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HUMAN RESOURCES SERVICE CENTER NORTHEAST  
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## **"TRAINING WAVES"**

*HRSC-NE's Training Community Quarterly Newsletter*  
**SUMMER 2004**



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# HRSC-NE Annual Training Survey Issued

For us at the HRSC-NE our method of identifying and meeting your training needs is our annual training needs survey. Our focus is primarily on training needs that you identify as commonly needed across occupations, grade levels and installations. Typically, such training fall within these categories:

- Administrative
- Career Transition
- Communication
- Computer Systems
- Financial Management and Business
- Personal Development
- Retirement Planning
- Safety/First Aid
- Supervisory/Leadership
- Web Based or Computer Based Training Options

In our role as broker and clearinghouse, we at the HRSC-NE strive to identify affordable, quality training courses that will be conducted at your activity or at a location central to several activities. This “regional” approach offers many benefits:

- It affords training opportunities for small activities that do not have a sufficient population to fill their own courses.
- Tuition costs are reduced because of volume discount rates from vendors.
- HRSC-NE can use its expertise to screen, procure and coordinate training services.
- HRSC-NE contracts with a carefully screened cadre of experienced, quality trainers.

As a means of identifying what courses to offer and where, we request your assistance to ascertain the training needs of your employees. Your timely response to this training survey serves that purpose. We would appreciate your responses no later than **28 July 2004**, so that your needs may be considered when establishing our FY05 Regional Training Schedule.

For questions or additional information regarding the course listing or your training needs, please contact your servicing Employee Development Specialist for assistance:

ED CALVELLO	(215) 408-5212	DSN 243-5212
<a href="mailto:edward.calvello@navy.mil">mailto:edward.calvello@navy.mil</a>		
DAVE NICKEL	(215) 408-5211	DSN 243-5211
<a href="mailto:david.nickel@navy.mil">mailto:david.nickel@navy.mil</a>		
MAUREEN SHAW	(215) 408-5214	DSN 243-5214
<a href="mailto:maureen.shaw@navy.mil">mailto:maureen.shaw@navy.mil</a>		

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## ***New Graduate School, USDA Courses to Help You Succeed!***

The Graduate School has more than **70 new** courses, **4 new certificate programs** <http://grad.usda.gov/cgi-bin/sb/nav.cgi/aip=?nav=100361> and **1 new degree program** <http://grad.usda.gov/cgi-bin/sb/page.cgi/aip=?page=101466> to help you advance in your career or begin a new one. Subjects include acquisition, business skills, communication, employee benefits, financial management, human resources, information technology, leadership and management and program and management analysis. If you don't find what you need in their list of new courses below, there is an excellent chance they already offer it. Just visit their extensive online course catalog <http://www.grad.usda.gov/cgi-bin/sb/nav.cgi/aip>

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### ***In Computer Technology News...***

The Office of Personnel Management has published final rules concerning the obligations of federal agencies to train employees on information technology security. The rules, in the June 14 Federal Register, largely restate in plainer language previous guidance on that issue. The regs require that agencies must develop a plan for information systems security awareness and training, identify employees with significant responsibilities in that area and provide role-specific training in accordance with federal standards.

All users must be exposed to security awareness materials at least annually, and executives must receive training in information security basics and policy level training in security planning and management. Additional training is required for IT security program managers, auditors and other security-oriented personnel. Refresher training must be provided as frequently as determined necessary by the agency, based on the sensitivity of the information.

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### ***OPM Boosts Efforts to Thwart Diploma Mills***



Federal personnel officials are intensifying efforts to educate human resources officers on the problem of fake educational degrees in government.

The Office of Personnel Management recently held two seminars to train personnel officers on how to spot false degrees.

"These phony degrees deceive the public, pose a potential threat to national security, and can give the public the impression that federal employees have expertise and credentials when they do not," OPM Director Kay Coles James said in a memorandum this week.

The seminars held in Washington were used to train human resources officers and OPM officials who review employment applications. OPM is also reworking federal employment applications and background check forms to clarify the distinction between legitimate schools and diploma mills.

The General Accounting Office began an investigation of diploma mills last year after Laura Callahan, a senior director in the Department of Homeland Security's chief information officer's office, was placed on administrative leave following allegations that her degrees came from a diploma mill in Wyoming. Callahan has since left DHS. Agency officials have declined to provide details about her departure or the results of their investigation into her credentials.

