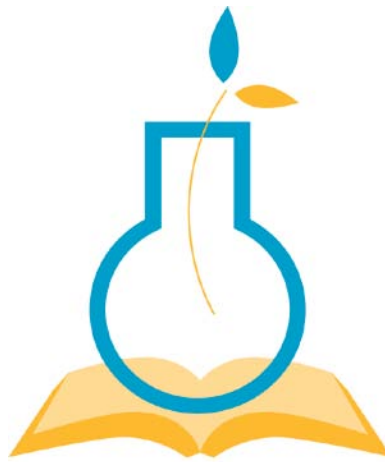




National Institutes of Health Training Center



NIH Training Center

Learn
◇
Discover
◇
Grow

NIH Supervisory Essentials

Resource Packet

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Program Information Resources

- ▶ About NIH
<http://nih.gov/about/>
- ▶ NIH-wide Mandatory Supervisory Training
http://trainingcenter.nih.gov/mandatory_supervisory_training.html
- ▶ Competencies for NIH Employees
<http://hr.od.nih.gov/workingatnih/competencies/default.htm>

1. Art of Supervision Resources

- ▶ NIH Management, Supervisory and Leadership Development
<http://trainingcenter.nih.gov/app/List.aspx?strCategory=MSPD&strMultiList=Mgmt,+Supervision+&+Leadership+Dev>
- ▶ Competencies for NIH Employees
<http://hr.od.nih.gov/workingatnih/competencies/default.htm>

2. HR Staffing Overview Resources

- ▶ Conducting Effective Interviews and Reference Checks
<http://hr.od.nih.gov/hrguidance/employment/interview/default.htm>
- ▶ Classification Guidance
<http://hr.od.nih.gov/hrguidance/classification.htm>
- ▶ Commissioned Corps
<http://hr.od.nih.gov/hrguidance/corps/default.htm>
- ▶ Department of Labor
<http://www.dol.gov/compliance/laws/comp-flsa.htm>
- ▶ Direct Hire Authority
<http://hr.od.nih.gov/hrguidance/employment/directhireauthority.htm>
- ▶ Federal Employees and the FLSA
<http://www.opm.gov/flsa/index.asp>
- ▶ Federal Hiring and Recruitment Best Practices – A Tutorial
<https://intrahr.od.nih.gov/tutorials/recruitment/module1/player.html>
- ▶ Federal Hiring and Recruitment Best Practices, Student and Entry Level – A Tutorial
<https://intrahr.od.nih.gov/tutorials/recruitment/module2/player.html>
- ▶ HHS Hiring Reform FAQs
<http://www.hhs.gov/asa/ohr/faq.html>
- ▶ Hiring Resources for Managers Portal
https://my.nih.gov/portal/server.pt/community/human_resources/839/hiring_resources_for_managers/1638134
- ▶ NIH Employment and Staffing Website
<http://hr.od.nih.gov/hrguidance/employment/default.htm>
- ▶ NIH Hiring Freeze information
<http://hr.od.nih.gov/hrguidance/employment/freeze.htm>
- ▶ NIH Human Resource Contacts
<http://hr.od.nih.gov/about/contactus.htm>

HR Staffing Overview Resources (Cont'd)

- ▶ NIH Merit Promotion Plan
<http://oma.od.nih.gov/manualchapters/person/2300-335-1/>
- ▶ NIH New Employee Orientation information
<http://hr.od.nih.gov/workingatnih/newemployee/default.htm>
- ▶ OPM Handbook on Flexible Tours
<http://www.opm.gov/oca/aws/html/flex.asp>
- ▶ Workers Comp
<http://hr.od.nih.gov/benefits/default.htm> (see Workers Comp within this Benefits page)

3. Employee and Labor Relations at NIH Resources

▶ **CIVIL**

<http://hr.od.nih.gov/hrguidance/civil/> - 301.402.4845

CIVIL is a coordinated NIH resource which strives to attain its vision of: "An NIH Work Environment Free of Acts and Threats of Violence". Call CIVIL if:

- You need help assessing the potential seriousness of a threatening situation;
- You are experiencing a threatening situation at work and need intervention from trained staff;
- You become aware of a workplace situation involving intimidating, harassing, or other unproductive/dangerous behaviors and need consultation; or
- A situation involving threats or aggressive acts already has occurred and you need assistance managing the aftermath and its effect on staff; or
- You need help in addressing your own aggressive reactions to a workplace situation.

