

NIH Training Center Highlights

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

Learn... Discover... Grow
<http://trainingcenter.nih.gov>

Read All About It: NIH-Wide Supervisory Training

It's no secret that supervisory skills can make or break a manager. Supervisory development is under the spotlight across the federal government, as Office of Personnel Management (OPM) recently amended its training and development regulations pertaining to the Federal Workforce Flexibility Act.

What are the requirements?

As part of a succession and performance management strategy, the amendment* requires that new scientific and administrative supervisors receive formal training in the initial twelve months of their new roles as supervisors. In addition, retraining is required every three years. Training must at a minimum cover actions, options, and strategies addressing unacceptable performance, mentoring employees, employee performance improvement and productivity, and conducting employee performance appraisals.

NIH plans to interpret and clarify these regulations by drafting an NIH-specific policy that incorporates various IC voices. To foster collaboration, a cross-IC Supervisory Training Committee has formed and will be formalizing the policy before reaching out to the NIH community.

Where can I take supervisory training?

While additional options for applying these regulations may be communicated in the future, the NIH Training Center already offers two courses that meet supervisory requirements when taken together: *Effective Communication Skills for Managers* and *Holding Employees Accountable*. For more information on these courses, please visit <http://trainingcenter.nih.gov/app/List.aspx?strCategory=MSPD&strMultiList=Mgmt,+Supervision+&+Leadership+Dev>. In addition, individual ICs may offer courses and/or programs meeting the above areas.

*The OPM amendment refers to OPM's recent modifications to regulation 5 Code of Federal Regulations (CFR) parts 410 and 412.



NIH-HHS Mentoring Program: Going Strong!

The NIH-HHS Mentoring Program celebrates another season! With its 2009 inaugural group successfully graduated in April 2010, a new April 2010 cohort of mentors and mentees is now progressing through the program. Roughly 50 pairs have been matched within this new group, who kicked off their relationships by discussing development goals and learning opportunities, and attending events and activities. As an added bonus, the NIH-HHS Mentoring Program events are open to NIH FTE employees participating in any NIH Mentoring Program. Check the calendar of events at http://trainingcenter.nih.gov/hhs_mentoring.html for more information.

There are still many mentors and mentees seeking mentoring relationships in time for the October 2010 Cohort. If you are looking to extend your professional network, pass on your successes or build new skills in your current or even a different career track, visit http://trainingcenter.nih.gov/hhs_mentoring.html to learn about the program.

Do you know a great mentor, mentee or advisor?

Share your mentoring stories and personal successes with the program staff at NIHHHSMentoringProg@mail.nih.gov. Selected stories will be highlighted periodically in the "Highlights" newsletter and on the NIH-HHS Mentoring Program website http://trainingcenter.nih.gov/hhs_mentoring.html.

4th
Quarter
FY 2010

Get the 411 on Mandatory Training



Q Do you know which mandatory courses you, your peers and your staff are required to take?

A The Mandatory Training Inventory (MTI) was recently updated!

Visit your real-time source for mandatory training information, http://trainingcenter.nih.gov/mandatory_training.html and create your personal training profile through the Mandatory Training Inventory (MTI). Then, check with your supervisor to discuss any additional training requirements within your IC.

Q Did you know that there is a process for making NIH training mandatory?

A The NIH Mandatory Training Manual Chapter (2300-410-2) provides guidelines to any course owner whose training impacts a cross section of the NIH community, beyond one IC. To streamline training requirements, course owners must follow the procedure outlined to create a business case and obtain approval for introducing new or significantly revising existing mandatory courses. The chapter outlines the responsibilities of course owners and others involved in the vetting and review of mandatory courses at NIH and offers templates to help in creating your business case.

For more information on the MTI or the Manual Chapter, please visit http://trainingcenter.nih.gov/mandatory_training.html and share with your colleagues. Let's get the word out!

Keeping on Track with NIH Competencies

The NIH Competencies Team is pleased to announce enhancements to existing models and a brand-new model for an additional occupational series.

