



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>

AO's, Admin Techs and Lab Managers: Facilities Training for You!

At last! Four long-awaited training courses have arrived to serve an NIH-wide need for facilities-related instruction. Having collaborated with ORF and OIR to customize content entirely for NIH, the NIH Training Center (NIHTC) invites AO's, Administrative Techs and Laboratory Managers to register for the first offerings in this field. The initial modules will take place April 7, 8, and 9, with more offerings following in June and September:

Moves of Office, Labs and Personnel (1 Day Class)

The course covers the roles of everyone involved in a move. The objectives of this course are to understand the different types of move options, and know what to address before, during, and after a scheduled move.

Key Topics:

- Handling laboratory, office, on-campus, and off-campus moves
- Understanding the steps in the moves process
 - Prior to Relocation
 - When Move Date is Set
 - After the Move is Made
- Identifying move resources from NIH Relocation Services, guidelines, checklists, etc.

Getting Work Done in a Leased Facility (1/2 Day Class)

This course covers the roles of each stakeholder involved. Learn to identify the key contacts in the process; understand the steps and activities required to complete work; and know the forms required to get the work done.

Key Topics:

- Getting Work Done: The Process
- Scope of Work
- Request for Proposal
- Cost Proposal
- Request Funds
- Notice to Proceed
- Invoicing
- Project Close Out

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Share Your LMS Feedback!

In January 2010, the NIH LMS Team launched a user feedback survey for the HHS Learning Portal, also known as the LMS (<https://lms.learning.hhs.gov/>). Whether you are a new or experienced LMS user, please take the time to share your feedback. The NIH LMS Team reviews survey results monthly and apply your input to improve the LMS user experience for NIH staff.

You can reach the survey from the NIH Training Center's LMS information web page, http://trainingcenter.nih.gov/lms_info.html, at the "User Satisfaction Survey" link. You can also access it linked from the NIH Announcements box when you log in to the LMS. In the first month, we already received some very valuable feedback!

Functionality Questions?

We learned through survey feedback already that users want to know whom to contact with questions about functionality. If you have questions about the LMS, please contact the NIH LMS Team at LMSSupport@mail.nih.gov. In addition to assisting you with using the LMS, we are also working diligently to develop additional user guides and tip sheets targeted toward specific tasks you may be trying to accomplish in the LMS. You may find these resources posted on the NIH Training Center's LMS Resources web page (http://trainingcenter.nih.gov/lms_resources.html). There is an LMS User Guide posted there now, and a guide for supervisors to follow.

If you are experiencing LMS technical problems, such as trouble logging in or launching an online course, please contact the LMS Help Desk at 1-866-246-5440 or DHSHHelp@gpworldwide.com. The LMS Help Desk staff is waiting to assist you.

3rd
Quarter
FY 2010

New Training Course: Multi-Year Contracting at the NIH

The Office of Acquisition Management & Policy (OAMP) and the NIH Training Center have partnered to develop Multi-Year Contracting at the NIH, course ID 2640. This 1-day training covers the fundamental concepts of Multi-year Contracting (FAR 17.1) and provides participants with the knowledge to plan, solicit, award and administer contracts using this special method. The Multi-year Contracting method provides Contracting Officers with the flexibility to structure contracts to fund obligations up front, incrementally, or by using the standard bona fide needs rule approach. Attendance is not limited to Contract Officers, and we invite other procurement professionals to attend! (8 CLPs)

Multi-Year Contracting at the NIH

Audience: Contract Officers, Contract Specialists & other procurement professionals

Course ID: 2640 • Tuition: \$390

3rd Quarter Sessions: April 16 or April 30

9:00 a.m.-4:00 p.m.

Register via NIHITS: <https://nominate.od.nih.gov/login.pl>

AO's, Admin Techs and Lab Managers: Facilities Training for You!, *continued*

Space and Funding (1/2 Day Class)

Enhance your understanding of requesting and funding your space requirements. Understand the space justifications for new and existing facilities, assure space can accommodate new equipment and resources, and help all interested parties understand the activities involved.

Key Topics:

- NIH Space Portfolio
- NIH Facility Funding Authorities
- Assigned or Loaned Space
- Rent Costs for Space
- Space Assignment and Utilization Policies
- Intramural Research Program Preparation for Needed Space

Maintenance and Construction (1/2 Day Class)

This course teaches how to initiate and manage requests for maintenance and construction/renovation in NIH occupied space.

Key Topics:

- Differentiating between maintenance and construction
- Recognizing the role of Facility Managers in the process
- Managing the steps to a maintenance problem
- Understanding the different types of construction
- Managing the steps in a construction project
- Initiating and checking on work requests

NIHTC Featured Course of the Quarter

NIH Problem Solving for Results

This course gives participants a proactive approach to wise decision-making. The day starts with an overview of a five-step decision-making process that is applicable to virtually any decision. With the overview in mind, the specific steps of the process are broken out into detail, and participants learn and work with multiple tools and techniques for applying each step. Filled with practical, non-threatening exercises, the day concludes with related support issues that come into place in decision-making, such as avoiding psychological traps, managing uncertainty and risk, and linking decisions to other system-related situations. The course also provides tools in other key elements of the learning organization:

- ✓ Personal mastery
- ✓ Shared vision
- ✓ Mental models
- ✓ Team learning

About the Instructor

Chuck Ward has served as a corporate educator, executive coach, and consultant to businesses across North America, England and France for over 15 years. He has provided training to more than 125 Fortune 500 companies as well as numerous government agencies, and small to medium size businesses.

