ No
        I forgot my password

        [   Log On >>   ]
```

Correct way to log out of the site

All training pages specifying any training you are registered for or have been assigned

Navigation Bar

Course catalog to search and locate courses and training events
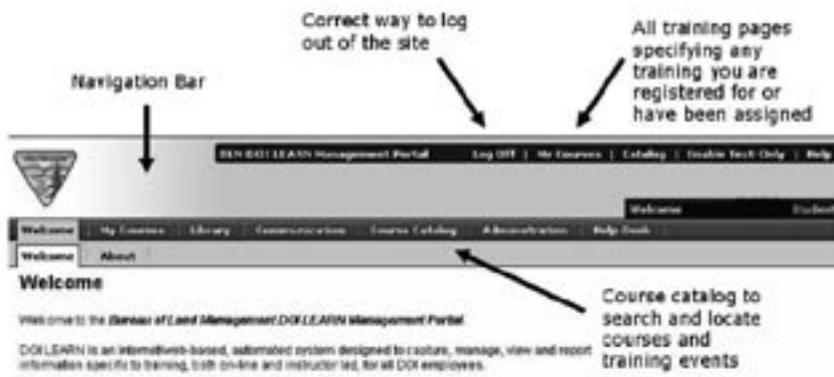
Login

To launch DOI LEARN, open your browser and type the URL: https://doilearn.doi.gov

You will need your user name and password to access the system. If you forget your password, you can select "I forgot my password"; enter your work email address, and a new password will be sent to you. If you do not have a password, please call the 24-hour Government Online Help Desk at 1-866-466-1998.

Navigate

• Course Catalog

The Course Catalog allows all users to view the available courses, which can be located by either browsing through categories or by searching using keywords and filters.

- **Simple Search:**
  - On the Navigation bar, click on "Course Catalog."
  - In the Keyword text box, type the word to search. This search will match the keyword to the Course Name, Vendor Name and Description. Keep your search to single words for best results.
  - Use "Entire Catalog" to search all of the courses in the catalog.
  - Click the "Search" button to start your search.
  - Use "My Catalog" to search only for special courses for which the user can register. After searching, locate the course to view. Click the course title to view the details and reviews.

- **Registering for a Course**
  1. After reviewing the course description, enter the estimated travel, per diem, and materials cost. (Do not use the dollar sign ($).) These fields are required. Enter "0" if no cost is anticipated.
  2. Select "Agency" from the "Who's Funding" drop-down list.
  3. In the Comments text box, type the reason you are requesting this course. Click the "Apply" button. If the message appears stating "You are already registered for this course," it means you have requested to be registered for a course.

After you complete these steps, the training request will be placed in the approval queue, waiting for supervisory approval. An email message will inform your supervisor of your request. You must receive supervisory approval through DOI Learn to be enrolled in a course.

- **My Courses**

The "My Courses" page lists all of the courses and tasks for which a student is registered. To navigate to "My Courses," click on "My Courses," and then click the "All Training" sub-tab.

Viewing a List of Your Registered Courses

The following section(s) will be shown:

1. List of Online Registered Courses. To view your online courses, click the "Online Courses sub-tab.
2. ILT Schedule. To view your classroom training, click the "Instructor-Led Courses" sub-tab.
3. To view the learning plans assigned to you, click the "Learning Plan" sub-tab.

- **Online Courses**

Click on:
  - "Course Name" to launch an On-line Course.
  - "References" to display references.
  - "History" to display your status.
  - "Test" to display your status for the test and test scores.
  - "Survey(s)" to launch the course survey.
  - "Feedback" to rate the course.
  - "Completion Certificate" to print a certificate.

- **Instructor-Led Training**

Click on "Class Name/Course Name" to view the details of the class.

Options:
- "Request to Drop" allows you to request to be dropped from this class.
- "Test(s)" takes you to the "Testing" page.
- "Survey(s)" takes you to the "Survey" page.
- "View Conflicts" notifies you if this class conflicts with another class for which you are currently registered.

- **Student Transcript**

When you complete a course or test, your completion is recorded in your transcript.

1. Select the "Student Transcript" sub-tab.
2. From the "Report Format" drop-down, select the file format (spreadsheet, PDF, or word processing).
3. Click the "View Report" button.

- **My Information**

My Information allows you to view and modify your user profile. Information such as the name of your supervisor, phone number, email address and password can be changed here. To navigate to "My Information," click on "Administration," and then the "My Information" sub-tab.