▶ **Conduct and Performance Guidance**

<http://hr.od.nih.gov/hrguidance/er/default.htm>

A variety of resources and reference materials are available at the website for the Workforce Relations Division, Employee and Labor Relations Branch, including links to other offices within NIH, HHS, and federal agencies.

▶ **Employee Assistance Program** - 301.496.3164

<http://www.nih.gov/od/ors/ds/eap/index.html>

The Employee Assistance Program exists at NIH as a comprehensive, confidential and voluntary benefit to employees allowing them access to problem-solving resources.

▶ **Employee Relations** (Workforce Relations Division)

<http://hr.od.nih.gov/hrguidance/er/default.htm>

Our Employee Relations (ER) Specialists ensure that employee relations issues are handled effectively and expediently in order to improve workplace productivity and morale. Technical advice and assistance is available on all matters pertaining to employee conduct, performance, and medical concerns. The team serves as a center of ER expertise, responsible for case management of adverse actions and

Employee and Labor Relations at NIH Resources (Cont'd)

unacceptable performance actions. Our ER Specialists are available to conduct training sessions on a variety of topics, from leave and attendance management to preventing violence in the workplace.

▶ **Ethics Office**

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

Provides information on the standards of ethical conduct for federal employees. The NIH Ethics Program includes the central NIH Ethics Office and the individual ethics program in each Institute and Center (IC).

▶ **Labor Relations**

<http://hr.od.nih.gov/hrguidance/lr/default.htm>

The Labor Relations section of the OHR website contains information for NIH employees in bargaining units. The Labor Relations section of the site lists the negotiated and bargaining agreements in place at the NIH as well as contact information for Labor Relations Specialists who are assigned to particular areas and agreements.

▶ **Leave Guidance**

- Leave Guide at: <http://hr.od.nih.gov/Benefits/leave/leaveguide.htm>
- Overview of Federal Leave Categories:
<http://hr.od.nih.gov/Benefits/leave/leavematrix.htm>
- Leave Matrix Chart: <http://hr.od.nih.gov/Benefits/documents/leavematrix.pdf>

Contact your Employee Relations Specialist or Admin. Officer for further help.

▶ **Mentoring Program (HHS)**

http://trainingcenter.nih.gov/hhs_mentoring.html

The NIH version of the HHS Mentoring Program was launched in January 2009 as a tool for federal employees to develop their knowledge, skills, and abilities. This program cycles semiannually at NIH with matched pairs beginning orientation and program events in either a spring (April) or fall (October) cohort.

Contact Rachel Pemble-Fahnert, NIH Training Center; rpemble@od.nih.gov

▶ **NIH Human Resource Contacts**

<http://hr.od.nih.gov/about/contactus.htm>

Employee and Labor Relations at NIH Resources (Cont'd)

▶ **Occupational Medical Services**

http://dohs.ors.od.nih.gov/OMS_main.htm - 301-496-4411

The goal of the OMS is to enhance the health and safety of the NIH workforce through the provision of a variety of work-related medical and counseling services. OMS services are designed in close collaboration with DOHS safety professionals and researchers to meet the unique needs of the NIH biomedical research community.

▶ **Office of Equal Opportunity and Diversity Management**

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

The Office of Equal Opportunity and Diversity Management (OEODM), a staff office in the Office of the Director, National Institutes of Health, is responsible for policy formulation, implementation, coordination, and management of civil rights, equal opportunity, affirmative employment, and workforce diversity management programs of the National Institutes of Health (NIH).

▶ **Office of the General Counsel**

Legal: <http://www.hhs.gov/ogc/index.html>

Ethics: <http://ethics.od.nih.gov/>

The Office of the General Counsel (OGC) is the legal team for the Department of Health and Human Services (HHS), providing quality representation and legal advice on a wide range of highly visible national issues. OGC supports the development and implementation of the Department's programs by providing the highest quality legal services to the Secretary of HHS and the organization's various agencies and divisions.

▶ **Office of Human Resources (Client Services Division)**

<http://hr.od.nih.gov/workingatnih/newemployee/csdcontacts.htm>

Listing of the Client Services contacts and the Institutes and Centers they service.

