

## NIH Training Center

# HIGHLIGHTS

Learn...Discover...Grow

3rd Quarter | FY 2018

### You + Our Virtual Open House = Success!



The NIH Training Center held its first Virtual Open House, via WebEx in February. During

this interactive event, the NIH community had the opportunity to explore our wide range of programs, courses, and services. Our team of expert Program Managers shared insight and recommendations with attendees in an engaging 90-minute event. We aim to make it easy for the NIH community to connect with us and it worked! Below are some comments we received about the session:

**“This was great! Should hold 2 of these each year!”**

**“Excellent resources that I did not know were available for supervisors.”**

**“Great information provided by the Training Center.”**

If you missed it, don't fret! We plan to offer another virtual open house later this year. Stay tuned to our news site for details at: <https://hr.nih.gov/training-center/about/news>.

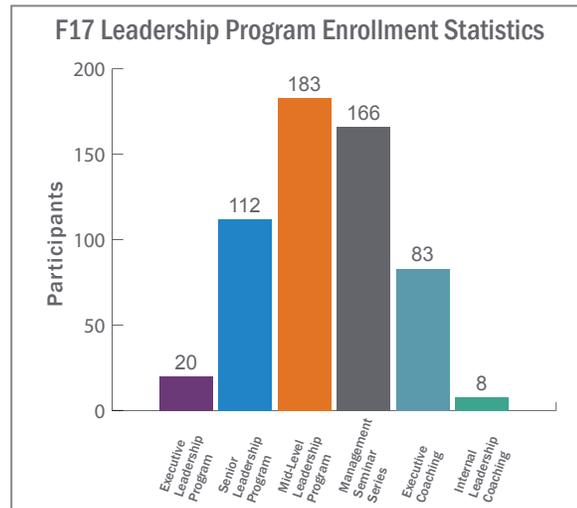
Remember that we are here for you every day. Your success is our success! Please contact us at 301-496-6211 or <https://trainingcenter.nih.gov/> to learn how we can support you in your career at NIH.

### NIH Training Center Wins HCMG Award



This winter, the NIH Training Center (NIHTC) was presented the **Best Leadership Development Program Award** by the Human Capital Management for Government (HCMG) at their 11<sup>th</sup> Annual Award ceremony in Arlington, VA. The award recognizes “the best program focused on training and preparing future leaders, who can develop cutting-edge human capital strategies, communicate effectively, manage performance and lead in a joint environment.”

### NIHTC Leadership Programs in Demand



The NIHTC's longest-running leadership program, the **Senior Leadership Program (SLP)**, has gained over 1,300 alumni since it began 15 years ago. The NIHTC has expanded to a full continuum of leadership programs over the past ten years to include the **Executive Leadership Program (ExLP)** and the **Mid-Level Leadership Program (MLP)**. All include a competitive selection process.

Our **Management Seminar Series (MSS)** provides career

development opportunities for GS-7 through non-supervisory GS-13 high-performing employees, and NIHTC Executive Coaching Program supports GS-14 through SES managers and executives.

We are proud to be recognized as a leader in the federal sector for our flagship leadership development programs. For details regarding our leadership programs, please visit <https://hr.nih.gov/training-center/leadership/nih-continuum-leadership>.

### Quote of the Quarter

**“Success is no accident. It is hard work, perseverance, learning, studying, sacrifice, and most of all, love of what you are doing or learning to do.”**

- Pelé

## DDM Seminar Series Delivers Meaningful Insights



(L to R) NIH DDM Dr. Alfred Johnson, Travis Mills, and DDM Seminar Series Program Manager Robert Michon.

NIH welcomed the first two of its speakers to this year's Deputy Director for Management (DDM) Seminar Series. Travis Mills visited NIH in December to speak on the importance of self-motivation in overcoming adversity. Former Army Staff Sergeant Travis Mills shared his inspiring journey as one of only five servicemen from the wars in Iraq and Afghanistan to survive quadruple amputee injuries. Mills found the motivation needed to push beyond the physical and emotional obstacles in two symbiotic sources: 1) a recognition that he had to commit to and believe in the cause – his recovery in this case, and 2) a fervent desire to be vital in the lives of his wife and daughter and thereby live life to its fullest. When he is not running, swimming, or snowboarding

with his family, Mills sustains his motivation by working with wounded servicemen and women, and their families, to overcome their own physical impediments and emotional challenges. This is resilience at its finest!