Enhancements

Revised competencies are now available for three occupational areas: **Human Resources** (GS-201), **Administrative Officer** (GS-341), and **Information Technology** (GS-2210). These new competencies take into account NIH's unique culture, incorporating background research to include vacancy announcements, OPM classification standards, behavioral interviews, and focus group feedback. The Competencies Team collaborated with subject matter experts and leadership teams to narrow some of the broader competencies from the previous models. Competencies are currently in the LMS and in the competencies dictionary, which can be accessed at <http://hr.od.nih.gov/workingatnih/competencies/core/default.htm>.

New Horizons

The Competencies Team is also developing a competencies model for **Training Managers** across the NIH. As the first existing guide to knowledge, skills and abilities for this occupational series, it includes competencies ranging from Program Management to Instructional Design and Organizational Development Consulting, and focuses on the multiple aspects of learning, development and training within the NIH. Currently under review and pending validation by training managers across the ICs, the new competencies model will be posted for use on the LMS by early July. Stay tuned!

NIHTC Featured Course of the Quarter

GOVTRIP 2.0 IS HERE!

Come and see the new and exciting features in the GovTrip 2.0 Travel System! The NIH Training Center is offering 1-day refresher sessions so that you can review and practice creating travel documents in this updated system.

The NIH Domestic Travel Refresher will include the new Conference Travel procedures in GovTrip, and the NIH Foreign/Sponsored Travel Refresher will include the new NFT (Notification of Foreign Travel). Both titles will include a review of travel policies, including any new updates to NIH Travel Policies.

✓ **Don't Hesitate... Register Today!** Register via NIHITS @ <https://nominate.od.nih.gov/login.pl>.

✓ *Interested in scheduling group training?* Contact Teela Samuel at samuelte@mail.nih.gov.

NIH Domestic Travel Refresher

Course ID: 2706

Dates: 7/20 & 9/2

Tuition: \$355

NIH Foreign Travel Refresher

Course ID: 2707

Dates: 7/21 & 9/21

Tuition: \$355

Leadership Development Corner

Federal Coach: Road to Success Takes Several Paths

Most aspiring government leaders treat their careers like the daily commute. You stay in one familiar agency and follow the same basic route every day.

You develop deep policy expertise, learn how to get things done and become that “go-to” person. That is, until a crisis hits, and you need to get well outside your comfort zone and find a new way to handle matters, and perhaps even call on colleagues from outside your own agency for help.

Take the Gulf Coast oil spill. By my count, at least 10 agencies are playing a role -- the Coast Guard is leading the charge, but others working on the crisis include the departments of Energy and the Interior, the Environmental Protection Agency, the National Oceanic and Atmospheric Administration, the Fish and Wildlife Service, the National Park Service. And that's without mentioning the coordination with private firms such as BP and Halliburton, or the work organizing volunteers from nonprofits including the Red Cross or the Sierra Club.

Government's big challenges are rarely handled within one agency or by always following the same well-worn path. More than ever, government leaders must possess two assets:

- a broad, enterprise-wide perspective
- a set of relationships that can help get things done

Our nation's military services get this right. To reach the top levels of leadership within the Defense Department, you must complete “joint-duty” assignments -- rotations into positions with other military services or parts of the department. As a result, the top commands consist of representatives from the Army, Navy, Air Force and Marine Corps. The intelligence community recently established a similar joint-duty requirement for its top leadership.

If you are working to position yourself as a government leader, my advice is not to be that commuter who gets stuck in traffic without considering the options. You need to move in a different direction. Pursue a detail with another agency or division. Join a government-wide task force. You'll gain new insights, you'll exchange ideas, improve collaboration, and you -- and leaders like you -- will be well-positioned to drive real change in government and handle a challenge that requires multi-agency coordination.

Excerpted and adapted from the Washington Post's "Federal Coach" section, June 2, 2010. The nonprofit Partnership for Public Service and The Washington Post's On Leadership site jointly produce the Federal Coach, hosted by Tom Fox, director of the partnership's Center for Government Leadership. The goal is to “engage, inspire and learn from you, the federal worker, whether you are a new hire, a contractor or a manager at the highest level.”

NIH Offers Executive & Team Coaching

The Training Center serves as a resource for finding coaches for executives, senior managers, middle managers, professional staff, and other key contributors in a confidential and collaborative one-on-one environment. Our Executive Coaches work with both individuals and teams, tailored to your needs. Our coaches have been thoroughly evaluated to ensure maximum benefit to the NIH community.

