

# HRSC, NW Training Highlights

Volume 02, Issue 09

SEPTEMBER 2004

## Northwest Featured Article

### The Survey Says!

We would like to take the opportunity to thank all of you who responded to our recent survey about the usefulness of our Training Bulletin. We asked you to respond to several questions, responding whether you found the item "not useful," "useful" or "very useful." We are glad to see that 81% of the respondents find this bulletin "useful" to "very useful."

We asked your opinion about the sections of our bulletin and you responded as follows:

"**Training News**" -- 82% of you find this "useful" to "very useful."

"**Featured Training**" -- 76% of you find this "useful" to "very useful."

"**Training Guru**" -- 78% of you find this "useful" to "very useful."

"**Schedule of Courses**" -- 89% of you find this "useful" to "very useful."

"**Tip of the Month**" -- 86% of you find this "useful" to "very useful."

Finally, 92% of the respondents stated that our distribution schedule (the third week of each month) meets your needs. Some comments we received included: "I like this because it is short and sweet," "Length is great – a lot of information, but not overwhelming," "I, as the training coordinator for our command, created a training page on our intranet and have linked this bulletin so employee's continue to get current updates and information. All they have to do is read it. It has worked out very well for us." (Cont on pg. 3)



## Capital Featured Training

### Becoming an Encouraging Leader

In their book, *Leadership By Encouragement*, Don Dinkmeyer, Ph.D. and Daniel Eckstein, Ph.D. explain that true leadership is not always found at the highest levels of the organization. Rather, true leadership is often more frequently demonstrated at a company's lower level pecking order. That's because True Leadership involves specific skills of **encouraging** and **influencing** others. For instance, the receptionist who solves a customer's problem is a true leader; the computer analyst who shows an employee how to operate a new program is a true leader; the first-line supervisor who helps employees understand unit goals is a true leader; the mid-level manager who works with other managers to develop strategic plans is a true leader; and the CEO who clarifies the organization's vision is a true leader. In other words, **Leadership Is Everyone's Business and True Leaders are everywhere in organizations!** Encouraging Leaders display the highest levels of Leadership Skills because they know how to interact with others in a manner that achieves positive outcomes. Some people are in leadership positions and just don't know how to achieve positive outcomes. Leadership is like teaching. Some teachers are gifted to teach, and for others, it's just a vocation. Some leaders are gifted to lead, and some are just in position to lead, due to the vocation, which often leads to organizational pitfalls. Bad Leaders are: never wrong, close minded, blame others, opinionated, indecisive, self-absorbed, credit claimers, micro-managers, insecure...shall we continue? What makes for a good leader? Think you know? Well plan to attend the **Leaders Conference 2004**, sponsored by Human Resources Service Center Northwest and Total Learning Solutions, held on 14-15 Sep, at the Catering and Conference Center, B-211, WNY. The Conference theme is "Built to Last - Skills for Longevity." Keynote speaker will be Dr. Barbara Brown, noted author of "Becoming a V.I.P. Leader." Workshops are designed for aspiring leaders, new supervisors, and seasoned managers

## INSIDE THIS ISSUE

- 1 [NW: Featured Training: The Survey Says!](#)
- 1 [Capital: Training News: Becoming an Encouraging Leader](#)
- 2 [NW: Current Schedule of Courses](#)
- 2 [Capital: Current Schedule of Courses](#)
- 3 [Training News: DAWIA / Training Coordinator Corner](#)
- 3 [Training News: Continuation from page 1 / Exciting News](#)

## **NORTHWEST COURSES**

This is a current listing of **some** of the upcoming courses offered through the HRSC-NW Training Department. For more information such as a complete list of courses or how to register, please visit our [website](#). *All courses held at Jackson Park Community Center unless otherwise stated.*

### **SCHEDULE OF COURSES**

#### **COMMUNICATING WITH CHALLENGING PEOPLE**

DATE: 9/02/04                      DEADLINE: 8/12/04  
COST: \$110

#### **PROJECT MANAGEMENT**

DATE: 9/02/04                      DEADLINE: 8/16/04  
COST: \$ 78

#### **ANTI-TERRORISM BRIEFING**

DATE: 9/07/04                      DEADLINE: 8/17/04  
COST: FREE

#### **COUNTER-INTELLIGENCE BRIEFING**

DATE: 9/07/04                      DEADLINE: 8/17/04  
COST: FREE

#### **WORKING IN THE 21<sup>ST</sup> CENTURY A.M.**

DATE: 9/14/04                      DEADLINE: 8/24/04  
COST: \$55

#### **WORKING IN THE 21<sup>ST</sup> CENTURY P.M.**

DATE: 9/14/04                      DEADLINE: 8/24/04  
COST: \$55

#### **HR FOR SUPERVISORS**

DATE: 9/21 – 23/04                      DEADLINE: 8/30/04  
COST: FREE

#### **RETIREMENT PLANNING ESSENTIALS (FERS)**

DATE: 9/21 – 22/04                      DEADLINE: 9/31/04  
COST: \$50

#### **E-WRITING**

DATE: 9/23/04                      DEADLINE: 9/02/04  
COST: \$110

#### **BUILDING OPTIMAL WORK TEAMS**

DATE: 9/30/04                      DEADLINE: 9/10/04  
COST: \$50

IF YOU MISSED THE DEADLINE DATE, CHECK THE WEBSITE TO SEE IF THE CLASS IS MARKED FULL OR IF THERE ARE SEATS AVAILABLE. CHECK OUT THE FY05 CALENDAR OF COURSES.