Lisa Bodell

On February 8, Lisa Bodell shared insights with NIH'ers on innovation and simplification during times of change. As a recognized global leader on innovation, Bodell shared tools and takeaways on how organizations and individuals can eradicate complexity, allow simplicity to be their new operating system, and navigate towards an innovative workplace culture.

If you missed the live presentations, you can find the archived version for

each seminar at [http://ddmseries.od.nih.gov/Seminars\\_past.html](http://ddmseries.od.nih.gov/Seminars_past.html). Don't forget you can receive 1.5 CLPs in the Learning Management System (LMS) for watching an archived DDM Seminar. Just register in advance for the recorded offering to receive credit!

Seminars are also available via videocast at <https://videocast.nih.gov/>.

### 2018 DDM Seminar Series Schedule

Time: 11:00 AM-12:30 PM

Location: Masur Auditorium, Building 10

Details: <http://www.ddmseries.od.nih.gov/>

Sheila Heen | April 5

**Thanks for the Feedback: The Science and Art of Receiving Feedback Well**

\*Christine Porath | June 14

**The Impact of Civility and Incivility on Worker Productivity**

\*This event will be videocast live only and will not be recorded or archived.

## New Microsoft Office Courses Launch!



As you know, Microsoft Outlook is the foundation for electronic communications and organization.

The NIH Training Center now offers Outlook Level 1 and Outlook Level 2.

In Outlook Level 1, the focus is on how to manage email messages, contacts, and schedules; create tasks and notes; and apply interface customization. In Outlook 2, the emphasis is on customizing command sets, setting global options, creating rules to automate tasks, archiving data files, and sharing and delegating access.

In this hands-on, instructor-led training, you will master your time and information management. From setup and calendars, to tasks and shortcuts, this training can maximize your productivity.

**NIHTC Tip:** Take the Outlook class in addition to the Managing Multiple Priorities Projects and Bosses class for maximum impact!

### Accelerate with Excel 3

Do you feel like you're stuck in traffic when you take general Excel training? Accelerate in the fast lane with Excel 3! This is not for the novice or intermediate Excel user. Registration is for the professional driver. The course will cover PivotTables and Pivot Charts, 3-D references, lookup functions, spark lines, macros, invalid data and workbook collaboration.

For details and to register for MS Office classes, visit <https://hr.nih.gov/training-center/course-catalog/budget-and-data-skills> and select your course(s) of interest.

## New Purchase Card Refresher Class Launches

In addition to our Purchase Card training course, the NIH Training Center is excited to offer a monthly new Purchase Card Refresher class worth 8

CLPs. Many card holders have requested a general overview of the purchase card process and the opportunity to reinforce their skills with hands-on exercises. Key topics include:

- > Matching bank transactions
- > Reconciliation
- > Disputing bank transactions
- > Review of the card approver role

For details and to register for an upcoming refresher class, visit <https://hr.nih.gov/training-center/courses/nbs-pcard-logs-reconciliation-refresher>.

Interested in a group session for your team on-site at your location? Contact [Kimberly.Doherty@nih.gov](mailto:Kimberly.Doherty@nih.gov).



## Google Sheds Light on Soft Skills

At NIH and in scientific and technical organizations, technical expertise is critical. However, of equal importance are soft skills.

Google is widely known as an advocate of data-based decision-making and a leader in the high-tech industry. In 2017, the tech giant released “Project Aristotle,” a surprising study that showed that specialized technical skills were not the best indicators of productive, innovative ideas or workplace success. “Project Aristotle” analyzed data on inventive and productive teams composed of top scientists with specialized knowledge. Surprisingly, this study indicated the best teams at Google exhibited a range of soft skills, including “equality, generosity, curiosity toward the ideas of teammates, empathy, and emotional intelligence.”

The seven top characteristics of success at Google were found to be soft skills. They include:

1. Being a good coach
2. Communicating well
3. Listening well
4. Possessing insights into others' (including others different values and points of view)
5. Having empathy toward and being supportive of one's colleagues
6. Being a good critical thinker and problem solver
7. Being able to make connections across complex ideas

Like Google, NIH prides itself on the rigor of research and technical expertise of our scientists that set out to make discoveries each day. Innovation is a hallmark of our organization. Scientific leaders who also possess strong interpersonal skills have a greater chance for career advancement and success.

