NIH Training Center Highlights

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

Learn…Discover…Grow

http://trainingcenter.nih.gov

3rd Quarter FY 2015

Talented NIH Interns and Fellows for Hire!

Our NIH Management Interns (MIs) and Presidential Management Fellows (PMFs) complete their programs this summer. Do you need to hire a highly motivated individual to fill one of your key positions? If so, consider these impending graduates of NIH's premier administrative fellowship programs.

During their challenging two-year internships, MIs and PMFs successfully rotated through a variety of administrative and policy areas throughout NIH. Through these experiences, they developed skills and competencies in areas such as project management, strategic planning, and problem solving. MIs and PMFs are prepared to be immediate contributors to your office starting on July 27.

Don't miss the opportunity to hire a talented, goal-oriented, and driven intern and fellows. Contact Robert Michon for details at **robert.michon@nih.gov**.

WebEx Launches at the NIH Training Center

The NIH Training Center is connecting learners near and far! With new classrooms, fully-equipped with cameras, microphones, and WebEx technology, learning is a mere "click" away. This resource is currently limited to anyone outside of the metropolitan Washington, D.C. area who would like to participate in our training classes. With travel budgets diminishing, this is an excellent way to participate from your office.

Remote participation is particularly popular with NIAID Rocky Mountain Labs staff in Montana and NIEHS employees in North Carolina. WebEx conveniently and effectively provides full access to the training class environment via integrated high-definition face-to-face video, audio, and real-time content sharing. Visit **http://trainingcenter.nih.gov/list.aspx?catId=8** for a list of all NIHTC open-enrollment courses available for remote participation. Contact the NIHTC at 301-496-6211 or **training1@od.nih.gov** for pricing and coordination details.

Our **Inclement Weather** policy is changing this spring. Please visit **http://trainingcenter.nih.gov/gov_closure_delay.html** for the most current policy.

DDM Seminar Series Speaker Bonnie St. John Reveals Why Normal is Overrated

The Importance of Aiming Higher

On February 2, Bonnie St. John, a leadership consultant, Paralympic medal winner, and best-selling author, spoke eloquently about the importance of being extraordinary. Despite having her right leg amputated at age five, Bonnie St. John became the first African-American ever to win Olympic or Paralympic medals in ski racing. If you missed this inspirational talk, don't fret. Watch the video at **http://videocast.nih.gov/Summary.asp?File=18848&bhcp=1**

Bonnie St. John

2015 DDM Seminar Series Schedule

All events are from 11am-12:30 pm, in Building 10, Masur Auditorium.

- April 9 – Sian Beilock
  "Performing Under Pressure When It Counts"

- June 4 – Simon Sinek
  "Why Leaders Eat Last: Inspiring Trust and Loyalty in Organizations"

On April 9, Sian Beilock Ph.D. will present on "Performing Under Pressure When It Counts."

Dr. Beilock will uncover how to perform your best under stress. Explore what happens in the brain and body during stressful situations and psychological tools to improve communication, thinking, and reasoning when the pressure is on.

Sian Beilock

NIHTC Featured Course of the Quarter

Successful Conflict Resolution (NIHTC4202)

Keisha Berkley, NIH Training Center Program Manager, chats about conflict with Jeanne Oliver, facilitator of the "Successful Conflict Resolution" workshop.

Keisha: Is conflict in the workplace more prevalent now than in years past?

Jeanne: Unfortunately, conflict in the workplace is more prevalent now, but for many good reasons. We are living in times of unprecedented rapid change, technological advances, and increased ambiguity and complexity in the problems we face. This dynamic requires not only a diverse workforce to address current challenges, but also a higher level of collaboration among workers – both of which contribute to higher levels of interpersonal conflict, but also higher levels of innovation.

Keisha: Conflict typically has a negative connotation. Are there instances in which conflict is actually constructive?

Jeanne: Absolutely! As the saying goes – "if necessity is the mother of invention, conflict is the mother of change." Conflict is often the impetus for change and if managed effectively, can lead to improved solutions that benefit everyone involved. Working through a difficult conflict can also bring people closer and build relationships for more effective collaboration in the future.

Keisha: What are the consequences of not managing conflict properly?