Several lawmakers have joined with the Education Department to encourage more rigorous screening of the educational credentials of federal job applicants and employees seeking promotions. Education Secretary Rod Paige said in February that his agency would compile a list of accredited higher education institutions to help personnel officers weed out suspicious credentials.

Sen. Susan Collins, R-Maine, the chairwoman of the Senate Government Affairs Committee, held hearings in May to discuss a GAO report on the issue.

"I am pleased that Director James has taken up this challenge and that she appreciates the damage diploma mills can do to confidence in the federal workforce," Collins said. "I have invited the Office of Personnel Management to testify at the hearings and look forward to hearing more about its efforts to stop the payment for and use of diploma mill credentials."

In her memo, James thanked Collins and Tom Davis, R-Va., chairman of the House Government Reform Committee, for pushing the fight against diploma mills.

"Every federal employee must have the utmost confidence of the American people, no matter what job the employee fills," James said. "The way to maintain this confidence is by ensuring that the training and education of the federal workforce are done by accredited institutions."

Please click on the link below for information and references for finding accredited schools.  
<http://www.opm.gov/qualifications/SEC-II/s2-f-g.htm>

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***Town Hall Meeting with Secretary of the Navy Gordon England on  
National Security Personnel System (NSPS)***

Please click on the link below for a complete transcript of the Town Hall Meeting addressing NSPS.

<http://www.defenselink.mil/transcripts/2004/tr20040707-0985.html>

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## STUDENT LOANS

The Office of Personnel Management (OPM) recently issued new regulations increasing the amount Federal agencies can pay for their employees' student loans. OPM is allowing payments of up to \$10,000 per year per employee in 2004. That's an increase of \$4,000 over 2003. OPM also raised the total payment allowed from \$40,000 per employee to \$60,000. The program was established as a recruitment or retention incentive for new candidates and current employees. A service agreement is required from the employee who receives a student loan repayment benefit.

At this time, DON policy is being revised to match the newly authorized increases applicable towards the repayment of student loans. Until the revised policy is released, you are only authorized to pay up to the amounts identified in the current DON policy (\$6,000/\$40,000).

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## Featured Article



### Anxiety in Public Speaking

“ I can't believe I agreed to do this speech. Look at all those people out there! My knees are shaking, and my stomach feels like I just went over the top of a roller coaster. My heart is beating so fast and hard my tie is jumping. I just wanted to scream and run away!”

Speaking in public is often cited as the number one fear of adults. The Book of Lists places the fear of death in fifth place while public speaking ranks first. Jerry Seinfeld said, “ That would mean at a funeral, people are five times more likely to want to be in the casket than giving the eulogy.”

Let's look at some techniques to deal with the anxiety and give an excellent presentation. The methods are divided into the acronym **P.R.E.P.A.R.E.**

**PREPARATION** - The foundation of a good speech is built on the 6 “W's” of effective journalism. You must determine:

- Who is your audience?
- What are your key points?
- When are you speaking; how long?
- Where is the speech; physical surroundings?
- Why should the audience listen to you?
- How are you going to present?

In an effective speech your audience will only remember 3 to 4 main ideas. Decide on the essential ideas vital for their understanding your topic. These are your key points. Make a brief outline with your supporting ideas.

**REHEARSE** – Practice is essential. Try delivering your talk without using any notes and check your timing during this rehearsal. If you have to use notes, then just jot down your key points. Don't attempt to memorize the entire speech word for word.

**ENTRY**- Launching your presentation is as important as the takeoff of an airplane. If the liftoff fails, the rest of the trip becomes irrelevant. Determine how you are going to start your speech and commit the first several lines to memory. An excellent beginning includes telling the audience why they want to listen. What is the benefit to them?

If you are particularly nervous, look for a sympathetic face and talk to that person for several moments. Do not begin with an apology... "I didn't have much time to prepare this talk." Or "I'm not really very good at giving speeches." Starting with a negative makes the audience uncomfortable. Remember you feel more anxious than you look. Convert your nervous energy into enthusiasm and launch your speech positively.