▶ **Office of the Inspector General**

<http://teledirectory.nih.gov/servDet.php?ser=143>

To report suspicions of fraud, waste, and abuse.

▶ **Office of Management Assessment**

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

Provides NIH-wide management of activities/oversight and advice to the NIH Institutes and Centers on management reviews/corrective actions involving program integrity (fraud/waste/abuse/mismanagement reviews), OIG/GAO/Outside review liaison, management control, quality management, best practices, continuous improvement, regulations, delegations of authority, A-76/FAIR Act and NIH Privacy Center requirements, records and forms management, organizational and functional analysis, NIH manual chapters, and guidance and oversight on the control and safeguarding of classified national security information.

▶ **Office of Research Services**

<http://www.ors.od.nih.gov/Pages/home.aspx>

The ORS plans and directs service programs for public safety and security operations, scientific and regulatory support programs, and a wide variety of other program and employee services.

▶ **Ombudsman's Office**

<http://ombudsman.nih.gov/>

The NIH Office of the Ombudsman, Center for Cooperative Resolution is a neutral, independent, and confidential resource providing informal assistance to NIH scientists, administrators, and support staff in addressing work-related issues.

▶ **Training Center (NIH)**

<http://trainingcenter.nih.gov/>

The NIH Training Center is your dedicated resource for NIH-specific training, professional development programs and customized solutions. We exist to advance the NIH's research mission by supporting and developing employees across NIH's 27 Institutes and Centers.

4. Performance Management and PMAP Resources

▶ **Articles:**

How to Give Good Feedback

<http://www.fastcompany.com/magazine/17/feedback.html>

7 Tips for Giving Good Positive Feedback

<http://www.mftrou.com/positive-feedback.html>

▶ **Graduate School**

Check out Supervisory Development for a list of upcoming courses. Follow the normal training approval process for your office.

<http://graduateschool.edu/>

▶ **HHS University**

Check out Supervision and Management for a list of upcoming courses. Follow the normal training approval process for your office.

<https://learning.hhs.gov/>

▶ **Mentoring Program**

http://trainingcenter.nih.gov/hhs_mentoring.html

▶ **NIH HR Employee Relations**

<http://hr.od.nih.gov/PerfMgmt/default.htm>

▶ **Performance Management at NIH**

<http://hr.od.nih.gov/performance/default.htm>

NIH-HHS Mentoring Program

“Partnering for Excellence”

Recruiting now!

What is Mentoring?

Mentoring is a developmental partnership through which an individual shares knowledge, skills, information, and perspective to foster the personal and professional growth of someone else.

Program Benefits and Features:

- ✓ Expand Your Horizon
- ✓ Lead and Develop Others
- ✓ Networking Opportunities
- ✓ Contribute and Invest in NIH and HHS
- ✓ Senior-to-Junior and Peer-to-Peer Mentoring Platforms
- ✓ Open to all Federal Employees
- ✓ One Year Mentoring Relationship
- ✓ Online Application and Matching System
- ✓ Professional Development Events and Activities

Why should I join?

We all have a need for insight that is outside of our normal life and educational experience. The power of mentoring is that it creates a unique opportunity for collaboration, goal achievement, and problem-solving.







To join the program check out our NIH Gateway site:






www.trainingcenter.nih.gov/hhs_mentoring.html


For inquiries: nihhhsmentoringprog@od.nih.gov

5. NIH Enterprise System Resources

For system access or more information regarding the use of these NIH-wide systems in your IC, please first contract your Servicing Administrative Officer. Additional support, resources, and tools made available by NIH are listed below for your reference.

