

SAIC - Frederick, Inc.

Staff Development Resource Catalog
August — December 2009



Learn. Develop. Grow.



Letter from the CEO

To All Staff:

July 2009

I am pleased to present you with SAIC Frederick-Inc.'s **Staff Development Resource Catalog** for fall 2009.

This catalog contains information about programs and courses that are being offered to help you become more productive and effective, as an individual or as part of a work group.

The course offerings range from communication skills to providing exceptional customer service. This comprehensive guide also provides you information about SAIC-Frederick's Management Development Program (MDP), an internal certificate program specially designed for newly hired or promoted managers and supervisors. You will also find information on team building, new manager orientation and SAIC University's training resources.

This fall, we bring you several new supervisory brown bags sessions and seminars through Business Health Services (BHS). Some new courses being offered are:

- Five Mistakes Managers Make
- Case Studies in Employee Relations
- The Sandwich Generation - Managing Multiple Generations

Unless specifically noted, there is *no cost* for the courses offered in this catalog.

If you are a manager or supervisor, take note of the resources on page 20. HR provides a variety of tools, assessments and simulations to enable you to improve team effectiveness and cohesiveness.

I encourage you to take advantage of these training resources to maximize your professional and personal potential.

Sincerely,



Larry O. Arthur, Ph. D
Chief Executive Officer
SAIC-Frederick Inc.

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• Employment – At – Will NEW	
• Five Mistakes Managers Make NEW	
• How to Set Goals and Performance Plans NEW	
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SAIC-Frederick Training and Development Steering Committee

A Training and Development Steering Committee was set up in October 2004 with representatives from all directorates. The purpose and objective of this committee is to discuss potential organizational and staff training requirements and identify ways to meet them. The committee meets thrice a year and has immensely helped the organization achieve it's training goals. The committee members are:

Sukanya Bora: Chairperson, Contracts & Administration (HR)
Email: boras@mail.nih.gov/Ext:1129

Ellen Banky: Financial Management Directorate (FM)
Email: bankyk@mail.nih.gov/Ext: 1139

Bruce Crise: Advanced Technology Program (ATP)
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Samantha Crist: Vaccine Clinical Monitoring Program (VCMP)
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Pam Dellen: Laboratory Animal Sciences Program (LASP)
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Sandy Gibson: Biopharmaceutical Development Program (BDP)
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Andi Gnuschke: Contracts Planning and Administration Directorate (CP&A)
Email: gnuschkea@mail.nih.gov/Ext: 6952

Terry Hebb: Acquisition and Logistical Services (C&A)
Email: thebb@ncifcrf.gov/Ext: 5416

William Kopp: Applied /Development Research Program (ADRP)
Email: wkopp@ncifcrf.gov/Ext: 1707

Laurie Lambert: Clinical Research Directorate (CRD)
Email: l_lambert@niaid.nih.gov/Ext:1416

Dwight Nissley: Basic Sciences Program (BSP)
Email: nissley@ncifcrf.gov/Ext: 1181

Timothy Rowe: Environmental Health Services (EHS)
Email: rowe@ncifcrf.gov/Ext: 1903

Barbara van der Schalie: Clinical Research Directorate (CRD)
Email: vanderschalie@mail.nih.gov/Ext: 4117

Dante Tedaldi: Facilities, Maintenance & Engineering (FME)
Email: dtedaldi@ncifcrf.gov/Ext: 5192

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SAIC– Frederick Training Calendar: August - December 2009

August 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	New Manager Orientation	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		Basic Management	2	3	4	5
6	HOLIDAY	8	Addressing Stress & Assertiveness	Conflict Management	11	12
13	14	Email Etiquette	Disciplinary Documentation	17	18	19
20	21	22	Building a Respectful Workplace	Delegation Skills	25	26
27	28	Learning To Listen	Busi- ness Writing	Train the Trainer (TTT) I		

- New Manager Orientation
- Management and Supervisory Courses
- Professional & Personal Enrichment Courses
- Brown Bags
- Management Development Program (MDP)

SAIC-Frederick Training Calendar: August - December 2009

October 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	Problem Solving/ TTT-II	Em- ployee nt -At Will	MDP Session 1	QM
11	HOLIDAY	Setting Goals and Performance Plans	13	MDP Session 2	15	17
18	19	Case Studies in Employee Relations	Protecting against Identity Theft	MDP Session 3	23	24
25	25	26	Constructive Feedback	MDP Session 3	30	31

November 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	Customer Service	Time Mgmt	Successful Interviewing Techniques	Interpersonal Influence - Assertive Communication
8	9	10	11	Persuasive Writing	13	14
15	Scientific Writing Workshop I	Running Effective Meetings	Perfor- mance Review	Scientific Writing Workshop II	Conducting ER Investigations	Scientific Writing Workshop III
22	22	24	25	HOLIDAY	27	28
29	30					

- Management Development Program (MDP)
- Management and Supervisory Courses
- Professional & Personal Enrichment Courses
- Brown Bags

SAIC-Frederick Training Calendar: August - December 2009

December 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		Five Mistakes Managers Make	Coping with Holiday Stress	3	4	5
6	7	8	Performance Review	Editing and Proofing	11	12
13	14	15	16	17	18	19
20	21	22	23	24	HOLIDAY	26
27	28	29	30	31		



Want to improve your computer skills?