- **Change Password**

1. In the Password text box, type your new password.
2. In the Confirm text box, retype your new password.
3. Click the "Save" button.

- **Edit User Profile**

1. Update your information in the editable fields of your user profile.
2. If the information cannot be edited, please notify the Government Online Help Desk (1-866-466-1998).
3. Click the "Save" button.

Note: Your supervisor on record approves your training request. Be sure this information stays current.

- **My Plan**

"My Plan" is a collection of learning plans that allow supervisors to assign curricula to students. Courses that are required, such as mandatory training, may also be assigned to users.

- **Reports**

Supervisors may run system reports for their employees. Reports are found under the "Administration" tab. Reports of interest include:

- Course Analysis—Views students' listing, status, completion
- Student Summary—Students' historical course information
- Student Transcript—Transcript details by student
- Survey Report—View students' evaluation of training
- Test Report—View student test results
- Usage—Reports on students' usage of the system

"My Reports" may contain reports that are specific to programs or activities.

Approval Process for Supervisors

- **Approval Queue**

Supervisors have the ability to review, approve, or deny student training requests using the Approval Queue. When a student requests training, the request will appear in the Approval Queue and the supervisor will receive an email stating the student requested training. The supervisor should then approve or deny that request using the Approval Queue. The Approval Queue is found by clicking on the "Course Catalog" tab and then the "Approval Queue" sub-tab.

- **To Take Action on a Training Request**
    1. Supervisor logs into DOI Learn (https://doilearn.doi.gov/).
    2. Click on "Course Catalog."
    3. Click on "Approval Queue."
    4. Click on "Search." (A list of training requests for all supervised employees will be displayed.)
    5. Click on "Awaiting Approval" in the line with the course title for the appropriate employee.
    6. Maximize the pop-up window.
    7. On the right hand side, select "Credit Card" in the "Payment Method" drop-down list.
    8. Click on the "Go" button next to your selection.
    9. Enter the required information (name, phone email). [Do not click the "submit" button yet.]
    10. If the supervisor has a credit card and is ready to pay for the training, continue the steps below. (If not, go to item #30 highlighted below.)
    11. Click on the link just above the required information (to www.doiu.nbc.gov/cc).
    12. Enter the required information, including bureau.
    13. In the "Select a Location" box, choose the appropriate leadership-and-performance center.
    14. Select the class for which you wish to pay.
    15. Click the "Submit" button at the bottom.

16. Complete the information and click "Submit."
17. Click "Ready to Pay."
18. Click "Next."
20. If prompted by a security alert, click "Yes." (You are now on the secure Pay.gov site.)
21. Select card type.
22. Type in your card number.
23. Enter your expiration date.
24. Click "Continue with Plastic Card Payment."
25. Click in the box authorizing the charge.
26. Click "Submit Payment"
27. Wait for the approval.
28. Click "HERE" to complete the registration.
29. Print the receipt for your credit card records.
30. Click on "Return to DOI Learn." (You should be back on the DOI Learn approval page.)
31. Select "Approved" in the "Action Taken" drop-down list.
32. Click "Submit."

- **User Management**

The "User Management" feature allows supervisors to search, assign users to courses, or maintain user information.

Click on:

- "Edit" to edit the user's profile.
- "Edit Transcript" to view a transcript of courses and classes taken and to add extra transcript items.
- "View Activity Log" to see when the user was logged into the site and for how long.
- "Waivers" to manage course waivers.
- "Learning Plan" to manage a user's learning plans.

Technical Tips

Please contact your organization's IT Help Desk support group if you have any questions about any system settings. Best performance settings are:

- **Browsers**
  - Browser: Internet Explorer version 6
  - JavaScript: Enabled
  - JavaScript Version: 1.5
  - Pop-up Blocker: Disabled
  - Cookies: Enabled
  - Check for Newer Versions of Stored Pages: Every time you start IE

- **Plug-Ins**
  - Java: Enabled
  - Flash: Enabled
  - Windows Media Player: Enabled

- **Suggestions:**
  - Do not launch IE from your Lotus Notes client.
  - Use Microsoft Internet Explorer and not Netscape.
