

NIH Training Center Highlights



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

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

Happy New Year from the NIH Training Center!

Have you recently been promoted? Are you considering applying for a new position? Do you strive to bring your authentic and best self each day in your current role? Begin the new year by investing in your development. Our motto says it all:

LEARN...DISCOVER...GROW

Commit to lifelong learning. As a research organization, NIH emphatically supports continuous development and the NIH Training Center exists to support you. Make time for learning, seek out training opportunities and utilize resources available to you. By enrolling in a trans-NIH workshop, participating in our leadership and career development programs, or securing an executive/job coach, you are taking a critical, small step that can yield benefits beyond measure.

With 8,230 course completions last year, we thank those of you who entrusted your learning and development to the NIH Training Center. For those of you we've not yet had the benefit of serving, we invite you to explore our services and Learn...Discover...and Grow with us in 2016.

Become an Expert Negotiator and Master the Art of Having Tough Conversations

Join your NIH colleagues who recently participated in the NIH Training Center's new course - **Managing Difficult Conversations and Conflict at NIH: Fundamentals of Negotiation - NIHTC4203**. What did NIH'ers say after this course?

- Excellent!
- Great, interactive class-highly recommend!
- Good refresher, great class and presentation.
- Great course - I think everyone should take it. Great mix of lecture, role play and discussion.

Our instructor, Carl Cohen, Ph.D, President of Science Management and Associates and author of *LAB DYNAMICS, Management and Leadership Skills for Scientists*, doesn't disappoint. Visit <https://trainingcenter.nih.gov/ShowDetails.aspx?cid=NIHTC4203> for details and to register.

DDM Seminar Series Speaker Motivates NIH Audience

On December 3, NIH welcomed motivational improviser, Avish Parashar, as the first speaker in this year's DDM Seminar Series. Drawing upon fifteen years of experience performing, directing, and teaching improv comedy, and calling on the help of various volunteers from the audience, Parashar demonstrated why the ability to improvise is essential during those "ding moments" when things go off-script – despite planning. More than 200 NIH employees attended this talk in person, with 400 participating via videocast. If you would like to watch the seminar, a recording is available at <http://videocast.nih.gov/launch.asp?18761>.



(Left to right) Alfred Johnson, Ph.D., Dr. John J. McGowan, Avish Parashar, Katheleen Stephan and Camille Hoover (Photo: Erin Branson)

Upcoming DDM Seminars

Seminars are held from 11:00-12:30, in the Masur Auditorium, Building 10.

February 11 ♦ Howard Ross on "Unconscious Bias"

Author of *Everyday Bias: Identifying and Navigating Unconscious Judgments in Our Daily Lives*, and nationally recognized expert on diversity, leadership, and organizational change.

April 14 ♦ Cy Wakeman on "Reality-Based Leadership"

New York Times bestselling author of *The Reality-Based Rules of the Workplace: Know What Boosts Your Value, Kills Your Chances, and Will Make you Happier*.

June 16 ♦ Daniel Pink on "The Puzzle of Motivation"

Author of five provocative books about business, work, and behavior including three long-running New York Times bestsellers: *A Whole New Mind*, *Drive*, and *To Sell is Human*.

2nd Quarter
FY 2016

NIHTC Featured Course of the Quarter

Powerful Presentations and Storytelling: Small Group Workshop
(Course # NIHTC4003) - **January 26, 9:00-4:30** | \$910

For details, visit: <https://trainingcenter.nih.gov/courses/NIHTC4003>

Keisha Berkley, NIH Training Center Program Manager, chats with Nan Tolbert and Steve Piacente, communications experts and facilitators for the NIH Training Center's new "Powerful Presentations and Storytelling" workshop.

Keisha: We all know that presentations skills are critical, but tell me more about the concept of storytelling and why we should focus on this in business?

Steve: Stories are how we connect with one another. This has been true for so long, we somehow forgot about the power of stories. Now we're in the midst of a renaissance that extends to all sorts of organizations. Data-driven professionals such as economists and scientists are rightfully taught to build their cases on facts, but in so doing sometimes overlook the value of incorporating stories that speak to the people behind the numbers. Organizations from Microsoft to NASA have bought in; at Nike, for instance, all senior executives are "designated corporate storytellers."

