NIHTraining Center
Highlights

National Institutes of Health
Workforce Support & Development Division
Office of Human Resources

Learn…Discover…Grow
http://trainingcenter.nih.gov

3rd Quarter FY 2011

NEW! GS12-14 Leadership Development Program Launching

This summer, the NIH Training Center (NIHTC) will launch a multi-faceted, mid-level leadership development program to build an effective bridge between senior leadership and junior staff. Filling a gap between the NIHTC collection of entry-level development and senior/executive leadership programs, this exciting program lessens the cascading impact of impending retirements and turnover in leadership positions, while building a new generation of NIH management capacity.

The program will develop IC-nominated employees in GS 12-14 and equivalent supervisory and non-supervisory positions by preparing them to fulfill current and impending leadership demands as first-line supervisors. Rather than targeting technical supervisory skills, which are addressed through OPM-mandated Supervisory Training, the program will provide selected employees with leadership skills and knowledge that will aid them in effectively leading from both supervisory and non-supervisory positions.

Program Elements

The program will emphasize the following developmental areas:

- Self awareness and fulfilling the leadership function (i.e., applying emotional intelligence and various leadership styles, transitioning into supervisory roles)
- Understanding and collaborating with others (i.e., coalition-building, delegating, negotiating and persuading, communicating with various interests)
- Strategic Business Acumen (i.e., analysis and problem-solving, managing knowledge, applying strategic thinking, administering change)

Love 'Em or Lose 'Em: Getting Good People to Stay

On behalf of Colleen Barros, Deputy Director for Management (DDM), the NIH Training Center is pleased to announce the third seminar of the 2010-2011 DDM Seminar Series, featuring Dr. Beverly Kaye on April 14. Dr. Kaye will address the NIH community in a presentation about employee engagement and career management: "Love 'Em or Lose 'Em: Getting Good People to Stay."

Dr. Beverly Kaye is an internationally recognized authority on career issues and retention and engagement in the workplace. As founder and CEO of Career Systems International and a best-selling author on workplace performance, Dr. Kaye has worked with organizations to establish cutting-edge, award-winning talent development solutions. Her first book, *Up is Not the Only Way*, became a classic in making use of extensive research in what causes people to leave or stay. She was named a "Legend" by the American Society for Training & Development (ASTD) – a designation given to "pioneers and prophets in the field of workplace learning and performance."

In *Love 'Em or Lose 'Em: Getting Good People to Stay*, a best-seller she co-authored, Dr. Kaye once again has proved to be a pioneer in addressing one of the most pressing workplace problems of the 21st century: retaining and engaging employees.

The 2010-11 series continues with Colonel Richard Searfoss on June 16. For more information and to view DDM Seminar Series videocasts, please visit **http://www.ddmseries.od.nih.gov.**

The DDM Seminar Series is open to all NIH employees and there is no need to pre-register for the event. Participation will be recorded in the HHS Learning Management System (LMS) for those that sign-in and attend.

An Instant, Free Bookstore at Your Fingertips

Did you know that Books 24x7 is an online full-text book service available to all NIH employees? It provides access to more than 18,000 books from trusted publishers in a fully searchable format. Licensed through HHS, the NIH collection of books now includes a variety of topics:
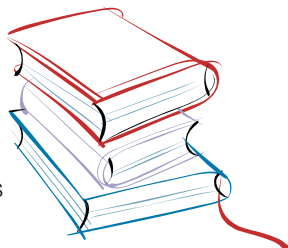
- OfficeEssentials – 550+ titles covering office applications and graphics programs on topics such as PC basics, handheld devices, Microsoft® Windows® and Apple® Macintosh® systems, and Microsoft Office® applications.
- BusinessPro – 6,800+ titles covering all aspects of management and professional development, including Leadership, Change Management, Communication, Negotiation, Finance, Sales, Marketing, and Project Management.
- GovEssentials – 1,200+ titles covering acquisition and contracting, federal budgeting process, e-gov initiatives, safety and security, and more.
- ITPro – 9,700+ titles covering all aspects of Certification & Compliance, Databases, Programming Languages, Operating Systems, Security Networks & Protocols, and Web Development.
- Well-BeingEssentials – 1,100+ titles covering issues pertaining to daily living, family & caregiving, health & wellness and working smarter.