Executive Coaches listen, conduct in-depth interviews, ask questions, provide support and feedback, and challenge you. They help in the following ways:

- ✔ Support individual career growth
- ✔ Solve complex problems
- ✔ Improve delegation skills
- ✔ Increase individual and/or staff performance and productivity
- ✔ Improve communication, assertiveness, “leadership presence” and conflict resolution skills
- ✔ Assist with professional creativity and innovation
- ✔ Improve work/life balance and time management skills
- ✔ Enhance networking skills

Each coaching experience is different, but a typical coaching agreement lasts for six months to a year. Many initial executive coaching sessions last from two to four hours, with follow-up sessions varying from 1 to 2 hours. Follow-up coaching is done weekly, bi-weekly or monthly, depending on the desired results. Coaching can be done via telephone or in-person. The coaching engagement often begins with an assessment to establish an initial framework. Together, you and your coach determine the length and scope of the relationship. The more information shared, the more beneficial the experience.

For more information about Executive and Team Coaching, contact Keisha Berkley at the NIH Training Center at berkleyk@od.nih.gov

Training Collaborative Forum Shares Stage with Scientists

Are your training programs reaching the scientific community? At the June Training Collaborative Forum, training coordinators from across the ICs explored this question, sharing best practices and innovative ideas for offering administrative training that appeals to the NIH scientific community. The group heard from a wide range of NIH offices providing administrative training to scientists, including Lori Conlan, PhD, Director of the Office of Postdoctoral Services within the Office of Intramural Training and Education.

Professional development courses at the NIH Training Center are available to both scientific and administrative employees, including Title 42 staff. For ideas and available courses for scientists, view the meeting material at http://trainingcenter.nih.gov/training_collaborative_forum.html.



Did you know?

Did you know that the NIH Training Center offers courses customized for Scientists? See the courses marked with the atomic symbol (left) to find courses just for you!

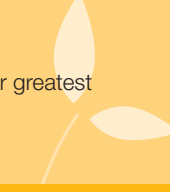
Save the Date: NIH Training Collaborative Forum

The next NIH Training Collaborative Forum for IC Training Coordinators will be held November 10, 2010 from 1-3:30pm in Rockledge II, Room 9112-9116. For details, please visit http://trainingcenter.nih.gov/training_collaborative_forum.html.

Quote Of the Quarter

"Your most unhappy customers are your greatest source of learning."

—Bill Gates



Highlights Contributors

Elena Juris, Managing Editor
Kristen Dunn-Thomason, Editor
Kathy Clinesmith-Trupp, Designer

Keisha Berkley
Janice Gonzalez
Elena Juris
Rachel Pemble-Fahnestock
Teela Samuel

Contact Us

NIH Training Center
6120 Executive Plaza South, Suite 350, Bethesda, MD 20892
Tel: (301)496-6211 · Fax: (301)480-3197 · TTY: (301)594-2696
E-mail: training1@od.nih.gov