Take advantage of the courses offered by **Computer and Statistical Services (C&SS)**. Classes are held in the C&SS training room (Building 362). All full-day classes are from 9 AM to 4 PM; half-day classes from either 9AM to Noon or 1 PM to 4 PM. The cost for full-day classes is \$100; half-day classes cost \$80. All charges for courses are billed to the training account of the student's center number. For more information, visit <http://css.ncifcrf.gov/training/> or email Cathy McClintock at training@css.ncifcrf.gov

- Management Development Program (MDP)
- Management and Supervisory Courses
- Professional & Personal Enrichment Courses
- Brown Bags

SAIC-Frederick Training Registration Form

(Please fax form to 301-846-6713 at least 48 hours *before* the class)

Name: _____ Position Title: _____

Directorate: _____ Phone: _____

Email: _____ Fax: _____

REGISTRATION DETAILS

COURSE TITLE	DATE/S

(Photocopy this form if more space is needed)

APPROVAL: Managerial/Supervisory approval is *required* for attendance.

Manager's/Supervisor's name:

Manager's/Supervisor's signature:

CONFIRMATION:

You are registered for the workshop(s) when you receive a confirmation letter either by fax or email. If you do not receive one, please call 301-846-1129.

NOTE:

- Class size is limited . You will be placed on a waitlist if there is no space available.
- Food will **not** be provided in any of the sessions as it is not an allowable cost as per the Contract.

Send completed registration form to Sukanya Bora, Manager-Training and Development,
Bldg 371 or fax to-301-846-6713

Add to your skill level-register today!

Communication Series (Open to all staff)

Effective Oral Presentations*

Learn to present with confidence, poise and conviction by attending this interactive and informative course. This two half day course will focus on basic yet important strategies such as audience analysis and setting presentation parameters; developing and organizing presentation content; preparing in advance to reduce stress and speaker anxiety; learning the purpose of visual aids and support materials and handling questions from the audience professionally. By making actual presentations and incorporating key strategies and solutions, participants will learn the art of communicating clearly and presenting effectively.

October 20 & 27 (9:00 a.m. - 12:00 p.m.) Conference Room, Bldg 426 & Café Room, Bldg 549

*(*must attend both days)*

Facilitator: Ken Michaels, Kathy Green & Sukanya Bora

Effective Writing Series: Business Writing - Paperwork Made Easy

How often do you have to write memos, summaries of meetings, letters, reports, or other business-oriented documents? Do you sometimes find yourself proofing such documents for someone else? Whether you're a scientist or an administrative support person, you'll be able to use these tips on effective business writing, from recommendations on ways to jump-start your writing to effective word choice, organization, and proofing.

October 29 (12:00 p.m.– 1:00 p.m.) Training Room, Bldg 426

Facilitators: Scientific Publications, Graphics & Media (SPGM) staff

Effective Writing Series: Editing and Proofreading - Doing a Double-Take

What's the best way to start your sentences? How can you cut that letter down to one page? Are Spell Check and Grammar Check really useful? Get tips on how to edit and proofread so that you write with better clarity and brevity.

December 10 (12:00 p.m.- 1:00 p.m.) Training Room, Bldg 426

Facilitators: Scientific Publications, Graphics & Media (SPGM) staff

Effective Writing Series: E-Mail Effectiveness and Etiquette

Why bother with a subject line? How long should your message be? What does BCC mean? Should you call or send an e-mail? Get some tips on how to communicate effectively with electronic mail.

October 15 (12:00 p.m.- 1:00 p.m.) Training Room, Bldg 426

Facilitators: Scientific Publications, Graphics & Media (SPGM) staff

Effective Writing Series: Persuasive Business Writing - Reading between the Words

How can you persuade the powers-that-be to grant your request? What do you need and why and how much? How can you convince your boss that what you need is doable? What's the best way to write a letter of recommendation? Learn how to win over your reader through persuasive language.