**POSTURING** – Your body is a tool. Learn to use it effectively. Find your center of balance. Your feet should be firmly planted about shoulder width apart. Hold your shoulders back and chin up. Stand calmly, being careful not to fidget or sway. Let your hands rest by your sides.

Make your movements purposeful. If you make a gesture with your hands, let them return to the resting position by your side. Don't wander around the room. If you want to go to a different location – go there and then stop. Speak to one person at a time and maintain eye contact.

**AUDIENCE** – Know your audience. What does your audience know about the topic? Try and anticipate their questions. During the presentation, seek reactions, questions and concerns. This makes you appear accessible and allows you to move through the topic with your audience following along closely.

**RELAX** - Remember the physical reactions you experience in front of a group are normal. When confronted with a stimulating the body resorts to the "fight" or "flight response. Your pulse increases. Adrenaline releases into your bloodstream. Your body prepares for a physical response but you have to stay put!

**ENDING** – Like the touchdown of an airplane, your presentation must be landed correctly. Begin the end by summarizing your key points. Next ask for audience questions and clarify any remaining issues. Then make your closing statement, which should encourage some action. What do you want the audience to do? Memorizing the last few lines ensures a strong close. Finally smile and nod your head.

If the thought of speaking in public makes you anxious, you probably will be. However if you **P.R.E.P.A.R.E.**, the level of your anxiety will be lower and you will deliver a better, more effective speech. Who knows, you may find you like giving the eulogy better than being in the casket!

***Top Employee Satisfaction Drivers***

***Quality Leadership  
Skills/mission match  
Teamwork***

***FACILITATION PROGRAM ANNOUNCEMENT***

The Department of the Navy's (DON) Workplace Alternative Dispute Resolution Program seeks applicants for training as collateral duty facilitators. These facilitators will provide facilitation services in large and small meetings covering a wide range of topics involving Navy civilian employees.

Applicants must be current DON civilian employees, and have their supervisor's permission to apply and participate. Criteria for selection include experience in public speaking, active listening, managing meetings, dealing with conflict, conducting training, and the ability to act in a neutral, ethical, and impartial manner. Alternative Dispute Resolution experience is beneficial but not required. This program hopes to attract a diverse group of applicants from all areas of Navy and Marine Corps life. Participants in the Navy Certified Mediator Program are particularly encouraged to apply.

Training in the art of facilitation will be arranged by most Human Resource Service Centers. Upon successful completion of the training course, facilitators will receive a certificate and become a member of a cadre of DON facilitators. The DON ADR Program will provide this no cost training. Travel, if necessary, will be funded by the applicant's activity. Application forms, instructions, and detailed information are available on the DON ADR Website, [www.adr.navy.mil](http://www.adr.navy.mil). Trained facilitators will be available in the future. Their services (consistent with applicable collective bargaining obligations) can be obtained through the Website or an HRSC ADR Coordinator.

***OPM Director James Issues Guidance to Agencies on New Eligibilities  
for Veterans' Preference***

***Global War on Terrorism Medals to Recognize Veterans' Service***

**Washington, D.C.** – Kay Coles James, Director of the U.S. Office of Personnel Management (OPM), issued guidance on the eligibility of Global War on Terrorism medal recipients for

veterans' preference, in a memo (attached) to heads of departments and agencies as well as human resource directors.

Two medals have been authorized, the *Global War on Terrorism Expeditionary Medal* and the *Global War on Terrorism Service Medal*. Each medal carries with it separate and unique benefits for veterans. Receipt of the Expeditionary medal qualifies veterans for veterans' preference, provided the individual is otherwise eligible. Receipt of the Service medal qualifies veterans for a Veterans' Recruitment Appointment (VRA). Veterans with a service connected disability or those who have received a Purple Heart are entitled to 10-point veterans' preference regardless of eligibility for the service of expeditionary medals.

"I am pleased to inform you that the Defense Department recently announced final approval for the award criteria of the *Global War on Terrorism Expeditionary and Service Medals*. These medals were authorized by President Bush a year ago with the issuance of Executive Order 13289," stated James. "They recognize the outstanding work being done by our Armed Forces, both here and abroad, in combating the global scourge of terrorism. It is now our mission to ensure that these brave men and women, and especially our disabled veterans, are afforded every right and opportunity owed to them under the veterans' preference laws."