Audience: All NIH employees

Register through NIHITS: <https://nominate.od.nih.gov/login.pl>

May 18, 2010 • 9:00 a.m. 4:00 p.m. • Executive Plaza South (EPS)

Course Number: 1022 • Tuition: \$357

Courses are listed on page 4. For more information, check the NIHTC website. For questions, contact Liz Rowe at 301-496-0264 or rowel@mail.nih.gov.

Leadership Development Corner

Three Quick Leadership Lessons from Toyota

from *Government Executive* Blog by Scott Eblin

With the ongoing spate of stories about Toyota's safety recall and this week's congressional testimony by its leader himself, it's easy to forget that it was just a few years ago that the company was enjoying a twenty plus year run as a quality leader in the automotive industry. During that time, they expanded their operations in the United States and now, on a direct and indirect basis, employ about 170,000 Americans.

There are some pretty big leadership mistakes that have been made at Toyota lately. I don't think their mistakes are unique to Toyota. As Jim Collins outlines in his latest book, *How The Mighty Fall*, even the most successful organization's fortunes can turn quickly. Often it is the success that established them in the first place that can lead to trouble down the road. With that idea in mind, here are three things I've noticed about the Toyota situation that I think are lessons for leaders in any field:

Don't get too wedded to your own story: Deservedly, Toyota developed a story about itself as being the number one car company in the world with the best quality in the world. That story was the map that guided them. When the terrain (consumer safety problems) didn't match their map, it was hard for them to move quickly to correct the problems. The disconnect between what the map said and the reality of the terrain was too great. It's important to step outside your own story on a regular basis and poke your own holes in it.

Don't outgrow your talent: Toyota has grown over the years by redeploying their best and most senior engineering talent in new production facilities around the world. The idea was that the experienced people would mentor and train the people at the new facilities. That worked really well until Toyota dramatically increased its production capacity over the past five years or so and there weren't enough mentors to go around. Even in a tough global economy, there is still usually enough financial capital to invest in growth. The scarce resource is human capital. You can't grow faster than your talent will allow you to grow.

Don't sit on information: There's been a lot of criticism of Toyota for sitting on information about their cars that should have been shared. Some of this dynamic played out on Capitol Hill this week when one of their US execs did not have the information that he needed to answer a number of questions that were asked by members of Congress. As they say about the internet, information wants to be free. Especially when your organization is facing a crisis, you have to get ahead of the situation by sharing pertinent information with key stakeholders like your customers, employees and executives.

Take a Leadership Tuneup

Try one of our customized classes this quarter:

✓ **Emotional Intelligence for Leaders**

Dates: 4/6 Course ID 9411

✓ **Effective Communication Skills for Managers**

Dates: 4/20, 6/8 Course ID 9521

Explore all of our management, supervision and leadership skills development courses at <http://trainingcenter.nih.gov/default.asp>

The first year of the NIH-HHS Mentoring Program is a success!

With 9 NIH tailored events held and roughly 85 successful matches in 2009, there are still many mentors and mentees actively seeking mentoring relationships. If you are looking to extend your professional network, pass on your successes or build new skills, visit http://trainingcenter.nih.gov/hhs_mentoring.html to learn about the program.

With a new April 2010 cohort beginning, we invite you to consider joining the NIH-HHS Mentoring Program October 2010 Cohort right around the corner!

Visit http://trainingcenter.nih.gov/hhs_mentoring.html for program information and to learn about upcoming events and activities.

Save the Date: NIH Training Collaborative Forum

The next NIH Training Collaborative Forum for IC Training Coordinators will be held May 26, 2010 from 1-3:30pm in Rockledge II, Room 9112-9116. For details, visit http://trainingcenter.nih.gov/training_collaborative_forum.html



Do you know?

Do you know which mandatory courses you are required to take? Visit http://trainingcenter.nih.gov/mandatory_training.html to obtain your personal training profile through the Mandatory Training Inventory (MTI).