November 12 (12:00 p.m.– 1:00 p.m.) Training Room, Bldg 426

Facilitators: Scientific Publications, Graphics & Media (SPGM) staff

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To register, complete and fax registration form on page 8

Communication Series (Open to all staff)

How to Write Effective Policies and Procedures

Do you have the tools you need to write an effective policy or procedure? Where does your assignment fit in the “documentation pyramid”? What are the “best practices” in writing an effective policy or procedure? Which templates do you need to use? What’s the process for writing and submitting your policy or procedure? Learn and find out the answers to some of the above questions at this informative session.

October 1, Training Room, Bldg 426, 12:00 p.m.- 1:00 p.m.

Facilitators: Andrea Gnuschke, Maritta Grau and Steve Harshman

Interpersonal Influence –The Power of Assertive Communication

Help yourself become an effective communication by using influence wisely. This workshop brings out the importance and benefits of assertive communication. Assertive behavior is a natural style that is nothing more than being direct, honest and respectful while interacting with others. Assertive communicators express their feelings, choose how they will act, speak up for their rights when it is appropriate, maintain high self-esteem and self-confidence, disagree when they think is important, and carry out plans to modify their own behavior and asking others to change their offensive behaviors. This workshop will help you to discuss and understand four distinct behavioral styles; examine and practice the three step model for scripting assertive messages and develop awareness of body language signals.

November 6, Conference Room B, Bldg 549, 9:00 a.m. - 12:00 p.m.

Facilitator: Sukanya Bora

Learning to Listen

Learning to Listen is an assessment tool that measures listening skills. Statistics show that people remember only half of what they hear. Focusing on concrete behaviors, not preferences, allows us to immediately take action on our listening strengths and weaknesses. As participants, you will determine your effectiveness as a listener in three dimensions; explore the visible and invisible aspects of listening and how they affect interaction and discover practical ways to improve your listening performance.

September 29 (9:00 a.m.– 12:00 p.m.) Conference B, Bldg 549

Facilitator: Sukanya Bora

Presenting Science the “Write” Way: Strategies for Scientific Publication*

You have notebooks filled with data, figures, charts, graphs, and tables chock-full of paper information. What do you do with it all? How do you get it into presentable form?

If publishing seems overwhelming, this is just the course for you! In this course, you will learn how to work with collaborators; divide responsibilities for writing the paper; select the best data for the paper; aim your writing to fit the parts of the scientific presentation (poster or paper); prepare the manuscript for journal submission; handle reviewer comments, and; revise the paper. This course is specially designed for post-docs and fellows with relatively limited publishing experience.

November 16, 18 & 20 (9:00 a.m. - 12:00 p.m.) Conference Room, Bldg 426, (*Must attend all three days)

Facilitators: Tim Veenstra, Ph.D., Ken Michaels, Maritta Grau, Nancy Parrish, Kathy Green & Ashley Devine

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Individual & Professional Enrichment Series (Open to all staff)

Colleague to Colleague: Bringing Out the Best in All of Us Through Constructive Feedback

We all want to do our best job possible in all of our responsibilities but are not equally skilled in all areas. So why not harness our collective expertise by utilizing constructive feedback? Constructive feedback is a tool to provide valuable input among colleagues with the goal of improvement. This highly interactive workshop discusses the philosophy, skills and challenges of giving and receiving constructive feedback and provides opportunities to practice the full skill set required for optimal use of this valuable tool.

October 28 (8:30 a.m. - 12:30 p.m.) Café Room, Bldg 549

Facilitator: Barbara van der Schalie

Creative Problem Solving

Learn to generate ideas through the creative problem solving technique of brainstorming in a group setting. An overview of the method and conceptual rules will be presented. Emphasis will be on applying these concepts through group exercises. The group will be presented with a problem and encouraged to generate and identify suitable solutions for it.

October 7 (1:00 p.m.— 3:00 p.m.) Training Room, Bldg 426

Facilitator: Timothy Rowe

Managing Conflict Constructively

Conflict is a universal part of human interactions. When individuals come together in teams, their personal differences in values and attitudes can often contribute to conflict. Conflict and opposing points of view are part of the workplace and of life; you can't change that. But you can surely change the way you react and manage conflict when it occurs. This workshop will help you identify your preferred conflict handling style; gain insight into the five different modes of handling conflict effectively; see the role of communication in conflict and provide you a forum to discuss the key steps to handling conflict constructively.

September 10 (9:00 a.m.— 12:00 p.m.) Café Room, Bldg 549

Facilitator: Sukanya Bora

Employee Performance Review

This course is designed to provide you with an overview of the SAIC-Frederick performance management program and to familiarize yourself with the forms/process. We will discuss various components of our program including: theoretical aspects of performance management, performance evaluation and self assessment forms, establishment of goals and objectives and the merit process and timeline. This will serve as a forum for you to ask specific questions related to this topic. This course is only for non-managerial staff.