Systems	Support	Resources/Tools
Hiring & Staffing		
HR Cards http://hrweb.psc.gov/pdlibrary_nih/	For additional questions please contact HR Systems Support via: <ul style="list-style-type: none"> • their online ticket form • through WiTS • by e-mail at hssystemssupport@od.nih.gov • by phone at 301-451-1436 Monday through Friday between 8:30 AM and 4:00 PM. 	Information Site: http://hr.od.nih.gov/hrsystems/staffing/pdlibrary/default.htm User Guides: <ul style="list-style-type: none"> • HR CARDS General User Guide  Flash Tutorials with Scripts: <ul style="list-style-type: none"> • HR CARDS Basic Searching for General Users  • Basic Searching for General Users Script  PDF Job Aids: <ul style="list-style-type: none"> • Guidance for Using HR CARDS  • Helpful Hints - HR CARDS  FAQs: <ul style="list-style-type: none"> • http://hr.od.nih.gov/hrsystems/staffing/pdlibrary/faqs.htm
HHS Careers	If you have questions or comments regarding HHS Careers, please contact HR Systems Support via their online ticket form at http://intrahr.od.nih.gov/helpdeskform.htm	Information Site: http://hr.od.nih.gov/hrsystems/staffing/hhscareers/default.htm User Guides: <ul style="list-style-type: none"> • HHS Careers User Guides for Managers and Selecting Officials Flash Tutorials with Scripts: <ul style="list-style-type: none"> • Using Selection Manager in HHS Careers Powered by USA Staffing Tutorial 

Systems	Support	Resources/Tools
		<ul style="list-style-type: none"> • Using Selection Manager in HHS Careers Powered by USA Staffing Tutorial Script  <p>FAQs:</p> <ul style="list-style-type: none"> • Question Selection FAQs 
<p>WITs http://nihohrweb.nih.gov/bizflow/loginToNih.html</p>	<p>Please e-mail questions or comments to hssystemssupport@od.nih.gov or call 301-451-1436</p>	<p>Information Site: http://hr.od.nih.gov/hrsystems/staffing/wits/default.htm</p> <p>User Guides:</p> <ul style="list-style-type: none"> • http://hr.od.nih.gov/hrsystems/staffing/wits/userguides.htm • WITS - Reports Basics  • Reports Basics Script  <p>FAQs: https://my.nih.gov/portal/server.pt/directory/faqs/6784</p>
Benefits & Timekeeping		
<p>ITAS https://itas.nih.gov/</p>	<p>If you have trouble logging in, please call the NIH Help Desk (301-496-4357) or submit a service request online at http://ithelpdesk.nih.gov/</p> <p>ITAS Support: https://intrahr.od.nih.gov/hrsystems/benefits/itas/coordinatorlist.htm</p>	<p>Information Site: http://hr.od.nih.gov/hrsystems/benefits/itas/default.htm</p> <p>Training: NIHTC course 2627: ITAS for Supervisors & Leave Approving Officials</p> <p>User Guides:</p> <ul style="list-style-type: none"> • ITAS User Manual  <p>FAQs:</p> <ul style="list-style-type: none"> • ITAS FAQs

Systems	Support	Resources/Tools
Travel		
GovTrip	<p>For system errors, document/eVoucher problems, or system access, contact:</p> <ul style="list-style-type: none"> • NIH Help Desk at 301-496-4357 • lthelpdesk.nih.gov/support <p>For help with changing reservations, international reservations, contact Travel Management Center (TMC):</p> <ul style="list-style-type: none"> • Omega World Travel; IC Staff Reservations; <ul style="list-style-type: none"> ○ M-F 7:30 am – 9:00 pm 1-800-419-2312 <p>Points of Contacts:</p> <ul style="list-style-type: none"> • Travel HPOCs • List of All NBS HPOCs • OMEGA TMC Contacts • Travel Roles and Responsibilities 	<p>NIH Portal for GovTrip (includes tools such as Job Aids, Online Training, contacts, etc.): https://my.nih.gov/portal/server.pt/community/nbs_govtrip_users/1126?qid=71833338&rank=1</p> <p>Training:</p> <ul style="list-style-type: none"> • NIHTC course 2700: Domestic Travel (GovTrip Travel System) • NIHTC course 2701: Foreign Travel (GovTrip Travel System) • NIHTC course 2702: Sponsored Travel (GovTrip Travel System) • NIHTC course 2703: Travel for AOs & Approving Officials (GovTrip) <p>User Guides:</p> <ul style="list-style-type: none"> • Approver Trifold 
Ethics		
NEES https://nees.nih.gov/		<p>Information Site: http://ethics.od.nih.gov/procedures.htm</p> <p>https://my.nih.gov/portal/server.pt/directory/nih_enterprise_ethics_system_%28nees%29/5735?qid=33925538&rank=1</p>