Nan: We know anecdotally how important storytelling is, but it may come as a surprise that there's actual science that proves the point. Much research has been done on what happens within the brain when we hear a compelling story. The bottom line is this: parts of the brain that process language and speech, known as Broca's area and Wernicke's area, perk up when we hear a presentation. If it's boring, like a PowerPoint deck weighed down with lots of text and busy graphics that we can't read, we can easily tune out. Yet, when we hear a story, other parts of the brain that we would use when experiencing the events of the story light up, too! As a presenter, you can make the facts of your case even more compelling with stories and examples.

Keisha: Why is storytelling important in scientific settings like NIH?

Steve: I'll answer with a story: It's 1880. Immigrants are pouring into the New World at a dizzying pace. Some show signs of cholera and yellow fever. Imagine the impact if they enter the country with such deadly diseases. Congress calls on a one-room lab within the Marine Hospital Service to begin examining the new arrivals. This small but critical "laboratory of hygiene" was the forerunner to today's National Institutes of Health. Today NIH invests more than \$30 billion annually to achieve its mission of enhancing health, lengthening life, and reducing illness and disability.

Now, compare that to saying: The National Institutes of Health, a part of the U.S. Department of Health and Human Services, is the nation's medical research agency. Which is more effective?

Nan: A client once told me that we make decisions based on emotion and then justify them based on logic. It's often quite true, and nothing taps into emotion more than interesting, relatable stories told in plain language. Storytelling cuts through jargon, makes the complex simple (without dumbing down the message), and addresses the most important audience question of all: Why should I care? And by the way, NIH hosts a great plain language website: <http://www.nih.gov/clearcommunication/plainlanguage/gettingstarted/index.htm>.

Keisha: What experience do you bring to the topic?

Steve: As a former newspaper reporter, government speechwriter, novelist, and communications coach I have grown and nurtured a strong passion for storytelling. Getting others as excited as I am about this ancient art form is as enjoyable as writing or telling stories.

Nan: I began as a broadcast journalist and then moved into PR. For more than 20 years, I've been an executive communication coach at TCC. In my experience, rarely does anything make a point more effectively than a story that demonstrates the principle I'm trying to teach. I often remind my clients that, no matter whom you are or what your role is in an organization, you are always communicating with "big kids." And that's why all of us can relate to an appropriate, meaningful story!

Keisha: What should NIH participants expect in this small group coaching workshop?

Steve: First, attendees should expect to have fun, for storytelling is fun and natural. Second, they will learn to mine stories from their own experiences, and to craft and shape them in a way that enhances their presentations. Third, we'll work on different kinds of stories, and storytelling sins. We will also work on presentation skills such as positive body language and vocal variety.

Keisha: What would you say to interested participants who have reservations about being filmed and critiqued in the workshop?

Nan: I get it. No one likes standing in front of colleagues, being recorded, and then watching themselves for feedback. What I'd say is that this is all done in a very positive, constructive environment. Further, it's the best and quickest way to learn. No other teaching method shows as explicitly what people hear and see when you present. And it also shows you what you are naturally doing well even if you're nervous! Finally, while people go in dreading the recording piece, they come out smiling and having learned strategies and techniques they can put to immediate use. Our clients tell us that, despite their initial fears, it is the most valuable part of the training.

Microsoft Office Transitions

If you have recently transitioned from Office 2010 to Office 2013 or 365, the NIH Training Center offers training to support your upgraded Excel, PowerPoint, and Outlook applications. Register at <https://trainingcenter.nih.gov/list.aspx?catId=3>.

Using Gestures in Presentations

Audiences prefer speakers who talk with their hands, but not every gesture is a good one. Follow these tips to ensure your hand movements are enhancing—not sabotaging—your speech.



Research shows that audiences view presenters who gesture as more effective and competent than those who keep their hands still. Consider this: According to The Washington Post, the least-watched TED talks have an average of 124,000 views and include an average of 272 gestures. The top-ranked TED talks, however, have an average of 7.4 million views and 465 gestures.

Why do gestures affect speakers' effectiveness? Studies show that our hand movements constitute a second language. They add information that's absent from our words. How can you ensure your gestures add the appropriate information to your spoken message? Check out the tips below:

1. Be natural

Don't force unnatural gestures, and practice extensively before using new movements in front of an audience. If your gestures seem inauthentic or over the top, they'll probably distract your audience. Practice at least seven times before you try new gestures in public. Practicing less than that will probably be insufficient, so commit the time to ensure you get the most out of your gestures.