November 18 (10:00 a.m.- 12:00 p.m.) OR December 9 (2:00 p.m.– 4:00 p.m.), Conference Room A, Bldg 549

Facilitator: Retha Parsons

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To register, complete and fax registration form on page 8

Individual & Professional Enrichment Series (Open to all staff)

Providing Exceptional Customer Service

"Fundamentally, it is the treatment of the customer that separates an excellent company from a mediocre one." Exceptional customer service doesn't happen by chance, but by paying attention to all of the small details that make up our daily interactions. This program will heighten your awareness of the many customers you deal with, both internal and external, and provide you with practical knowledge and skills to make your interactions successful. While we can't please everyone all the time, we can certainly find ways to recover from failure. This program will give you an appreciation for complaints and equip you with tools to respond in a manner that ensures customer satisfaction.

November 4 (10:00 a.m. - 12:00 p.m.) Conference Room A, Bldg 549

Facilitator: Jill Sugden

Train the Trainer for Instructor-Led Training

This course provides an introduction to the critical elements of successful presentation-based (instructor-led) training, and the role of a qualified trainer in all aspects of implementation from design to maintenance. It focuses on basic adult learning theory; elements of workforce diversity; components of technical training configuration, including content selection and presentation configuration; delivery, including establishing and maintaining an appropriate learning environment and evaluation of the presentation. This course is suitable for anyone conducting training for more than one person at a time. Participants *must* attend both parts to receive a completion certificate.

Part I: September 30 (9:00—noon), Café Room, Bldg 549

Part II: October 7 (9:00 am—noon) Conference Room A, Bldg 549

Facilitators: Barbara van der Schalie & Dr. Barry Eigel MD

Quality Management

Understanding customer requirements, effective planning and use of resources are keys to providing quality products and services. This program details the principles behind a quality management system and will provide participants with an understanding of the underlying processes that are at work when an organization is focused on providing customers with quality products and services. Participants of this session will also learn about ways to continually improve processes so as to meet customer expectations.

October 8 (9:00 a.m. - 12:00 p.m.) Executive Boardroom, Bldg 549

Facilitator: Steve Harshman

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To register, complete and fax registration form on page 8

Management and Supervisory Series

The following sessions are specially designed for new as well as experienced managers and supervisors. The objective of these sessions is to provide participants a comprehensive overview of the fundamentals of effective management and help them overcome some of the common yet overwhelming challenges of their jobs. (**IMPORTANT:** *You must supervise one or more employees to be eligible to attend.*)

Basic Management - Strategies to Boost Employee Performance

Managing people can be a challenging and daunting job for many. But one can achieve results and be successful by employing and concentrating on certain tried-and-true solutions. This session will help participants understand some of the key elements of management success such as setting goals and expectations, coaching and providing effective performance feedback and successful delegation.

September 1 (9:00 a.m.– 12:00 p.m.) Conference Room B, Bldg 549

Facilitator: Sukanya Bora

Disciplinary Documentation - A Must Have Skills for Managers

As a manager or supervisor, let's poke at some assumptions about documentation, *or lack of*, as it relates to your effectiveness in measuring, monitoring, and rewarding individual job performance. Even the sharpest of memories fail, managers move on, and other circumstances change. Dependence upon existing appropriate supporting documentation is a key defense in controlling perceptions and demonstrating fairness. This session will also serve as a refresher on the documentation process as it relates to performance management.

September 16 (12:00 p.m.—1:00 p.m.) Conference Room B, Bldg 549

Facilitator: Mary Neville

Case Studies in Employee Relations

Have you ever had to deal with an employee relations situation in the workplace which caused you a great deal of stress and took up hours of your time? Or, are you a new supervisor faced with a challenging employee relations issue and not sure what steps to take?

If so, join us in an active discussion as we review case studies and strategize on the most effective way to manage these cases to limit the company's liability and give you some peace of mind as a supervisor. During this session, you will become familiar with major Federal and State employment laws and the impact these laws may have on the way we manage certain cases. This session will heighten your level of awareness when faced with difficult employee situations and increase your knowledge in the area of employment law. You will walk away with some useful and practical strategies in handling some of the more complex cases you may be faced with as a supervisor.

October 20 (12:00 p.m.—1:00 p.m.) Conference Room B, Bldg 549

Facilitator: Jill Sugden

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Management and Supervisory Series

Conducting Employee Relations Investigations

Have you ever wondered what happens when an employee comes to HR with a complaint? This session will cover the step-by-step internal investigation process that HR uses to address complaints in a fair and objective manner that ensures confidentiality.