The *Global War on Terrorism Expeditionary Medal* will be awarded to those service members who deployed overseas for service in the Global War on Terrorism operations on or after September 11, 2001, and up to a future date to be determined by the Secretary of Defense. Initial award of this medal is limited to personnel deployed abroad in Operations Enduring Freedom and Iraqi Freedom.

Initial award of the *Global War on Terrorism Service Medal* will be limited to domestic airport security operations and service members who support Operations Enduring Freedom, Noble Eagle, and Iraqi Freedom.

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### ***Partnership Launches Online Resource Center***

The Partnership for Public Service has developed an online resource center that will enable agencies to share resources and best practices on recruiting, managing and retaining federal employees. The Partnership's Solutions Center, [www.ourpublicservice.org/solutionscenter](http://www.ourpublicservice.org/solutionscenter), is divided into four areas – leadership, recruitment, performance management and strategic human capital strategies - and highlights successful agency programs.

In addition to case studies, the site features tools and resources that provide users with a variety of information including "cool federal Web sites" under the recruitment tab and agency-specific resources and reports on the leadership page.

As the site grows, it could become a valuable resource for human resource specialists looking for ways to improve recruitment and retention within their agencies.

Marcia March, PPS vice president for agency partnerships, said the Web site's design and content were passed, in part, on a series of interviews she and John Palguta, PPS vice president

for policy and research, did with agency HR directors. March said the HR directors were fairly consistent in their interest in finding out about successful recruitment and retention programs.

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*Mistranslations*  
*Mistranslations*

*Actual signs that were seen*

- At a Music Store: Out to lunch. Bach at 12:30. Offenbach sooner.
- At a pizza shop: 7 days without pizza makes one weak.
- At a tire shop in Milwaukee: Invite us to your next blowout.
- At a Towing Company: We don't charge an arm and a leg. We want tows.
- At a Used Car Lot: Second Hand cars in first crash condition.
- At an optometrist's office: If you don't see what you're looking for, you've come to the right place.
- Church sign: To remove worry wrinkles, get your faith lifted.
- In a counselors office: Growing old is mandatory, growing wise is optional.
- In a Florida maternity ward: No children allowed.
- In a health food shop window: Closed due to illness.
- In a Texas funeral parlor: Ask about our layaway plan.
- In an office: Would the person who took the step ladder yesterday kindly bring it back or further steps will be taken.
- Maternity Clothes Shop: We are open on Labor Day.
- On a butcher's window: Let me meat your needs.
- On a maternity room door: Push. Push. Push.
- On a Music Teacher's door: Out Chopin.
- On a plumber's truck: We repair what your husband fixed.
- On a restaurant: Try our fish just for the halibut.
- On a Scientist's door: Gone Fission
- On another Butcher's window: Pleased to meat you.
- On the door of a Computer Store: Out for a quick byte.
- On the door of a Music Library: Bach in a min-u-et.

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# PowerPoint Resources

Numerous resources on the WEB are available for enhancing PowerPoint presentations. From additional backgrounds, templates and clip art to animated characters and chart engines, these tools will give you the creative boost you are looking for.

<http://www.powerpointbackgrounds.com/>

This site contains a wide variety of downloadable background arranged by theme, with thumbnails of slides. Themes include Business, Technology, Sales & Marketing, Education, Medical, Maps and Flags, Advertising, Animals, and construction. The templates are also organized by color.

[www.powerpointers.com](http://www.powerpointers.com)

An abundance of articles on communicating more effectively with PowerPoint in various professional situations: sales pitches, formal presentations, informal meetings, presenting to the media, etc.

[www.microsoft.com/office/powerpoint](http://www.microsoft.com/office/powerpoint)

Often overlooked, the PowerPoint section of Microsoft's own Web site has many free resources, including a tip-and-tricks section, template gallery, tutorials, and extra clip art, as well as links to other resources sites and, of course, information on the latest downloads, patches and add-ins available for PowerPoint.

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We welcome your comments, feedback, and articles for our future TRAINING WAVES Newsletters. Please contact Dave Nickel, HRSC-NE, Code 30 @ DSN: 243-5211 or Comm: 215-408-5211 or david.nickel@navy.mil