Jeanne: Poorly managed conflicts often lead to damaged relationships, reduced productivity, low morale, heightened stress, decreased effectiveness, and diminished work results. All in all, ineffective conflict management generally results in more conflict and bigger problems!

Keisha: Why are many people so uncomfortable with having disagreements?

Jeanne: Most of us are uncomfortable with disagreements because we are wired to seek safety and security. Our brains often equate safety with harmony, so when we experience discord with others, our brains signals 'danger ahead!' This signal gives us a natural sense of discomfort, which can be diminished by increasing awareness of our personal conflict responses and developing effective skills to manage conflict with greater confidence (which leads to less discomfort and improved ability to leverage conflict for positive outcomes.)

Keisha: Are professionals who are willing to confront opposition generally more successful?

Jeanne: This is a tough question because it depends on how you confront opposition and how you define success. I would say that professionals who

develop strong conflict management skills and heightened self-awareness about how their thoughts and behaviors impact their results are absolutely more successful in achieving their goals.

Keisha: Share 3 tips that you think are important for NIH employees to know about conflict.

Jeanne:

- *Conflict is unavoidable and often necessary* for positive change.
- *Anyone can improve their ability to manage conflict* in constructive ways.
- *Managing and leveraging conflict for improved performance is a top critical skill* of effective leaders and a direct driver of individual success.

Keisha: Why is training on this topic so important within a scientific organizational culture/community?

Jeanne: The essence of scientific exploration is innovation. Maximizing the efforts of a scientific organization therefore requires an ability to leverage the intellectual power of diverse brains by actively seeking different ideas and perspectives. By its very nature, this process will bring about interpersonal conflict, so learning to use and manage conflict in positive ways will support the organization's ability to leverage its mental diversity for greater innovation.

Successful Conflict Resolution Workshop Dates

May 5, August 3
8:30-5:00 Tuition $340
For details, visit: http://trainingcenter.nih.gov/NIHTC4202
Space is limited to 25 participants per workshop.

If you are a loyal reader of Highlights each quarter, you are very familiar with our "Quote of the Quarter" feature. For the next edition, we want to hear from YOU. What is your favorite quote and what does it mean to you, personally? Drop us a line at **training1@ od.nih.gov.** You may be featured in the next newsletter!

Quote Of the Quarter

"*TELL* me and I forget. Teach me and I remember. Involve me and I learn."

— Benjamin Franklin

Submitted by Hannah Alexander, Program Manager, NIH Training Center:

Personal Meaning: Real experience is the only lesson that can ultimately change who we are.

INFLUENCER Workshop

April 21-22

Let's face it. The ability to influence the behavior of others is a critical skill in the workplace. In this workshop, you will explore and practice the **six sources of influence** that affect behavior change.

To Do:

- ✓ **Watch the DDM Seminar Series December 4 lecture**, featuring Joseph Grenny, "Crucial Conversations" author. This 90-minute seminar offers a preview for the intensive two-day workshop. Watch the videocast at: **http://videocast.nih.gov/summary. asp?Live=15392&bhcp=1**

- ✓ **Register for the two-day Influencer workshop** by visiting: **http://trainingcenter.nih.gov/NIHTC9412**

- ✓ **Put my influencing skills to good use immediately** following the workshop!

What NIH'ers Are Saying about NIH Training Center Courses

Holding Difficult Conversations...

"Susan was a wonderful teacher; she had the whole class involved in all discussions and she made learning process fun."

Domestic Travel...

"Fantastic instructor! I learned so much and her helpful hints that were not listed in the book were great. She kept everyone engaged and was great about answering questions."

Writing Skills for NIH Employees...

"The professor was great. Writing skills is not an entertaining topic but Professor McLean found a way."

Introduction to the NIH Budget Process...

"Really appreciated the instructors' historical and technical knowledge of the subject matter."

The Latest BUZZ Words – "Management…Seminar…Series"

This year, the NIH Training Center received an unprecedented response to the nominations call for participation in the Management Seminar Series (MSS). More than 200 participants, representing 35 diverse job series and 25 ICs, are participating in this six-month program. Designed for GS 7-13 NIH administrative and scientific staff, including administrative interns and fellows, this program is on the move!

Unfamiliar with the MSS?