November 19 (12:00 p.m.—1:00 p.m.) Training Room, Bldg 426

Facilitator: Jill Sugden

Employment-at-Will

Why is employment-at-will so important to understand? After all, employees can leave the company any time they want. So, let's clarify what it means and what it doesn't mean. This session will help you, as an agent of the company, embrace certain leadership practices that ought to reduce risk and deter legal liabilities. The employment-at-will concept has been around for a long time, in fact, it came about in the early 1930s. As participants, you will hear of the history and gain an understanding of how management practices contribute to employment-at-will principles.

October 7 (12:00 p.m. - 1:00 p.m.) Conference Room A, Bldg 549

Facilitator: Mary Neville

Five Mistakes Managers Make

Managing can be a little daunting at first. Most managers and supervisors are promoted to leadership positions based on their hard or technical skills. Few receive formal training before taking on the responsibility. As managers, they are faced with a myriad of complex employee issues and just having technical expertise does not prepare them fully to manage these issues effectively. This could lead to stress, job dissatisfaction and potentially hurt team as well as organizational performance. This session will dwell on five common yet complex challenges managers face while leading and developing people and will highlight practical strategies to prevent or avoid them.

December 1 (2:00 p.m. - 5:00 p. m.), Conference Room B, Bldg 549

Facilitator: Sukanya Bora

How to Set Goals and Performance Plans

Managing by plan is one of the fundamentals of effective supervision. And one of the key ingredients of a performance plan is goals. Goals provide direction and purpose. Goals help you see where you are going and how you can get there. And the way you set goals as a manager or supervisor, can impact how motivating they are to others. As participants, you will learn the importance of managing with performance plans; explore the key components of a performance plans; understand the SMART way of developing goals and standards; and discuss the process of setting goals with your employees to build accountability and commitment.

October 13 (10:00 a.m.- 12:00 p.m.) Café Room, Bldg 549

Facilitator: Sukanya Bora

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Management and Supervisory Series

Legal Do's and Don'ts Reference Checking

Learn what employment laws govern the employment process and why it is so important to understand what you can and can't say in an interview. Learn why you shouldn't rely only on the references given to you by the candidate and how you can uncover the reference information you need to make a good hiring decision.

December 9 (12:00 p.m. - 1:00 p.m.) Conference Room A, Bldg 549

Facilitator: Mary Lou Siegle

Running Effective Meetings

Studies have found that most managers spend between 25 to 30 percent of their time in meetings. Some of these meetings will be productive, and some will not. This session will introduce participants to the important role that meetings have in today's workplace and how to run them *effectively*. Included in the session are guidelines for preparing for the meeting, conducting the meeting, identifying the specific behaviors that should be demonstrated as the leader of and participant in a meeting and handling disruptive behaviors during a meeting.

November 17, (9:00 a.m. - 12:00 p.m.) Conference B, Bldg 549

Facilitator: Sukanya Bora

The Art of Delegating Effectively

Delegating: The Manager's No. 1 Tool

As a manager or a supervisor, you are required to develop skills in many different areas. Not only do you need good technical, analytical and organizational skills, but most important, you must also have good people skills. Of all the people skills, the one skill that can make the greatest difference in your effectiveness is the ability to delegate well. As participants, in this course, you will debunk some of the myths about delegation; discuss the important steps to delegate; use key practices to increase employee involvement and make the delegation process easier for you and your employees.

September 24 (2:00 p.m. - 5:00 p.m.) Café Room, Bldg 549

Facilitator: Sukanya Bora

Successful Interviewing Techniques

Learn techniques to get the information from an interview that you need in order to make the right hiring decision. Learn how to develop appropriate interview questions that will identify whether candidates have the skill set you need to do the job.

November 5 (12:00 p.m. - 1:00 p.m.) Conference Room A, Bldg 549

Facilitator: Mary Lou Siegle

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Management Development Program (MDP)

Management Development Program (MDP), formerly LEAD, is an internal certificate program specially designed for SAIC Frederick's management staff, **particularly newly hired or promoted managers and supervisors**. It provides an overview of essential information needed to successfully manage in our environment. Managers and supervisors will also benefit by learning about the specific policies and procedures unique to the organization. This program offered over a period of four weeks includes eight comprehensive modules that are facilitated by HR staff. MDP is held twice a year (spring and fall).

Interested staff should have at least ONE employee reporting to them. All sessions must be a attended in order to receive program certificate.

Topics include:

Module 1: Increasing Self-Awareness & Understanding Diversity

This session uses the widely validated instrument, Myers Briggs Type Indicator (MBTI) to help participants gain a deeper understanding of themselves and how they interact with others. The MBTI helps participants by giving them a powerful tool for improving how they communicate, work and learn.

This session will also help participants explore the values of a diverse workplace; understand the difference between diversity and affirmative action; and allow participants to explore their diversity awareness level.