Systems	Support	Resources/Tools
Training & Development		
LMS https://lms.learning.hhs.gov/Saba/Web/Main/	Contact the Learning Management System (LMS) Helpdesk at 1-866-246-5440 or DHHSHelp@gpworldwide.com . LMS Administrators: List of IC LMS Administrators 	Information Site: http://trainingcenter.nih.gov/LMS_info.html User Guides: <ul style="list-style-type: none"> • Learner/User Guide  FAQs: http://trainingcenter.nih.gov/lms_faq.html
MTI http://mandatorytraining.nih.gov/	For technical support contact the NIH Help Desk at http://ithelpdesk.nih.gov/support/ or 301.496.HELP.	Information Site: http://trainingcenter.nih.gov/mandatory_training.html FAQs: http://trainingcenter.nih.gov/mandatory_training_faqs.html
NIHITS II https://nominate.od.nih.gov/login.pl	For NIHITS II Help, Phone: 301-496-HELP (4357)	Information Site: https://nominate.od.nih.gov/login.pl

6. Balancing Work and Life Resources

Work/Life Balance Resources at NIH

<http://www.jobs.nih.gov/life@nih/default.htm>

Resources & Referral Service

- The ORS, Division of Amenities at NIH has contracted with LifeWork Strategies, Inc. to provide referrals to many types of alternative childcare services and resources only. This highly personalized professional service is available at no cost to all NIH employees by calling 1-800-777-1720 between the hours of 9:00 am until 5:00 pm, Monday through Friday. More information can be found at the [Child Care Resources](#) website.

NIH Work/Life Policy Information

- Alternative Work Schedules
 - [NIH Policy Manual, 2300-610-4 - Alternative Work Schedules](#)
 - [Fact Sheet](#) 
- [Benefits for NIH Permanent Employees](#)
- [Disability Resource Center](#)
- [NIH Policy Manual, 2300-630-5 - Family Leave Policies and Programs](#)
- [HHS Telecommuting Program](#)
- [NIH IC Telework Coordinators](#) 
- [NIH Leave Guide for Civilian Employees](#)
- [NIH Policy Manual, 2300-630-5 - Family Leave Policies and Programs](#)
- [NIH Tobacco-Free Bethesda Campus Policy](#)
- [NIH Off-Campus Smoking Policy](#)
- [NIH Telework Program](#)
- [NIH Voluntary Leave Transfer Program](#)
- [OPM Operating Status and Schedules](#)
- [OPM's Washington DC Area Dismissal or Closure Procedures](#) 
- [OPM Family Friendly Leave Policies](#)

NIH Employee Services

- [CIVIL](#)
- [Employee Assistance Program](#)
- [Fitness Centers](#)
- [Food/Concessions Services](#)
- [Gift Shop Locations/Hours](#)
- [Hair/Barber Salon](#)

Balancing Work and Life Resources (Cont'd)

NIH Employee Services (Cont'd)

- [Housing Lists](#)
- [NIH Child Care Programs](#)
- [NIH Federal Credit Union](#)
- [NIH Library Online](#)
- [NIH Office of the Ombudsman/Center for Cooperative Resolution](#)
- [Notary Public](#)
- [On-Campus Work Center](#)
- [Office of Equal Opportunity and Diversity Management](#)
- [Office Ergonomics](#)
- [Parking & Transportation](#)
- [Recreation & Welfare Association](#)
- [Safety & Security \(NIH Police\)](#)
- [Sign Language Interpreting Services](#)
- [Smoking Cessation Program](#)
- [Sport, music, photography, and other clubs](#)
- [Tickets to various area event](#)

Career Employment Opportunities

- [Jobs at NIH](#)
- [HHS Careers](#) - Health and Human Services employment resources.
- [USAJOBS](#) - The official job site of the United States Federal Government.
- [Handbook of Federal Occupational Groups](#) (OPM)
- [The Riley Guide](#) - Guide to employment resources on the Internet.
- [CareerBuilder.com](#) - Jobs search, employment, and careers site.
- [Monster.com](#) - An all-purpose employment web resource site.