The NIH Training Center offers a wide variety of “soft skills” courses to support our scientific experts. For a complete list of professional development training courses, visit: <https://hr.nih.gov/training-center/course-catalog/professional-development>. For questions about NIH Training Center programs and services, contact us at 301-496-6211, [NIHTrainingCenter@nih.gov](mailto:NIHTrainingCenter@nih.gov), or visit <https://hr.nih.gov/training-center/about>.

## New Year, New Look! NIH Training Center Unveils New Website

We're excited to reveal our updated NIH Training Center website.

Here are five changes that will improve your experience on our site:

1. Our search functions are front and center.
2. We have buttons to make it easy to register for a class or learn about the next DDM Seminar Series.
3. A slideshow now exists on the main page featuring recent events and news.
4. There's a two-week preview of upcoming courses below the slideshow.
5. We feature “frequently visited sites” on each page for your quick reference.

Still having trouble finding something? Reached a link that is not working? We're still fixing the kinks! Email us and let us know your thoughts - [NIHTrainingCenter@nih.gov](mailto:NIHTrainingCenter@nih.gov).



## 2018 Management Seminar Series in Full Swing

The 2018 Management Seminar Series (MSS) launched on January 19. This year, there are more than 240 MSS participants, including 17 coordinators who help to plan each session. Each two-hour seminar covers an important leadership or professional development competency. MSS participants can look forward to the remaining sessions:

**Managing a Diverse Workforce: April 19**

**Influencing Change: May 17**

**Mentoring 101: June 21**

**Employee Engagement/Motivation Matters: July 26**

### Interested in Joining the 2019 MSS?

Nominations are accepted each Fall for Coordinators and Participants. Mark your calendar now to speak with your supervisor about participating in the 2019 series.

Visit <https://hr.nih.gov/training-center/programs/management-seminar-series-mss> or contact John Abrams at 301-451-3756 or [john.abrams@nih.gov](mailto:john.abrams@nih.gov) for details.