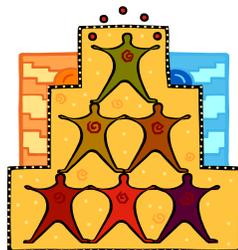
October 8, Café Room, Bldg 549, 8:30 a.m. – 5:00 p.m.

Module 2: Benefits Overview and Compensation

In this session, policies and procedures related to the Family Medical Leave Act (FMLA), short term and long term disability, and the Employee Retirement and Savings Program will be covered and highlighted. It will also help participants understand the components of the Americans with Disabilities Act (ADA) and what is considered a reasonable workplace accommodation under this law. The internal workplace accommodation process and a manager's involvement in this process will also be covered.

In the compensation piece, this session will provide participants an overview of the theoretical aspects and certain legal issues of compensation and benefits. Various components of SAIC-Frederick's wage and salary program will be discussed, including: writing job specifications, determining grade and salary levels, recommending promotions and conducting performance reviews.

October 15, Café Room, Bldg 549, 8:30 a.m. – 5:00 p.m.



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Management Development Program (MDP)

Module 3: Staffing & Coaching for Managers

The staffing module will focus on understanding the staffing process, from creating effective job requisitions to interviewing and selecting the best candidate for the job. Participants will learn effective interviewing strategies that include reviewing resumes, developing competency based questions, asking job related questions and avoiding interviewing pitfalls. Techniques for obtaining comprehensive references will also be discussed.

All managers and supervisors are responsible for maximizing performance of their teams. Coaching is the pathway for getting the best out of people's performance. The latter part of the program provides the foundation for understanding what business coaching is all about and helps participants gain or improve coaching skills that drive employee commitment and performance.

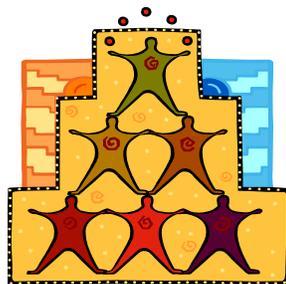
October 22, Café Room, Bldg 549, 8:30 a.m. – 5:00 p.m.

Module 4: Conflict Management and Employee Relations

The first half of this session, participants will be introduced to the stages of conflict and how to effectively work through conflict and become familiar with the five different conflict handling modes. It will cover strategies to prevent and minimize workplace conflict and equip participants with tools that they can use to coach employees through conflict and will help them understand the importance of modeling behaviors necessary for their professional success.

The second part of the session will review the elements of Employee Relations, explore what constitutes employee misconduct and define the role and responsibility of managers and supervisors in effectively managing performance related issues. Participants will learn how to conduct a counseling session and administer a Performance Improvement Plan. They will also review the Employee Dispute Resolution Process (EDRP) and the steps involved in the termination process.

October 29, Café Room, Bldg 549, 8:30 a.m. – 5:00 p.m.



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To register, email Sukanya Bora at boras@mail.nih.gov

Seminars By Business Health Services (BHS)

(Open to all Government and Contractor employees at NCI-Frederick)

Addressing Stress, Positive Assertiveness and Anger in the Workplace

Unhealthy levels of stress are quite common in today's fast paced world, particularly in the workplace. These heightened levels of stress often lead to intense frustration and anger, in addition to negative health consequences. Many of us confuse primary behavior styles of passive, aggressive and assertive actions and believe that it is unacceptable to behave assertively. However, implementing positive assertiveness in our lives can help us gain control of our stress and anger, in turn promoting healthy workplace interactions. This training will help participants recognize and improve stress levels and incorporate positive assertiveness to better manage anger in the workplace.

September 9, Café Room, Bldg 549, 12:00 pm - 1:00 pm

Building a Respectful Workplace: Promoting Positive Interactions using Effective Communication

This seminar offers an expanded view of conflict management and diversity to explore the many differences between people and ways of promoting respect within a diverse workforce. Personality, work style, race, age and gender are just a few of the ways people differ from one another. When differences are not encouraged and accepted, conflict situations arise, interfering with a respectful workplace. With diverse differences, we have both the opportunity for misunderstandings yet also the opportunity for increasing interaction leading to success. This seminar offers tangible ways to promote a respectful workplace through addressing conflict.

September 23, Training Room B, Bldg 426, 12:00 pm - 1:00 pm

Coping with the Holidays: How to manage Stress during Festive Season

Despite the excitement and energy that comes with the end of the calendar year, the holiday season often brings stress to many of us, for a variety of reasons. Whether through unreasonable expectations, unmet goals from years past or simply adding to already busy schedules, holidays can generate pressure, tension and stress for both individuals and families. This session assists participants in recognizing sources of holiday stress and tension. Once recognized, these stresses can be minimized through development of strategies to promote a joyful holiday season.