Getting Started

You can watch a short virtual tour on Books 24x7 at:
http://www.books24x7.com/virtualtour.asp.
This provides an overview of how to use the features the service offers.

Setting Up Your Books 24x7

Open the HHS Learning Portal at
https://lms.learning.hhs.gov/Saba/Web/Main and search for Books24x7 in the catalog. The first time you enter it, launch it as a class. From then onwards, it will be available on your opening LMS page. From there, you can set up mobile access from within Books 24x7.

Questions about your LMS account features? Go to
http://trainingcenter.nih.gov/lms_tip_sheets.html for guidance on everything under the sun. Still need help with Books 24x7? Please feel free to send an email to LMSSupport@mail.nih.gov.
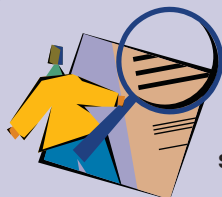
Curious about the latest requirements and classes for NIH Supervisory Skills training? Stay current at **http://trainingcenter.nih.gov/mandatory_ supervisory_training.html.**

NIHTC Featured Course of the Quarter

Managing Up: Communicating with Your Boss

Want to know how to get the best results out of communicating with your boss? This course is open to all NIH employees interested in learning strategies and tools for building a relationship of trust with a manager or supervisor and with tools for making successful appeals and requests. These include:

- rapport
- understanding
- acting strategically
- increasing one's value
- timing of appeals
- making direct requests

The training includes case scenarios and concludes with participants creating a personal list of actions to enhance conversations with their bosses and improve the chances of favorable outcomes.

For details and to register, visit:
http://trainingcenter.nih.gov/app/show_details.aspx?cd_crs=1019
Dates: May 19 • Location: Executive Plaza South (EPS)
Course ID#: 1019 • Tuition: $450

More LMS Improvements!

The NIH LMS Team continually works with HHS, other agencies, and ICs to improve your experience with the HHS Learning Portal/LMS. Thanks to the ongoing collaboration of all involved, the LMS at NIH has achieved a significant number of enhancements. Here are just a few:

- ☑ Separate LMS logon requirements are a thing of the past! The LMS now uses the new **HHS Simplified Sign-On (SSO)**, which authenticates with your NIH network credentials or your PIV card and PIN.
- ☑ Section 508 enhancements and the ongoing remediation of online content offer increased accessibility.
- ☑ With over 12 custom reports, and a variety of others in development, reporting on NIH initiatives is easier than ever.
- ☑ New Tip Sheets are available at **http://trainingcenter.nih.gov/lms_tip_sheets.html**
- ☑ The "Manager" field of the user profile is being updated with the Leave Approving Official from ITAS! The Department is undertaking a plan to cleanup data flowing into the LMS from CapHR. Stay tuned for more data improvements in the near future.

If you have questions about the HHS Learning Portal/LMS, please feel free to send an email to **LMSSupport@mail.nih.gov**.

Ready to Serve You: NIHTC Program Managers

Wondering which NIH Training Center staff can assist you with specific learning and development opportunities? Meet some of our Program Managers serving the NIH community:

Stacy Cummings

Stacy recently joined the NIH Training Center to manage the Presidential Management Fellows (PMF) Program and serve as Executive Secretary to the Administrative Training Committee (ATC). She has been with the Peace Corps both as a volunteer and as a staff member. Stacy worked with the Academy for Educational Development (AED), Pacific Resources for Education and Learning and as a consultant with the World Bank, and Lutheran World Relief. She holds an M.A. in International Training and Education.

"The Presidential Management Fellows program is a cornerstone of succession planning efforts and seeks to attract graduate students committed to public service."

Derrick Prather

Derrick handles the Administrative Fellows Program, as well as classes, retreats and executive coaching. Previously, he worked at the National Heart Lung and Blood Institute (NHLBI) as a Training and Development Program Administrator, and at the National Institute on Drug Abuse (NIDA) where he coordinated technical assistance workshops focusing on career development. Derrick holds a B.S. in Biology and an M.S. in Microbiology.