  - Delete your cookies and temp files.
  - Do not close browser windows that may appear.

Help Desk

For help, call 1-866-466-1998. The Government Online Help desk provides support 24 hours a day, 7 days a week.

Registration Procedures for All Other Federal Agencies

All non-DOI federal employees can register for DOI University courses through the DOI University website (http://www.doi.gov/training).

**Department of the Interior University
Leadership and Performance Centers**

Class Registration Form

Date: _____

First Name: _____   **Last Name:** _____

Job Title: _____   **Supervisory____   Non-Supervisory ____

Bureau: _____   **Office:** _____

Office Address: _____

Phone: _____   **Fax:** _____

Email: _____   **Supervisor's Email:** _____

Title and Date(s) of Requested Class: _____

Location of Requested Class (please check appropriate location):
Anchorage, AK ____   Denver, CO ____   Albuquerque, NM ____ Washington, DC ____

Cost (if applicable): _____
Payment for the training is due 10 business days prior to the start of the training.
If payment is not received on or before that date, your enrollment in the training will be canceled.
Supervisory Approval:
I certify that the student named above has received approval, and is available to attend the entire class requested.
If there is a cancellation, DOI University will be notified at least 10 business days before the scheduled class.

Approved by: _____   **Date:** _____

Title: _____   **Telephone:** _____
Please fax this registration form to the appropriate location (i.e. the location of your requested training):
(No cover sheet is required)

Albuquerque – Attention: Kimberly Belone, (505) 346-2768 voice, **(505) 346-2770 fax**
Anchorage – Attention: Dawn Gillette, (907) 271-3720 voice, **(907) 271-3724 fax**
Denver – Attention: Katherine Bond, (303) 969-5426 voice, **(303) 969-5429 fax**
Washington DC – Attention: Rebecca Rabuck, (202) 208-3446 voice, **(202) 208-5184 fax**

You will be notified of your status for this class (slot available or wait listed). If you have any questions,
please contact the appropriate point of contact listed above.
.
 Note: DOI University will accept this registration form only from DOI Employees without internet access.

What are Competencies and Why Are They Important?

A competency is a combination of skills, knowledge, characteristics, and traits that contribute to outstanding performance in a particular job. When you put a series of competencies together, it is called a competency model, and shows you the difference between outstanding and average performance of that job.

Basically, a competency is what outstanding performers 1) do more often, 2) do in more situations, and 3) do with better results than average performers.

Competencies create a common bond of understanding and a common language for discussing performance. They are used to clarify organization mission and goals and what it takes to achieve those goals. Competencies are also very useful in predicting the future skills that the organization will need.

You can use the competencies identified in this catalog to plan your training based on your individual and the organization's needs. You may want to develop a new competency or strengthen an existing competency. Using the competencies as a guide to course selection will ensure that you are spending your valuable time and training dollars on the most appropriate learning activity.

Executive Core Qualifications

The Office of Personnel Management is committed to ensuring the quality of all levels of leadership throughout the federal government. Leaders must excel within a results-oriented performance culture, and the Executive Core Qualifications (ECQs) ensure they have the competencies to do so.

Recognizing the current and future needs of federal leaders, and the importance of succession planning and effective performance management, DOI's Leadership and Performance Centers have carefully designed their training and development opportunities around these revised competencies.

The following pages contain OPM's revised ECQs, which became effective October 1, 2006.

Executive Core Qualifications

Leading Change	Leading People	Results Driven	Business Acumen	Building Coalitions
Definitions				
This core qualification involves the ability to bring about strategic change, both within and outside the organization, to meet organizational goals. Inherent to this ECQ is the ability to establish an organizational vision and to implement it in a continuously changing environment.	This core qualification involves the ability to lead people toward meeting the organization's vision, mission, and goals. Inherent to this ECQ is the ability to provide an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.	This core qualification involves the ability to meet organizational goals and customer expectations. Inherent to this ECQ is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.	This core qualification involves the ability to manage human, financial, and information resources strategically.	This core qualification involves the ability to build coalitions internally and with other federal agencies, state and local governments, nonprofit and private sector organizations, foreign governments, or international organizations to achieve common goals.