### 3rd Quarter FY 2018 Course Offerings

Course Title	Length	Start Dates	Course #
<b>Acquisitions Management</b>			
FCN 190: Fundamentals of the FAR	10 days	4/2	NIHTC9567
Purchase Card Training (NBS)	3 days	4/3, 5/9, 6/11	NIHTC9512
Advanced Simplified Acquisition	5 days	4/9	NIHTC9532
Basic COR I Essentials	1 day	4/9, 6/1	NIHTC9552
Basic COR II Essentials	5 days	4/23, 5/21, 6/18	NIHTC9546
CDR Refresher	1 day	4/27, 5/30, 6/14	NIHTC9547
Internal & External Requisitioner (NBS)	1 day	4/30, 6/14	NIHTC9516
Introduction to NIH Property Management (NBS)	3 days	5/1	NIHTC9517
Federal Appropriations Law	2 days	5/17	NIHTC5521
Federal Appropriations Law Refresher	1 day	5/25	NIHTC5524
Advanced COR Refresher	1 day	6/4	NIHTC9551
<b>Administrative Systems &amp; Policy</b>			
Introduction to the NIH Budget Process	1 day	4/3	NIHTC5260
Budget Process for Scientists and Science Administrators	1 day	4/4	NIHTC5262
Basic ITAS for Timekeepers	2 days	4/16	NIHTC2624
Capital HR Systems Training	1 day	5/23	NIHTC4009
Advanced ITAS for Timekeepers	1 day	6/6	NIHTC2626
<b>Computer Applications &amp; Concepts</b>			
Microsoft Outlook Level 1	1 day	5/1	NIHTC7010
Microsoft Outlook Level 2	1 day	5/2	NIHTC7011
Microsoft Excel Level 3	1 day	5/15	NIHTC6699
Microsoft Excel 365 Level 1	1 day	5/24	NIHTC7005
Microsoft Excel 365 Level 2	1 day	5/25	NIHTC7006
<b>Management, Supervision, &amp; Leadership Development</b>			
Supervisory Refresher	2 days	4/10	NIHTC9561
Leadership Skills for Non-Supervisors	1 day	4/16, 5/22	NIHTC1017
Senior Leadership Program	1 day	6/12	NIHTC6600
Supervisory Essentials Training	3 days	6/27	NIHTC9511
<b>Professional Development</b>			
Motivating and Engaging NIH Employees	1 day	4/11	NIHTC4500
Putting the Federal Employee Viewpoint Survey (FEVS) Results to Work: An Action-Planning Workshop	1 day	4/12	NIHTC4501
Writing Skills for NIH Employees	1 day	4/24	NIHTC2114
Women In Leadership: Strategies for Success	3.5 days	4/26	NIHTC4504
Hands-On Data Visualization Workshop	1 day	4/30	NIHTC4022
Introduction to Project Management	2 days	5/2	NIHTC9414
Managing Multiple Priorities, Projects, and Bosses	1 day	5/8	NIHTC5110
Making Meetings Matter: The Art and Science of Leading Effective Meetings	1 day	5/10	NIHTC4101
Manage Up and Accelerate Your Success: Taking Your Career to the Next Level	1 day	5/10	NIHTC4510
Success Strategies for Introverted Leaders	1 day	5/15	NIHTC4502
Managing Challenging Email	1 day	5/15	NIHTC2100
Managing Change at NIH: How to Be a Successful Change Agent and Sponsor for Results	1 day	5/22	NIHTC4103
Cultivating a Culture of Service at NIH: Practical Tools to Improve the Customer Experience	1 day	5/23	NIHTC4017
Difficult Conversations: Moving from Conflict to Collaboration	1 day	6/6	NIHTC4203
Critical Thinking, Problem Solving, and Decision Making	1 day	6/13	NIHTC4401
Powerful Presentations and Storytelling: Small Groups Coaching Workshop	1 day	6/20	NIHTC4003
StrengthsFinder 2.0 - Discover What You Do Best	1 day	6/28	NIHTC4900
<b>Retirement</b>			
Pre-Retirement Workshop (FERS)	3 days	4/9, 5/9, 5/23, 6/18	NIHTC5810
Mid-Career Pre-retirement Planning Workshop	2 days	4/12, 6/7	NIHTC5814
Pre-Retirement Workshop (CSRS)	3 days	5/30	NIHTC5812
<b>Learning Management System (LMS)</b>			
LMS Local Learning Registrar	1 day	4/10, 6/4	NIHTC1001
LMS Learning Administrator	1 day	5/14	NIHTC1003
<b>Travel</b>			
Domestic Travel (Concur Government Edition)	3 days	4/3, 4/18, 5/9	NIHTC2700
Domestic Travel Refresher (Concur Government Edition)	1 day	4/11	NIHTC2706
Foreign/Sponsored Travel Refresher (Concur Government Edition)	1 day	4/12	NIHTC2707
Foreign Travel (Concur Government Edition)	2 days	4/25	NIHTC2701
Sponsored Travel (Concur Government Edition)	1 day	5/16	NIHTC2702

Please note: Additional courses are available!

View the entire FY2018 NIH Training Center course schedule at <https://hr.nih.gov/training-center/course-catalog>

## Online Books & Training for You



**Books 24x7 (recently renamed Books & Videos)** contains an enormous library of business, leadership, technology and professional development selections. Some books are even available as audiobooks. Live web events are also available to you.

*Important note about Books & Videos: You will need to register in the LMS to access the Books & Videos resource. If you are wondering if every book you read will be captured in the LMS, the answer is no. However, you do have access to your "Book Transcript" inside Books & Videos.*

**Online Skillsoft courses** you take will be automatically added to your completed learning transcript. There are courses covering big data, cybersecurity, IT professional certifications, test preparation and much more!

**Knowledge Centers** consolidate and map appropriate books and online courses to specific areas of focus. Examples include HR Professional, Leadership, Management, and Project Management. You can use pre-defined roadmaps to explore these resources, based on your knowledge, skills and abilities.

For more information and resources including On-Demand Videos, Quick Reference Guides and much more, visit the LMS Support Page (<https://hr.nih.gov/help/hr-systems-support/lms-support> - NIH Login Required).

### Editorial Staff

Keisha Berkley, Editor  
 Barb LeClair, Managing Editor  
 Elena Juris, Editor in Chief  
 Minda Littman, Designer

### Contributors

John Abrams                      Keisha Berkley  
 Kimberly Doherty              Barb LeClair  
 Pam McClinton                  Robert Michon  
 Michele Schwartzman



### NIH Training Center

Rockledge One, Suite 4000  
 6705 Rockledge Drive  
 Bethesda, MD 20892  
 T (301) 496-6211 F (301) 480-3197  
 NIHTrainingCenter@od.nih.gov  
<https://trainingcenter.nih.gov/>