2. Display numbers

Displaying numbers with your hands is one of the easiest gestures to add to your repertoire. If you're going to present three main ideas, show three fingers when introducing your talk's structure. If a quantity exceeds 10, forming the number will obviously be challenging. Use your hands to communicate numbers of 10 or fewer; communicating quantities of five or fewer will feel the most natural given that they require only one hand.

3. Open your palms

Open palms are a simple way to put your audience at ease. People around the world use open palms to demonstrate lack of a threat. Also, open palms are a symbol of welcome.

By Leslie Belknap | Posted on Ragan.com: December 1, 2015



Make your voice heard! The NIH will be conducting its **Biennial Training Needs Assessment** this year! Keep an eye out for the survey in late February.

Mandatory Training in 2016

Now that you have successfully completed your mandatory trainings for 2015, it's never too early to plan out next year. Manage your compliance by generating a personalized training plan with the Mandatory Training Inventory at <http://mandatorytraining.nih.gov/>.

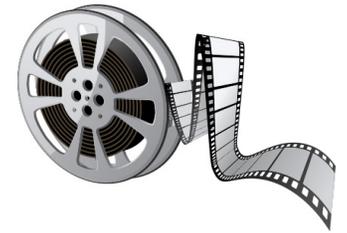
Are you responsible for communicating and enforcing mandatory training information in your IC?

The IC Mandatory Training Coordinators met in December to discuss updates, LMS reporting, and the latest expectations for NIH, HHS, and government-wide mandatory training requirements. For details and to join the mandatory training mailing list, please contact Pamela McClinton, NIHTC Program Manager and Liaison for Mandatory Training at pam.mcclinton@nih.gov.

Now Showing: On-Demand LMS Videos

The NIH LMS Team is pleased to announce the debut of a series of on-demand videos to support NIH staff, managers and supervisors, and LMS administrators. To view these new videos, visit the LMS Support Page: <https://hr.od.nih.gov/hrsystems/benefits/lms/lmssupport.htm>.

- [How to Use the Message Center](#)
Audience: All NIH Staff
- [How to Approve Orders as a Manager](#)
Audience: Managers & Supervisors
- [How to Approve/Reject Orders as an AAO](#)
Audience: Additional Approvers for Orders
- [How to Add Groups of Learners to a Roster](#)
Audience: Learning Administrators & Local Learning Registrars
- [How to Create an Instructor-Led Course/Offering](#)
Audience: Learning Administrators



To register for an upcoming LMS Administrator course, visit https://trainingcenter.nih.gov/lms_courses.html or call the NIH Training Center at 301-496-6211.

NIH Training Center Inclement Weather Policy

Winter is here! If you are confirmed for a workshop in the winter at the Center, we make every effort to deliver classes as scheduled. However, your safety is paramount and there are times that we must close or delay classes in accordance with advisories affecting our offices. We follow the NIH Operating Status, per OPM's guidance. In the event of any delay or closure of an open enrollment class, you will be notified by email prior to the class's start time.

For details, visit: https://trainingcenter.nih.gov/gov_closure_delay.html

Your safety is important to us!