Competencies				
• Creativity and Innovation • External Awareness • Flexibility • Resilience • Strategic Thinking • Vision	• Conflict Management • Leveraging Diversity • Developing Others • Team Building	• Accountability • Customer Service • Decisiveness • Entrepreneurship • Problem Solving • Technical Credibility	• Financial Management • Human Capital Management • Technology Management	• Partnering • Political Savvy • Influencing/ Negotiating

Executive Core Qualifications and Competency Definitions

ECQ 1: Leading Change

Definition: This core qualification involves the ability to bring about strategic change, both within and outside the organization, to meet organizational goals. Inherent to this ECQ is the ability to establish an organizational vision and to implement it in a continuously changing environment.

Competencies

Creativity and Innovation	Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting edge programs/processes.
External Awareness	Understands and keeps up-to-date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.
Flexibility	Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.
Resilience	Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
Strategic Thinking	Formulates objectives and priorities, and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risks.
Vision	Takes a long-term view and builds a shared vision with others; acts as a catalyst for organizational change. Influences others to translate vision into action.

ECQ 2: Leading People

Definition: This core qualification involves the ability to lead people toward meeting the organization's vision, mission, and goals. Inherent to this ECQ is the ability to provide an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.

Competencies

Conflict Management	Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner.
Leveraging Diversity	Fosters an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.
Developing Others	Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
Team Building	Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.

ECQ 3: Results Driven

Definition: This core qualification involves the ability to meet organizational goals and customer expectations. Inherent to this ECQ is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.

Competencies

Accountability	Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.
Customer Service	Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.
Decisiveness	Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.
Entre-preneurship	Positions the organization for future success by identifying new opportunities; builds the organization by developing or improving products or services. Takes calculated risks to accomplish organizational objectives.
Problem Solving	Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
Technical Credibility	Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to specialized expertise.

ECQ 4: Business Acumen

Definition: This core qualification involves the ability to manage human, financial, and information resources strategically.

Competencies

Financial Management	Understands the organization's financial processes. Prepares, justifies, and administers the program budget. Oversees procurement and contracting to achieve desired results. Monitors expenditures and uses cost-benefit thinking to set priorities.
Human Capital Management	Builds and manages workforce based on organizational goals, budget considerations, and staffing needs. Ensures that employees are appropriately recruited, selected, appraised, and rewarded; takes action to address performance problems. Manages a multi-sector workforce and a variety of work situations.
Technology Management	Keeps up-to-date on technological developments. Makes effective use of technology to achieve results. Ensures access to and security of technology systems.

ECQ 5: Building Coalitions

Definition: This core qualification involves the ability to build coalitions internally and with other federal agencies, state and local governments, nonprofit and private sector organizations, foreign governments, or international organizations to achieve common goals.

Competencies

Partnering	Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.
Political Savvy	Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.
Influencing/ Negotiating	Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals.

Fundamental Competencies

Definition: These competencies are the foundation for success in each of the Executive Core Qualifications.

Competencies

Interpersonal Skills	Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.
Oral Communication	Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed.
Integrity/Honesty	Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics.
Written Communication	Writes in a clear, concise, organized, and convincing manner for the intended audience.
Continual Learning	Assesses and recognizes own strengths and weaknesses; pursues self-development.
Public Service Motivation	Shows a commitment to serve the public. Ensures that actions meet public needs; aligns organizational objectives and practices with public interests.

FY 2009 Executive Core Competency Tables

On the following three pages, you will find tables that will help you map out the executive core competencies addressed in Leadership Skills Courses, Management and Supervisory Development Courses, and other special programs offered by DOI University in fiscal year 2009.