The goal of the MSS is to broaden participants' knowledge and awareness of management and leadership skills through open discussions, interactive activities, and presentations. The program kick-off on January 26 featured NIH's Debra Chew, Director of the Office of Equity, Diversity, and Inclusion. New MSS participants relished the opportunity to exchange ideas and perspectives with each other and broaden their network. Select former MSS participants now plan and coordinate seminars in partnership with our Management Interns (MI) and Presidential Management Fellows (PMF). This new format offers increased collaboration and creative exchange. Interactive, engaging, collaborative and thought-provoking – this program is all the buzz! To learn more about the MSS contact Derrick Prather at **pratherd@od.nih.gov** or visit **http://trainingcenter.nih.gov/management_seminar_series.html**.

The *Washington Post*'s 12 Leadership Books to Watch for in 2015

Title	Author(s)	Release Date
Yes, And	Kelly Leonard and Tom Yorton	Feb. 3
Act Like a Leader, Think Like a Leader	Herminia Ibarra	Feb. 10
Work Rules!: Insights from Inside Google That Will Transform How You Live and Lead	Laszlo Bock	Mar. 26
Curious Mind	Brian Grazer and Charles Fishman	Apr. 14
Players First: Coaching from the Inside Out	John Calipari, Michael Sokolove	Apr. 15
Simple Rules: How to Survive in a Complex World	Donald Sull and Kathleen Eisenhardt	Apr. 21
Team of Teams: New Rules of Engagement for a Complex World	Gen. Stanley McChrystal, Chris Fussell, Tantum Collins, David Silverman	May 12
Elon Musk: Tesla, SpaceX, and the Quest for a Fantastic Future	Ashlee Vance	May 19
Their Own Sweet Time: How Successful Women Build Lives That Work	Laura Vanderkam	Jun. 9
Leadership: Essential Writings by Our Greatest Thinkers	Elizabeth D. Samet (editor)	Aug. 10
Leadership B.S.: Fixing Workplaces and Careers One Truth at a Time	Jeff Pfeffer	Fall 2015
Presence	Amy Cuddy	Fall 2015

Inside the LMS Local Learning Registrar (NIHTC1001)

Are you responsible for the following LMS actions within your IC?

- ☑ Registering learners for course offerings
- ☑ Managing learner profiles
- ☑ Updating transcripts

If so, consider taking this half-day, hands-on course. In this workshop, you will receive a solid introduction to the LMS and the permissions associated with Local Learning Registrars (commonly held by AOs). This course is a great opportunity for you to connect live with the NIH LMS team. Detailed instructions for obtaining LMS administrator permissions are available at **https://intrahr.od.nih.gov/hrsystems/ newaccounts.htm**. For more information about roles and permissions in the LMS, a role matrix is available at **http://hr.od.nih.gov/hrsystems/benefits/lms/documents/ FINAL-LMS_Admin_Role_Matrix.pdf**

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3rd Quarter FY 2015 Course Offerings