"I am intrigued by OPM's new Pathways Program, to be unveiled in coming months. This Program is hoped to strategically align with the NIH's goal to attract high caliber candidates into many of our administrative positions."

Bob Michon

Bob runs the Management Intern Program, the Management Seminar Series and new GS12-14 leadership program. He joined NIH from the Peace Corps, where after serving as a volunteer himself, he ran their program bringing volunteers back to the United States. Prior to that, Bob fulfilled a successful career in publishing for 15 years in the realm of marketing and operations management. He holds a B.S. in Management and an M.A. in Public Anthropology.

"The MI Program is a 2-year program designed to develop highly motivated NIH employees into future administrative managers. This program provides employees with the knowledge and leadership skills necessary to successfully transition into and effectively serve in these positions."

Henry Steen

Henry manages NIH ITAS, Travel, and Pre-Retirement courses. He previously worked for the Department of Defense as a Training Program Manager, the Washington State Department of Transportation as the Agency IT Training Manager, and he served over twenty years in the US Air Force. Henry holds a B.A. in Psychology, a B.S. in Electronic Technology, and a B.S. in Workforce Education and Development.

"The earlier you plan for retirement, the better your retirement will be. Our pre-retirement courses are designed to help you understand and maximize your federal benefits, and they will also help you develop a financial plan that will meet your needs now and when you retire."

Leadership Development Corner

GS12-14 Leadership Development Program,
continued from pg. 1

The program includes five 2-day training sessions, taking place over a period of six months. It will incorporate learning techniques bridging classroom and other development activities with workplace application, and include various assessments such as 360-degree, leadership, and personality indicators. Participants will receive support from a mentor, while constructing a developmental learning plan. The program will include post-program support and offers optional coaching for participants.

For more information

Interested in applying, or encouraging your staff to do so? More details, including program specifics and the application process, will be announced via the NIHTC website (**http://trainingcenter.nih.gov/news.html**) and other NIH media channels. Stay tuned!

Develop your Mentoring and Leadership Skills!

NIH wants YOU to join the HHS Mentoring Program! Federal employees interested in serving as mentors and mentees across the NIH community are invited to join the NIH April 2011 cohort.

Program components include:
- senior-to-junior and peer-to-peer mentoring relationships
- online application and matching system to connect individuals
- mentor-mentee online orientation
- one-year mentoring relationship
- professional development events and activities

For more information, see the NIH-HHS Mentoring Program website at **http://trainingcenter.nih.gov/hhs_mentoring.html**.

Quote Of the Quarter

An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage.

~Jack Welch

Attention Hiring Managers and AOs:

Would you like hands-on training on the new HHS staffing system?

If so, the new **USA Staffing Course for Hiring Managers** (Course ID: 8610) is exactly what you are looking for! This 2.5- hour course covers these topics: Overview of USA Staffing, Use of Assessments in USA Staffing, Searching for Assessments in HR CARDS, Selection Manager Account Management, and Reviewing Applicants and Certificates in USA Staffing Selection Manager.

For the full course description, please visit:
http://trainingcenter.nih.gov/app/show_details.aspx?cd_crs=8610