December 2, Conference Room A, Bldg 549, 12:00 pm - 1:00 pm

Promoting a Healthy Lifestyle: How to Make the Most of your Life

A healthy lifestyle requires balancing many interrelated factors, not merely consuming an apple a day. When this balance is achieved, body, mind and spirit all work in harmony and function at optimum levels. This can be difficult because elements of a healthy lifestyle are diverse and distinct. This seminar will review the primary factors for balanced health, while encouraging individuals to review what is healthy and unhealthy within their own lives to promote lifestyle change.

October 7, Café Room B, Bldg 549, 12:00 pm - 1:00 pm

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Seminars By Business Health Services (BHS)

(Open to all Government and Contractor employees at NCI-Frederick)

Protecting Yourself Against Identity Theft

Technology advances over the past 20 years have advanced our society in ways never imagined possible. Despite all of the innovation, technology has also inspired a new wave of crime, including identity theft. Incidences of identity theft and fraud continue to rise rapidly in the United States, and these crimes not only cause monetary losses and suffering for victims but are also expensive and time consuming to address. There are steps one can take to minimize the risk of identity theft. This training will highlight precautionary measures in addition to key facts and protection essentials.

October 21, Conference Room A, Bldg 549, 12:00 pm - 1:00 pm

Time Management – Create More Time in Your Life for Things that Matter Most

In today's hectic, fast paced world, effective time management is an essential skill needed to manage countless daily tasks in our lives. Many of us believe that we manage our time efficiently yet are unaware of simple, helpful techniques that could improve our routines. This seminar offers new ways of understanding the concept of time, introduces diverse strategies for making, discuss the value of planning and assist participants with improving daily routines.

November 4, Conference Room A, Bldg 549, 12:00 pm –1:00

The Sandwich Generation – Managing Multiple Generations

Nearly 10 million adults are now raising kids or supporting an adult child while giving a financial hand to an aging parent. Many factors weigh into why people are felling 'sandwiched' by the responsibility of providing for multiple generations. To compound this issue, eldercare industry is not well equipped to meet the demand for affordable care. As the aging community grows, the demands of the sandwich generation will remain and be felt by generations to come. This session will help caregivers understand the challenges of being in a sandwich generation and how to care for themselves so that they can better care for their loved ones. It will also review coping strategies and skills to manage providing care to multiple generations.

November 18, Conference Room, Bldg 426, 12:00 pm - 1:00 pm

Business Health Services – Employee Assistance Program (EAP)

Everyone experiences personal problems occasionally. The EAP provides confidential assistance and convenient, cost-free resources to help effectively address such issues before they interfere with personal wellness, professional obligations and overall work performance. Call anytime with questions or to access this exciting and comprehensive benefit. Care Coordinators are available 24 hours a day, 365 days a year to assist you and your household members to identify and resolve any problem, no matter the size. For more information, visit:

<https://www.bhsonline.com/login.php> (login:ncif)

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To register, email Sukanya Bora at boras@mail.nih.gov

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Team Development Resources

Supervisors and Managers,

To supplement the individual classes offered in this catalog, customized programs can be developed for your work group. Through workshops and facilitated interactive exercises and simulations, your team will gain a greater sense of individual and group self-awareness and practice consensus and problem solving skills. Because the needs of each team are different, the process will begin with a consultation meeting to discuss your group and how we can best support development. We have listed a few examples of team assessments and simulations for your reference below:

ASSESSMENTS:

Myers Briggs Type Indicator (MBTI)

The *Myers-Briggs Type Indicator*® (MBTI®) assessment is a versatile tool that offers individuals and teams a greater understanding of their own and others' personality preferences. Through greater insight into the differences in personality preferences, team members can improve communication, reduce conflict, and ultimately work together more productively.

Conflict Management Style

Participants will learn about their individual conflict handling style using the Thomas-Kilmann Conflict Mode Instrument (TKI). TKI is a leading conflict management assessment tool used by professionals throughout the world to learn about how differing conflict handling styles impact personal and team dynamics.

Team Effectiveness Profile (TEP)

This assessment helps teams learn how to uncover, diagnose and work through issues that impede effective teamwork. It aids teams to eliminate or reduce blockages in 5 vital areas of team functioning: Mission, Vision and Goals; Team Roles; Operating Processes; Interpersonal Relationships and Inter-team Relationships thus maximizing the team's productivity

ADVENTURE GAMES & SIMULATIONS:

Beyond the Valley of Kings

A challenging adventure simulation that focuses on decision making under pressure and the importance of team building. Participants experience first-hand the advantage of working when they realize that the results achieved as a group out-measure those of any one individual.