Course Title	Length	Start Dates	Course #
Acquisitions Management			
Internal & External Requisitioner (NBS)	1 day	4/2, 6/16	NIHTC9516
CON110 Mission Support Planning	5 days	4/13	NIHTC9568
Basic Simplified Acquisition	5 days	4/13	NIHTC9530
ID/IQ Contracting Techniques	2 days	4/14	NIHTC9562
COR Refresher	1 day	4/16, 5/12, 5/27, 6/3	NIHTC9647
CON120: Mission Focused Contracting	10 days	4/20	NIHTC9569
Basic COR Training	5 days	4/20, 5/18	NIHTC9546
Purchase Card Training (NBS)	3 days	4/22, 5/20, 6/17	NIHTC9512
Federal Appropriations Law Refresher	1 day	4/24, 6/12	NIHTC5524
Advanced Simplified Acquisition	5 days	5/11	NIHTC9532
Multi-Year Contracting at NIH	1 day	5/26	NIHTC2640
Federal Appropriations Law	3 days	5/27	NIHTC5521
Property Management Refresher	2 days	5/27	NIHTC9520
Writing Statements of Work	2 days	6/1	NIHTC8801
Annual FAR Update	1 day	6/5	NIHTC9558
NBS PCard Logs & Reconciliation (Refresher)	1 day	6/15	NIHTC2635
Advanced COR Refresher	1 day	6/17	NIHTC9551
Simplified Acquisition & Delegated Procurement (NBS)	5 days	6/22	NIHTC9513
FAR Workshop	3 days	6/22	NIHTC9667
Introduction to NIH Property Management (NBS)	3 days	6/24	NIHTC9517
Buyer Contracts	3 days	6/29	NIHTC9515
Administrative Systems & Policy			
Fellowship Payment System	2 days	4/8, 6/9	NIHTC2646
Capital HR Systems Training	1 day	4/9, 6/9	NIHTC4009
Basic ITAS for Timekeepers	2 days	4/27, 5/26	NIHTC2624
Advanced ITAS for Timekeepers	1 day	5/4	NIHTC2626
HR Data Analysis - Module 1: Advanced HR Reporting Capabilities nVision	1/2 day	5/18	NIHTC8801
HR Data Analysis - Module 2: Hr Data Analysis Framework & Advanced Analytics	1/2 day	5/18	NIHTC8602
Computer Applications			
Introduction to Microsoft Project 2010	1 day	4/7	NIHTC6649
Microsoft Intermediate Project 2010	1 day	4/8	NIHTC6623
Introduction to Microsoft Excel 2010	1 day	4/9	NIHTC6647
Intermediate Microsoft Excel 2010	1 day	4/10	NIHTC6648
Advanced Microsoft Excel 2010	1 day	4/20	NIHTC6699
Management, Supervision & Leadership Skills Development			
Leadership Presence for NIH Executives	1 day	5/5	NIHTC4012
Supervisory Refresher	2 days	5/14	NIHTC9561
Leadership Skills for Non-Supervisors	3 days	5/19	NIHTC1017
Supervisory Essentials Training	3 days	6/22	NIHTC9511
Professional Development			
Influencer	2 days	4/21	NIHTC3412
Leading with Emotional Intelligence: Great Results and Happy People	1 day	5/1	NIHTC4004
Negotiation Skills for NIH Employees	1 day	5/4	NIHTC4005
Successful Conflict Resolution	1 day	5/5	NIHTC4202
Managing Change at NIH: How to be a Successful Change Agent and Sponsor for Results	1 day	5/6	NIHTC4103
Gray Matters - Critical Thinking and Decision-Making	1 day	5/7	NIHTC4401
Increasing Individual Productivity	1 day	5/11	NIHTC5110
Writing Skills for NIH Employees	1 day	5/12	NIHTC2114
Introduction to the NIH Budget Process	1 day	5/13	NIHTC5260
Project Management	2 days	5/14	NIHTC3414
Managing Effective Meetings	1 day	5/18	NIHTC4101
Managing Up: Communicating with your Boss	1 day	5/20	NIHTC1019
Myers Briggs Training (Half-day)	1/2 day	5/21	NIHTC9590
Handling Difficult Conversations	1 day	5/28	NIHTC4201
Powerful Presentations and Public Speaking	1 day	5/28	NIHTC4006
Retirement			
Pre-Retirement Workshop (FERS)	3 days	4/8, 5/6, 6/8, 6/29	NIHTC5810
Pre-Retirement Workshop (CSRS)	3 days	4/29	NIHTC5812
Mid-Career Retirement Workshop	2 days	6/18	NIHTC5814
Learning Management System (LMS)			
LMS Local Learning Registrar	1 day	4/13, 5/8	NIHTC1001
LMS People Administrator	2 days	5/5	NIHTC1002
LMS Learning Administrator	2 days	5/18	NIHTC1003
Travel			
Domestic Travel (Concur Government Edition)	3 days	4/1, 5/4, 6/8	NIHTC2700
Foreign Travel (Concur Government Edition)	2 days	4/16, 6/22	NIHTC2701
Travel for AOs & Approving Officials (Concur Government Edition)	1 day	4/30	NIHTC2703
Domestic Travel Refresher (Concur Government Edition)	1 day	5/11	NIHTC2706
Foreign/Sponsored Travel Refresher	1 day	5/29	NIHTC2707
Sponsored Travel (Concur Government Edition)	1 day	6/29	NIHTC2702

Please note: Additional programs are available! View the entire FY 2015 NIH Training Center course schedule at **http://trainingcenter.nih.gov**