3rd Quarter FY 2011 Course Offerings

Course Title	Length	Start Dates	Course #
Acquisitions Management			
Purchase Card Training (NBS)	2 days	4/4, 5/9	9512
Advanced Simplified Acquisition	5 days	4/4, 6/20	9532
Internal & External Requisitioner (NBS)	I day	4/7, 5/12, 5/23, 6/13	9516
COTR Refresher	1 day	4/11, 4/13, 4/28, 5/5, 5/9	9547
Simplified Acquisition for COTRs	2 days	4/11, 6/13	9548
Buyer Contracts (NBS)	3 days	4/11, 6/6	9515
Federal Appropriations Law	3 days	5/2, 5/11, 5/16, 5/23, 5/31, 6/1, 6/27	5521
NBS Buyer Acquisitions (Refresher)	2 days	4/18	5515
Intro to Basic Project Officer/COTR	5 days	4/18, 5/23, 6/6, 6/13	9546
Professional Services	1 day	4/20	5512
NBS Pcard Logs and Reconciliation (Refresher)	1 day	4/21	2635
Basic Simplified Acquisition	5 days	5/2, 6/13	9530
IC Invoice Specialist	1 day	5/10	9523
Simplified Acquisitions & Delegated Procurement (NBS)	5 days	5/16	9513
Negotiation Strategies for Simplified Acq.	1 day	6/7	5513
Appropriations Law for Simplified Acquisitions	1 day	6/8	5514
Multi-Year Contracting at the NIH	1 day	6/6	2640
Buying From Businesses on the Open Market	1/2 day	6/13	2611
Price Reasonableness in Simpl. Acquisitions	1/2 day	6/13	2617
Federal Supply Schedules	1/2 day	6/14	2609
Consolidated Purchasing Through Contracts	1/2 day	6/14	2610
Writing Statements of Work	2 days	6/15	8801
COTR Management of IT Service Contracts	2 days	6/23	9549
Administrative Systems & Policy			
Basic Time and Attendance Using ITAS	2 days	4/4, 5/9, 6/1	2624
USA Staffing Hiring Manager Training	1/2 day	4/7, 4/13, 4/14, 4/20, 4/27, 4/28, 5/24, 5/25	8610
Basic WiTS Reports Training for Admin Users	1/2 day	4/12	8606
Introduction to NIH Property Management (NBS)	3 days	5/2, 6/13	9517
Basic Records Operations	1 day	5/11	9525
Property Management Refresher	2 days	5/12	9520
Fellowship Payment System	1 day	5/16	2646
Capital HR System Training	1 day	5/26	4009
Moves of Office, Labs and Personnel	1 day	6/1	8812
Space and Funding	1/2 day	6/2	8815
Maintenance and Construction	1/2 day	6/2	8814
Title 42 at NIH	1.5 days	6/7	8810
Computer Applications			
Microsoft Office 2007-New Features	1 day	4/28, 6/21	6629
Introduction to Microsoft Excel 2007	1 day	5/17	6633
Intermediate Microsoft Excel 2007	1 day	5/19	6634
Intermediate Microsoft Word 2007	1 day	6/22	6631
Learning Management System (LMS)			
LMS Human Capital Administrator	2 days	4/12, 6/15	10002
LMS Local Learning Administrator	1/2 day	4/18, 5/25, 6/28	10001
LMS Training Administrator	2 days	5/11	10003
Management, Supervision & Leadership Skills Development			
Advancing Your Telework Knowledge & Skills (Managers)	1 day	4/21, 6/15	5516
Advancing Your Telework Knowledge & Skills (Employees)	1 day	4/22, 6/16	5518
Professional Development			
Time Management and Organizational Skills	1 day	4/6	5110
Risk Mgmt for AOs (GS 7-12)	1 day	4/26	9543
Risk Mgmt for AOs (GS 13-15)	1 day	4/27	9544
Internal Controls: Meeting Federal Requirements	2 days	5/17	5517
Leadership Skills for Non-Supervisors	1 day	5/18	1017
Managing Up: Communicating with Your Boss	1 day	5/19	1019
Concepts of Biotechnology for Non-Scientists	2 days	6/16	5881
Influencer	2 days	6/20	9412
Retirement			
Pre-Retirement Workshop - CSRS	3 days	4/4, 5/11	5812
Pre-Retirement Workshop - FERS	3 days	4/19, 5/2, 6/21	5810
Mid-Career Retirement Workshop	2 days	4/26	5814
Retirement at a Glance	1 day	6/10	5816
Travel			
Domestic Travel (GovTrip Travel System)	3 days	4/4, 5/3, 6/6	2700
Foreign Travel (GovTrip Travel System)	2 days	4/11, 5/9, 6/13	2701
Sponsored Travel (GovTrip Travel System)	1 day	5/6, 6/9	2702
Travel for Non-NIH Affiliated Travelers	1/2 day	5/11	2710
Travel for AOs & Approving Officials (GovTrip)	1 day	5/17	2703

Additional programs are available! See all classes at http://trainingcenter.nih.gov/default.asp