3rd Quarter FY 2010 Course Offerings

Course Title	Length	Start Dates	Course #
Administrative Systems & Policy			
Title 42 at NIH	2 days	3/23, 4/20	8810
LMS Local Learning Administrator	1/2 day	3/24, 4/20, 5/28, 6/22	10001
Basic WITS Reports Training for Admin Users	1 day	4/1	8606
Moves of Office, Labs and Personnel	1 day	4/7	8812
Getting Work Done in a Leased Facility	1/2 day	4/8	8813
Maintenance and Construction	1/2 day	4/8	8814
Space and Funding	1/2 day	4/9	8815
Basic Time and Attendance Using ITAS	2 day	4/13	2624
LMS Human Capital Administrator	2 days	4/15, 6/17	10002
Fellowship Payment System	1 day	4/15, 6/23	2646
Advanced Time and Attendance Using ITAS	1/2 day	4/16, 6/4	2626
Sponsored Travel (GovTrip Travel System)	1 day	4/19	2702
Foreign Travel (GovTrip Travel System)	2 days	4/19, 5/4, 6/24	2701
ITAS for Supervisors & Leave Approv. Officials	1/2 day	4/21	2627
Capital HR System Training	1 day	4/22, 5/20, 6/10	4009
Property Management Refresher	2 days	4/26	9520
Domestic Travel (GovTrip Travel System)	3 days	4/28	2700
Introduction to NIH Property Management (NBS)	4 days	5/4	9517
Travel for Non-NIH Affiliated Travelers	1/2 day	5/6	2710
Domestic Travel Policy	1 day	5/12, 5/26	2619
Foreign and Sponsored Travel Policy	1 day	5/13, 5/27	2621
LMS Training Administrator	2 days	5/17	10003
Internal Controls: Meeting Federal Requirements	2 days	6/9	5517
Travel for AOs and Approving Officials (GovTrip)	1 day	6/17	2703
Computer Applications			
Intermediate Microsoft Word 2007	1 day	4/12	6631
Intermediate Microsoft Excel 2007	1 day	4/13	6634
Introduction to Microsoft Project 2007	1 day	4/14	6636
Microsoft Office 2007-New Features	1 day	6/3	6629
Management, Supervision & Leadership Skills Development			
Behavioral-Based Interviewing	1 day	3/31	5803
Emotional Intelligence for Leaders	1 day	4/6	9411
Making Dynamic & Persuasive Work Presentations	1 day	4/15	4006
Building a Winning Scientific and Technical Team	2 days	4/13	5116
Effective Communication Skills for Managers	2 days	4/20, 6/8	9521
Adv Your Telework Knowledge & Skills (Mgrs)	1 day	5/4, 6/16	5516
Holding Employees Accountable	2 days	5/11	9511
Building Your Dream Team	2 day	5/18	4005
Coaching Employees for Competency Development	1 day	5/20	5802
Leading Challenging Employees	1 day	5/20	9401
Acquisitions Management			
Negotiation Techniques for Simpl. Acquisitions	1 day	3/10, 4/14, 5/12, 6/9	5513
Purchase Card Training (NBS)	2 days	4/5, 4/8, 5/6, 6/14, 6/17	9512
Professional Services	1 day	4/7, 6/23	5512
Buying From Businesses on the Open Market	1/2 day	5/11, 6/7	2611
Price Reasonableness in Simpl. Acquisitions	1/2 day	5/11, 6/7	2617
Internal & External Requisitioner (NBS)	1 day	4/12, 5/17, 6/25	9516
Federal Supply Schedules	1/2 day	5/10, 6/8	2609
Consolidated Purchasing Through Contracts	1/2 day	5/10, 6/8	2610
Appropriations Law for Simplified Acquisitions	1/2 day	5/13, 6/10	5514
Multi-Year Contracting at the NIH	1 day	4/16, 4/30	2640
NBS PCARD Logs & Reconciliation (Refresher)	1 day	5/5	2635
Simplified Acq. & Delegated Procurement (NBS)	5 days	5/10	9513
Buyer Contracts (NBS)	3 days	5/24	9515
NBS Buyer Acquisitions (Refresher)	2 days	6/21	5515
Simplified Acquisitions for Offices of Acq.	1 day	6/24	9519
Professional Development			
Scientific and Technical Writing	2 days	3/16, 6/10	2154
Writing Statements of Work	2 days	4/13	8801
Time Management and Organizational Skills	1 day	4/21	5110
Techniques for Successful Project Management	1 day	5/3	9414
Leadership Skills for Non-Supervisors	1 day	5/17	1017
Problem Solving for Results	1 day	5/18	1022
Leadership Skills for Non-Supervisors	1 day	5/19	1017
Leading Science Meetings	1 day	6/24	8804
Negotiation and Conflict Res. for Scientists	1 day	6/23	8805

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

Indicates course customized for scientists

GovTrip 2.0 is coming!

The NIH is expecting the GovTrip 2.0 upgrade in June 2010! In preparation, the NIH Training Center will not be offering GovTrip training from May 9, 2010 through May 31, 2010. If you require access to this travel system sooner than June, please register for the training course(s) as soon as possible; otherwise, please plan on attending after this scheduled downtime.

Affected courses include:

- NIH Domestic Travel (GovTrip Travel System) – ID 2700
- NIH Foreign Travel (GovTrip Travel System) – ID 2701
- NIH Sponsored Travel (GovTrip Travel System) – ID 2702
- NIH Travel for AOs & Approving Officials (GovTrip Travel System) – ID 2703

Please contact Janice Gonzalez via email at gonzalezjan@mail.nih.gov or (301) 496-3090 with any questions. For a look at our existing GovTrip courses, see below.

Quote Of the Quarter

“The wisest mind has something yet to learn.”

—George Santayana

Contact Us

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