4th Quarter FY 2010 Course Offerings

| Course Title | Length | Start Dates | Course # |
|--|----------|------------------------|----------|
| Administrative Systems & Policy | | | |
| Int. Controls: Meeting Federal Requirements | 2 days | 8/18 | 5517 |
| Advanced Time and Attendance Using ITAS | 1/2 day | 8/31 | 2626 |
| Basic Time and Attendance Using ITAS | 2 day | 6/29, 7/27, 8/23, 9/13 | 2624 |
| Capital HR System Training | 1 day | 7/29, 8/26, 9/23 | 4009 |
| Domestic Travel (GovTrip Travel System) | 3 days | 7/26, 8/9, 9/8 | 2700 |
| Domestic Travel Policy | 1 day | 8/25 | 2619 |
| Domestic Travel Refresher (GovTrip 2.0) | 1 day | 7/20, 9/2 | 2706 |
| Fellowship Payment System | 1 day | 8/18 | 2646 |
| Foreign & Sponsored Travel Policy | 1 day | 8/26 | 2621 |
| Foreign Travel (GovTrip Travel System) | 2 days | 7/20, 8/16, 9/15 | 2701 |
| Foreign Travel Refresher (GovTrip 2.0) | 1 day | 7/21, 9/21 | 2707 |
| Getting Work Done in a Leased Facility | 1/2 day | 9/16 | 8813 |
| Introduction to NIH Property Management (NBS) | 4 days | 7/12, 8/16 | 9517 |
| ITAS for Supervisors & Leave Approv. Officials | 1/2 day | 8/19 | 2627 |
| LMS Human Capital Administrator | 2 days | 8/12 | 10002 |
| LMS Local Learning Administrator | 1/2 day | 7/19, 8/30, 9/17 | 10001 |
| LMS Training Administrator | 2 days | 7/12, 9/1 | 10003 |
| Maintenance and Construction | 1/2 day | 9/16 | 8814 |
| Moves of Office, Labs and Personnel | 1/2 day | 9/14 | 8812 |
| Property Management Refresher | 2 days | 7/22 | 9520 |
| Space and Funding | 1/2 day | 9/15 | 8815 |
| Sponsored Travel (GovTrip Travel System) | 1 day | 9/16 | 2702 |
| Title 42 at NIH | 1.5 days | 7/20, 8/10, 9/28 | 8810 |
| Travel for AOs & Approving Officials (GovTrip) | 1 day | 7/22, 9/14 | 2703 |
| Travel for Non-NIH Affiliated Travelers | 1/2 day | 7/8 | 2710 |
| Computer Applications | | | |
| Intermediate Microsoft Excel 2007 | 1 day | 7/19 | 6634 |
| Intermediate Microsoft Word 2007 | 1 day | 7/20 | 6631 |
| Introduction to Microsoft Excel 2007 | 1 day | 7/9 | 6636 |
| Microsoft Office 2007 - New Features | 1 day | 9/2 | 6629 |
| Management, Supervision & Leadership Skills Development | | | |
| Adv Your Telework: Knowledge & Skills (Mgrs) | 1 day | 8/19 | 5516 |
| Behavioral-Based Interviewing | 1/2 day | 8/11 | 5803 |
| Build Your Dream Team | 2 days | 8/10 | 4005 |
| Effective Communication Skills for Managers | 2 days | 7/20, 9/21 | 9521 |
| Holding Employees Accountable | 2 days | 7/13, 9/14 | 9511 |
| Influencer | 2 days | 8/31 | 9412 |
| Leading Science Meetings | 1/2 day | 9/23 | 8804 |
| Negotiation and Conflict Res. for Scientists | 1 day | 9/22 | 8805 |
| Acquisitions Management | | | |
| Appropriations Law for Simplified Acquisitions | 1 day | 8/12 | 5514 |
| Buyer Contracts (NBS) | 3 days | 8/9 | 9515 |
| Buying From Businesses on the Open Market | 1/2 day | 8/10 | 2611 |
| Consolidated Purchasing Through Contracts | 1/2 day | 8/9 | 2610 |
| Federal Supply Schedules | 1/2 day | 8/9 | 2609 |
| Internal & External Requisitioner (NBS) | 1 day | 7/26, 8/12 | 9516 |
| Multi-Year Contracting at the NIH | 1 day | 7/9, 8/20 | 2640 |
| NBS Buyer Acquisitions (Refresher) | 2 days | 8/23 | 5515 |
| NBS PCard Logs & Reconciliation (Refresher) | 1 day | 7/15 | 2635 |
| Negotiation Strategies for Simplified Acquisitions | 1 day | 8/11 | 5513 |
| Price Reasonableness in Simpl. Acquisitions | 1/2 day | 8/10 | 2617 |
| Professional Services | 1 day | 8/27 | 5512 |
| Purchase Card Training (NBS) | 2 days | 7/12, 8/18, 8/25 | 9512 |
| Simplified Acq. & Delegated Procurement (NBS) | 5 days | 7/19, 8/30 | 9513 |
| Professional Development | | | |
| Time Management and Organizational Skills | 1 day | 7/15 | 5110 |
| Writing Statements of Work | 2 days | 7/27 | 8801 |

Indicates course customized for scientists



See all classes at <http://trainingcenter.nih.gov/default.asp>