2nd Quarter FY 2016 Course Offerings

Course Title	Length	Start Dates	Course #
Acquisitions Management			
Introduction to NH Property Management (NBS)	3 days	1/12, 2/29	NHTC9517
Contract Administration (CON127)	2 days	2/4	NHTC9573
NIH Advanced Simplified Acquisition	5 days	1/11	NHTC9532
COR Essentials/COR Refresher	1 day	1/25, 3/4	NHTC9547
Internal & External Requisitioner (NBS)	1 day	3/21	NHTC9516
Purchase Card Training (NBS)	3 days	1/27, 2/10, 3/23	NHTC9512
Federal Appropriations Law Refresher	1 day	1/19, 3/25	NHTC5524
Basic COR Training	5 days	1/4, 2/29	NHTC9546
Federal Appropriations Law	3 days	2/1	NHTC5521
COR Management of IT Service Contracts	2 days	3/30	NHTC9549
Advanced COR Refresher	1 day	3/8	NHTC9551
Writing Statements of Work	2 days	3/31	NHTC8801
Property Management Refresher	2 days	3/3	NHTC9520
ID/Q Contracting Techniques	2 days	2/4	NHTC9562
Contract Closeouts	1 day	3/18	NHTC9563
Simplified Acquisition & Delegated Procurement (NBS)	5 days	3/14	NHTC9513
Professional Services	1 day	3/22	NHTC5512
Multi-Year Contracting at NIH	1 day	2/16	NHTC2640
Administrative Systems & Policy			
Capital HR Systems Training	1 day	1/20, 3/15	NHTC4009
Basic ITAS for Timekeepers	2 days	1/11, 2/1, 3/7	NHTC2624
ITAS for Supervisors & Leave Approv. Officials	1 day	1/13	NHTC2627
Title 42 at NIH	2 days	1/26	NHTC8810
Advanced ITAS for Timekeepers	1 day	2/3	NHTC2626
Fellowship Payment System	2 days	2/25	NHTC2646
Computer Applications			
MS Office 2010 to 2013 Transition	1 day	2/17	NHTC6629
Microsoft Excel 2013 Level 1	1 day	2/18	NHTC6647
Microsoft Excel 2013 Level 2	1 day	2/25	NHTC6648
Management, Supervision & Leadership Skills Development			
Supervisory Essentials Training	3 days	1/19, 3/1	NHTC9511
Women in Leadership: Strategies for Success	4 days	1/12	NHTC4504
Motivating and Engaging NIH Employees	1 day	1/22	NHTC4500
Leadership Skills for Non-Supervisors	1 day	2/8	NHTC1017
Managing Change at NIH: How to be a Successful Change Agent and Sponsor for Results	1 day	3/7	NHTC4103
Leading with Emotional Intelligence: Great Results and Happy People	1 day	3/14	NHTC4004
Success Strategies for Introvert Leaders	1 day	3/18	NHTC4502
Professional Development			
Project Management	2 days	2/9	NHTC9414
Powerful Presentations and Storytelling: Small Group Coaching Workshop	1 day	1/26, 4/1	NHTC4003
Strategies for Effective Email Communication	1 day	1/27	NHTC2100
Customer Service Excellence	1 day	2/9	NHTC4017
Putting the Federal Employee Viewpoint Survey Results (FEVS) to Work: An Action Planning Workshop	1 day	1/27	NHTC4501
Introduction to the NIH Budget Process	1 day	2/12	NHTC5260
Managing Difficult Conversations and Conflict at NIH: Fundamentals of Negotiation	1 day	3/23	NHTC4203
Critical Thinking, Problem Solving and Decision-Making	1 day	3/8	NHTC4401
Writing Skills for NIH Employees	1 day	3/10	NHTC2114
Facilitating Masterful Meetings	1 day	3/11	NHTC4101
Managing Multiple Priorities, Projects, and Bosses	1 day	3/14	NHTC5110
Retirement			
Pre-Retirement Workshop (FERS)	3 days	1/20, 2/17, 3/16	NHTC5810
Pre-Retirement Workshop (CSRS)	3 days	1/12, 3/9	NHTC5812
Mid-Career Financial Planning Workshop	2 days	3/21	NHTC5814
Learning Management System (LMS)			
LMS Local Learning Registrar	1 day	1/11, 3/2	NHTC1001
LMS Learning Administrator	2 days	1/19	NHTC1003
LMS People Administrator	2 days	3/9	NHTC1002
Travel			
Domestic Travel (Concur Government Edition)	3 days	1/6, 2/17, 3/7	NHTC2700
Foreign Travel (Concur Government Edition)	2 days	2/22, 3/10	NHTC2701
Sponsored Travel (Concur Government Edition)	1 day	2/24	NHTC2702

Please note: Additional courses are available! View the entire FY 2016 NIH Training Center course schedule at <http://trainingcenter.nih.gov>

Quote Of the Quarter

“Live as if you were to die tomorrow. Learn as if you were to live forever.”
— Mahatma Gandhi

Submitted by: *Sophia Glezos Voit, Management Analyst, Management Analysis & Services Branch, NIMH*

Personal Meaning: Our lives on earth are temporary but learning has no limits. Without learning something new every day – whether it be by listening to audiobooks during my commute, listening carefully to others, or taking as many classes at work and in my personal life as I can afford (in time and money), I almost feel the day has been lost.”

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