Jungle Escape

This is a fun and highly effective hands-on game that's perfect for introducing and reinforcing basic team skills. The adventure begins when teams learn that their airplane has crash landed in a remote jungle. To survive, each group must build an escape helicopter using spare parts, a diagram and a limited access to a completed model. With this simulation team members learn group process skills vital to effective teamwork including communication, conflict resolution, decision making and problem solving.

The target audience for the afore mentioned assessments and simulations are groups/teams at all organizational levels. The duration of these session could range from 2 hours to half a day. To discuss the above and additional resources or other ways that we can assist your team, please contact me at boras@mail.nih.gov.

Sukanya Bora
Manager - Training and Development

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Other Training Resources at NCI-Frederick

NCI-Frederick Scientific Library Instructional Classes

The Scientific Library offers FREE hands-on training classes. Library staff teaches some classes, and guest instructors teach others. Most classes are held in the Library's Technology Training Lab in Building 549. If you are interested in attending a class, contact Marci Brandenburg at brandenburgm@mail.nih.gov or call **x5846**, or stop in the Library, to register.

For more information about a class, please visit: <http://www-libray.ncifcrf.gov/libclass.aspx>

Computer Courses

Take advantage of the courses offered by **Computer and Statistical Services (C&SS)**. Classes are held in the C&SS training room (Building 362). All full-day classes are from 9 AM to 4 PM; half-day classes from either 9AM to Noon or 1 PM to 4 PM. The cost for full-day classes is \$95; half-day classes cost \$75. All charges for courses are billed to the training account of the student's center number.

For more information, visit <http://css.ncifcrf.gov/training/> or email Cathy McClintock at training@css.ncifcrf.gov

Courses offered by NCI and NIH

The National Institutes of Health (NIH) Office of Intramural Training and Education is continuing to bring a variety of courses to the NCI-Frederick. Most of the workshops are geared towards NIH trainees (i.e. post baccalaureates, post doctoral fellows) but are available to the entire NCI-Frederick community. Some courses that will be offered this spring are:

Industry Overview – help trainees gain a better understanding of how to make a transition to industry

Job Hunt Strategies - topics will include job hunt timelines, where to look for jobs, tips to ensure your application is looked at and more

Networking 101 - Learn how to network using the Internet, at job fairs, departmental seminars, professional meetings, and how to approach non-science social functions in a way that allows you to create and maintain lasting business connections

Writing Workshop – a 4-week course is for any trainee interested in improving his/her writing skills.

For more information about NIH training opportunities, please go to www.training.nih.gov

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SAIC University Training Resources

SAIC University provides employees with opportunities to continue their career development through a life-long learning process. To facilitate this, they have developed a virtual campus that provides on-line access to training resources. This site contains a training management system, which now provides a single integrated course catalog of all training offerings and on-line registration. As employees, you can use this training management system to conveniently identify and register for all types of training, offered internally to SAIC as well as through external SAIC training suppliers. SAIC University's programs include **Project Management Certification, Administrative Assistant Certificate Program (AACCP)**, online degree programs through **Strayer, Drexell and Capella Universities**. In addition, you can improve your professional and personal effectiveness with **SKILLPORT, the e-learning program**. SKILLPORT offers web-based courses and reference books (BOOKS 24x7) as developmental tools. It is designed to provide greater flexibility for skill development and can be accessed in your own time and at your own pace. You may access SAIC University's training and development resources through ISSAIC-SAIC's employee intranet. For more information on how to set up an account, email Sukanya Bora at boras@mail.nih.gov.

New Managers Orientation Program

This program has been specially designed to help newly hired or promoted managers and supervisors gain a better understanding of Operations and Technical Support (OTS) contract components and requirements as well as how to "get things done" within our organization. Representatives from different administrative and support programs present information on generic as well as specific policies and processes. Topics include contract environment, intellectual property, environmental and health safety, financial management services, human resources, acquisition and logistics; and facilities, maintenance and engineering. Attendance at this quarterly held program is considered mandatory for all newly hired managers/supervisors and optional for current employees promoted into supervisory/management positions and other interested management staff. For more details, email Sukanya Bora at boras@mail.nih.gov

American Heart Association Heartsaver AED Course

The Heartsaver AED (Automated External Defibrillator) Course teaches the basic techniques of adult CPR and how to use AED's. Students also learn about using barrier devices in CPR and giving first aid for choking. The course teaches how to recognize the signs of heart attack, cardiac arrest and foreign-body airway obstruction and treat with an Automated External Defibrillator. Recommend renewal frequency is every two years. Call EHS at x1451 for upcoming classes and to register.

Do you want to see any other topics being offered?
Do you have any ideas to improve this catalog?



Feel free to email Sukanya Bora at boras@mail.nih.gov with your comments and suggestions.
We look forward to hearing from you!