Executive Core Competencies for Leadership Skills Courses

Competency	Advanced Leadership Skills & Techniques	Alliance-Based Leadership	Critical Thinking	Delegation: Developing Others Through Shared Work	Developing and Sustaining Effective Partnerships	Emotional Intelligence in the Workplace	Entrepreneurial Leader: Advanced Leadership Skills…	Leadership & Management Skills for Non-Managers	Leading Complex Change	Navigating the Political Landscape
Crucial Conversation										
Effective Listening Skills										
Treats Others With Respect										
Giving & Receiving Feedback										
Written Communication	●							●		
Vision/Communicating Vision							●		●	
Technology Management										
Technical Credibility										
Team Building/Motivating										●
Strategic Thinking					●				●	
Service Motivation										
Resilience					●					
Problem Solving	●		●	●	●			●		●
Political Savvy					●		●		●	●
Partnering/Collaboration Skills					●				●	●
Oral Communication	●	●			●			●		
Interpersonal Skills	●	●		●	●	●		●		●
Integrity/Honesty									●	●
Influence/Negotiating		●		●	●		●		●	
Human Resource Management										
Flexibility	●		●	●	●					●
Financial Management										
External Awareness				●						
Entrepreneurship					●	●				
Developing Others										
Decisiveness				●			●	●	●	
Customer Service						●				
Leveraging Diversity					●		●			
Creativity & Innovation					●				●	●
Continual Learning						●				
Conflict Management					●			●	●	●
Accountability			●				●			
Target Audience	SMT	SMT	All	All	All	All	SMT	All	All	SMT

New Sup = New Supervisors

PP = Program Participants

All = All Federal Employees

SMT=Supervisors, Managers, & Team Leaders

Executive Core Competencies for Management and Supervisory Development Courses

Competency / Course Title	Basic 40 Hour Supervision (SMT)	Comprehensive Conflict Management (All)	EEO for All (All)	Effective Team Building (All)	Employee Relations for Supervisors and Managers (SMT)	Handling Problem Employees… (SMT)	Keys to Writing Effective Performance Standards (SMT)	Managing a Virtual Workforce (SMT)	Managing Performance Effectively (SMT)	Successful Mentoring Skills (SMT)	Supervising Federal Wildland Firefighters… (SMT)	Supervisory Skills for the Experienced Supervisor (SMT)	Transitioning to a Supervisory Role (New Sup.)
Crucial Conversation	●											●	
Effective Listening Skills	●											●	●
Treats Others With Respect	●											●	●
Giving & Receiving Feedback	●											●	●
Written Communication							●	●					
Vision/Communicating Vision			●	●								●	
Technology Management													
Technical Credibility													
Team Building/Motivating			●	●	●			●			●	●	
Strategic Thinking	●	●		●							●	●	
Service Motivation				●									
Resilience												●	
Problem Solving		●	●		●			●		●	●	●	
Political Savvy													
Partnering/Collaboration Skills												●	
Oral Communication	●				●			●				●	●
Interpersonal Skills	●	●		●			●	●	●	●		●	●
Integrity/Honesty	●	●			●								●
Influence/Negotiating	●	●										●	●
Human Resource Management	●							●	●	●		●	●
Flexibility		●		●								●	
Financial Management													
External Awareness			●								●		
Entrepreneurship			●									●	
Developing Others	●		●	●							●	●	●
Decisiveness	●		●									●	
Customer Service												●	
Leveraging Diversity	●	●	●									●	●
Creativity & Innovation								●				●	
Continual Learning	●					●						●	●
Conflict Management	●	●	●		●			●				●	●
Accountability	●											●	●

SMT = Supervisors, Managers, & Team Leaders   All = All Federal Employees   PP = Program Participants   New Sup = New Supervisors

Executive Core Competencies for Special Programs

Competency	Executive Assistant Certificate Program (GS 6-9)	Financial Management Career Fellows Program (PP)	Foundations in Leadership (GS 9-12)	Government-wide Acquisition Fellows Program (PP)	Office of the Secretary Management Fellows Program (PP)	Presidential Management Fellows Program (PP)	Senior Executive Service Candidate Development Program (GS-15)
Crucial Conversation							
Effective Listening Skills	●	●	●	●	●	●	
Treats Others With Respect	●	●	●	●	●	●	
Giving & Receiving Feedback							
Written Communication	●	●	●		●		●
Vision/Communicating Vision		●		●		●	●
Technology Management						●	●
Technical Credibility	●		●		●	●	●
Team Building/Motivating		●		●	●	●	
Strategic Thinking		●		●		●	●
Service Motivation	●		●			●	●
Resilience		●				●	●
Problem Solving	●		●		●	●	●
Political Savvy		●	●	●		●	●
Partnering/Collaboration Skills	●		●			●	●
Oral Communication	●	●	●		●	●	●
Interpersonal Skills	●	●	●	●	●	●	●
Integrity/Honesty	●	●	●	●	●	●	●
Influence/Negotiating		●	●			●	●
Human Resource Management				●		●	●
Flexibility	●	●	●		●	●	●
Financial Management		●	●	●		●	
External Awareness						●	●
Entrepreneurship				●		●	●
Developing Others						●	
Decisiveness			●	●		●	●
Customer Service	●	●	●	●	●	●	
Leveraging Diversity		●	●		●	●	●
Creativity & Innovation		●			●	●	●
Continual Learning	●	●	●	●	●	●	●
Conflict Management			●			●	●
Accountability	●	●	●		●	●	●

New Sup = New Supervisors
PP = Program Participants
All = All Federal Employees
SMT = Supervisors, Managers, & Team Leaders

Building an Individual Development Plan

An individual development plan (IDP) is a formal, written commitment to learn something new, and an organized plan for learning it. An IDP allows you to identify something you would like to learn that benefits both you and the organization. Then you figure out how to do it—for example, through formal training, on-the-job training, other experiential activities, or through self-directed activities—and put that information to use. Creating the IDP becomes a road map for your development.