Training and Education

- [CIT Training](#)
- [NIH Training Center](#)
- [Intramural Research and Training Opportunities](#)
- [Extramural Training Opportunities](#)
- [Undergraduate & Graduate-Level Continuing Education](#)
- [Management/Administrative Internships at NIH](#)

Balancing Work and Life Resources (Cont'd)

Elder Care

- [Elders and Families website](#) - Sponsored by the U.S. Administration on Aging; resources include links to disaster assistance, elder rights, housing, money matters, nutrition & health, services for seniors, and volunteer opportunities.
- [American Association of Retired Persons \(AARP\)](#) - Resources on a variety of elder-related issues.
- [FirstGov for Seniors](#) - Senior Citizens' resources.

Family Life

- [American Academy of Child and Adolescent Psychiatry](#) - Information on developmental, behavioral, and mental disorders that effect children and adolescents.
- [Child Welfare Information Gateway](#) - Information and resources to help children and families.
- [National Adoption Center](#) - National program featuring adoption information.
- [NIH Child Care Programs](#) - Child care resources and services at NIH.
- [OPM Adoption Benefits Guide for Federal Employees](#)
- [Stepfamily Association of America](#)

Health and Wellness

General

- [NIH Health Information Index](#) - Index of health information from the National Institutes of Health.
- [MayoClinic.com](#) - Consumer health site.
- [InteliHealth](#) - InteliHealth, a joint venture of consumer-oriented health and wellness site from Aetna U.S. Healthcare® and Johns Hopkins University and Health System, provides this consumer-oriented health and wellness site.
- [Go Ask Alice](#) - Health question and answer site from Columbia University.
- [Word on Health](#) - Free consumer health information service from the National Institutes of Health.
- [USDA's Food and Nutrition Information Center](#) - Information on nutrition issues, including food safety, healthy school meals, dietary supplements, and much more.
- [Centers for Disease Control and Prevention](#) - Credible public health information.

Balancing Work and Life Resources (Cont'd)

Local Interest

- [Washingtonian Health and Medicine](#) - Information on aging, health care providers, medical conditions, fitness, alternative medicine, and medical resources.
- [Washingtonian Travel and Recreation](#) - Travel and recreation in the Washington, DC area.
- [Arlington County Department of Parks, Recreation & Community Resources](#) - Information about pools, parks, and nature centers in Arlington County, VA.
- [Washington Area Bicyclist Association](#) - Information on area bike paths and cycling clubs.
- [Montgomery County Recreation Department](#) - Montgomery County parks information.
- [Washington Post Entertainment Guide](#)

Volunteerism & Community Service

- [Greater DC Cares](#) - Volunteer projects within seven critical issue areas: Children & Families, Elderly, Hunger & Homelessness, Affordable Housing, Environment, People Living with Disabilities, and People Affected by HIV/AIDS.
- [United Way of the National Capital Area](#) - Directory of D.C. metro area community service organizations.

Work Life

- [The Boston College Center for Work and Family](#) - Links, publications and articles for practitioners.
- [Federal Telework Information](#) - Guidance for creating a telecommuting program.
- [Sloan Work and Family Research Network](#) - Web-based resources in the work-family area of study.
- [Voluntary Leave Transfer Program \(VLTP\)](#) (NIH Only) - This program at NIH gives employees additional flexibilities for balancing work and family needs through greater accessibility to leave.

Workplace & Domestic Violence

- [CIVIL](#) - NIH resource for preventing workplace violence.
- [Responding to Domestic Violence: Where Federal Employees Can Find Help](#) - Information for employees in a violent relationship, and for their supervisors and friends.

7. Training & Development Resources

NIH Training Center: <http://trainingcenter.nih.gov/>

NIH Satellite Sites:

- ▶ **Rocky Mountain Laboratories, NIAID:**
<http://www.niaid.nih.gov/about/organization/dir/rml/Pages/educationOutreach.aspx>
 - Education and Outreach
 - Graduate Partnership Program
 - Office of Training and Diversity
 - Biomedical Research After-School Scholars

- ▶ **North Carolina, NIEHS:** <http://www.niehs.nih.gov/careers/index.cfm>
 - Training
 - Research Training
 - Hazmat Safety and Training

- ▶ **Phoenix, NIDDK**
<http://www2.niddk.nih.gov/NIDDKLabs/NIDDKLabsCareer.htm>
 - Training
 - Fellowship Training Programs
 - Orientation Guides
 - Career Development Opportunities