The most-successful employees take responsibility for their own growth and development by identifying their career goals, preparing for upcoming changes, and identifying the skills that they will need in their current and future jobs. Together with their supervisors, they create a development plan that aligns with the DOI mission and goals, and promotes personal growth and effectiveness.

Sample IDP:

Individual Development Plan
FY09

Skill/Competency	Activity	Source	Cost	Date
1. Knowledge of budget concepts and processes	Federal Appropriations Law	DOI University	$420	February 24–25, 2009
2. Knowledge of federal accounting	Demonstrate and apply federal accounting policies and procedures	On-the-job training	No cost	Ongoing

What Are Continuing Educational Units (CEUs), Continuing Professional Education Credits (CPEs), Continuous Learning Points (CLPs)?

Continuing Educational Units (CEUs) are recognized internationally as a measure of professional education and training. CEUs can be used to provide employers with a history of an employee's professional development activities and to apply for relicensure or recertification, as defined by state agencies or professional organizations. You will receive one CEU for every 10 hours of participation. To earn CEUs and receive a certificate of completion, you must complete the entire class and pass any applicable exams.

Continuing Professional Education (CPE) is an important topic in the financial arena. Certified Public Accountants (CPAs) are required by state governing boards to earn CPE credits in order to maintain CPA licenses and enhance their professional competence. Continuing Professional Education is the term to describe the educational activities that assist CPAs in achieving and maintaining quality in professional services. CPE credits are granted based on a 50-minute hour; you are eligible for one CPE credit for every 50 minutes of instruction. For your convenience, course descriptions in this catalog include CPE-credit information. Though not specific to maintaining a certificate, earning CPE credits shows your desire to improve your personal professional skills, abilities, and knowledge, and demonstrates to superiors your personal motivation and initiative.

Continuous Learning Points (CLPs) are professional education and training measurement units recognized in the acquisition field. The federal government continues to expand the training and job experience requirements for professionals in the acquisition field. CLPs can be earned through related on-the-job experiences, training courses and contract administration experience.

After attending a basic 40-hour COTR certification course, a Contracting Officer's Technical Representative (COTR) is required to earn 40 CLPs every two years in a course other than the basic COTR certification course. To help you fulfill this requirement, DOI University will be offering a 40-credit-hour/40 CLPs COTR Refresher Seminar in FY 2009.

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Notes

DOI UNIVERSITY
VALUE IN LEARNING

The Next Step is Yours

DOI University assists employees in self improvement as a basic means of developing and maintaining a competent and efficient workforce. Whether you are enhancing well-developed competencies or developing entry-level technical and leadership skills, our vast array of career development programs can provide you with the tools you'll need.

DOI University's Professional Development Courses, Leadership Certificates, and Intern Programs will help to lay the foundation for your future and increase professional competencies within your area of expertise.

DOI University has several Learning Centers that can offer you a wide range of competency-based training courses in a classroom setting. The Learning Centers are located in Albuquerque, NM; Anchorage, AK; Denver, CO and Washington, DC. You can take advantage of these centers or allow us to come to you with online courses and customized classroom training.

WWW.DOI.GOV/TRAINING

U.S. Department of the Interior
Department of the Interior University
1849 C Street, NW
Washington, DC 20240

For registration assistance or
additional information regarding
DOI University courses,
please contact us at
202-208-DOIU (3648)
visit us at *www.doi.gov/training*
or *https://doilearn.doi.gov*

DOI Learn Help Desk
866-466-1998