## **CAPITAL REGION COURSES**

This is a current listing of **some** of the upcoming courses offered through the HRSC-NW Training Department. For more information, or a more detailed list, please visit our website. Click [here](#) to view our website. Click [here](#) for registration information. *All courses held at Cap Learning Center unless otherwise stated.*

### **SCHEDULE OF COURSES**

#### **DIVERSITY TRAINING**

DATE: 9/07/04                      DEADLINE: 8/17/04  
COST: \$166

#### **BASIC PERSONNEL MANAGEMENT FOR SUPERVISORS**

DATE: 9/08 –9/09/04                      DEADLINE: 9/01/04  
COST: FREE

#### **GRIEVANCES WORKSHOP**

DATE: 9/14/04                      DEADLINE: 9/07/04  
COST: FREE

#### **CIVILIAN MILITARY COURSE**

DATE: 9/20/04                      DEADLINE: 9/13/04  
COST: FREE

IF YOU MISSED THE DEADLINE DATE, CHECK THE WEBSITE TO SEE IF THE CLASS IS MARKED FULL OR IF THERE ARE SEATS AVAILABLE. CHECK OUT THE FY05 CALENDAR OF COURSES.

# Training News

## Continued from page 1 The Survey Says!

We asked and you responded! Below are some comments to the HRSC NW Training Department that were collected from the Customer Survey that was sent out this summer.

**Comment:** *The training classes are excellent however short notice precludes me from scheduling to attend.*

**Training Tidbit:** Our standard procedure is to post our classes for the next fiscal year on our web site by August 1<sup>st</sup>. This means that the classes scheduled for October were posted 2 months prior to their start date, classes scheduled for November were posted 3 months prior to their start date and etc... until you reach classes scheduled for next September, which were posted 13 months prior to the start date! **Many times we send out additional marketing for our classes as the start date approaches but you can register for any of our classes as soon as the schedule is released on August 1<sup>st</sup>.** Early registrations help ensure you get a seat in the class, allow us to confirm classes sooner and even schedule additional sessions if there's a need!

**Comment:** *Would like to have a catalog provided to me... the web version makes it hard to obtain overall classes.*

**Training Tidbit:** The search function on our web site is set up to automatically display 10 courses at a time but you can override that and display as many courses as you want! For example, if you entered a very high number like 500 in the box titled "records returned per page" it would display all the classes which could then be printed and passed around the office. Click [here](#) to try it out for yourself!



**DAWIA**



Did you ever wonder how the DAWIA data actually gets updated in DCPDS?

First, we receive your input (Position Career Category and Level Designation, Acquisition Professional Community [APC] Memberships, and/or Class Fulfillments). We check to ensure that the employee/position has been DAWIA designated and then we input the information into DCPDS. When completed, we provide a career brief and e-mail or fax it to you. You will always receive a career brief when we have entered any new information into an employee's record. Need to know more?

The DAWIA Program Manager is Bobbie Thompson and she can be reached by email at HRSCNW-DAWIA@navy.mil.

### NEW FY05 CATALOG POSTED

Have you checked out our FY05 catalog?

Check out our [website](#) and enroll early!

## Ebert and Roeper Come to Training!

Have you ever seen a class on our schedule and wondered what type of reviews it received? New in FY05 we will be adding the student reviews or comments to the course announcements. We will be taking the reviews from the last offering of the class and posting a link to them from the upcoming offering.

To give you a sneak peak we've posted the reviews for 2 classes that you can check out now!

Click here for [EEO Update](#) and scroll down till you get to Customer Review.

Click here for [MSPB Update](#) and scroll down till you get to Customer Review.

Department of Navy Human Resources - Microsoft Internet Explorer provided by Navy Marine Corps Intranet

Address: <http://www.donr.navy.mil/employees/training-3.asp?CourseID=5039>

### Training Course Report

[Close Window](#)

The contents of the training event record you selected are displayed below.

**SHORT TITLE:** EEO UPDATE

**LONG TITLE:** EEO UPDATE [HUMAN RESOURCES]

**LOCATION:** JACKSON PARK COMMUNITY CENTER NW

**REGION:** NORTHWEST

**DATE START:** 8/15/2005

**DATE END:** 8/15/2005

**TIME START:** 8:00:00 AM **TIME END:** 4:00:00 PM

**NOMINATION DEADLINE:** 5/25/2005

**COST:** \$125.00

**COURSE DESCRIPTION:** This course is a comprehensive review and analysis of recent decisions made by the EEOC and the courts during 2004 and 2005. The course includes a discussion of recent and proposed regulatory and legislative changes as well as an analysis of significant undecided issues. Specific topics covered include: Affirmative Action, Age Discrimination, Alternative Dispute Resolution, Compensatory Damages, Disability Discrimination, Dismissal of Complaints, EEO procedures (i.e. The 1614 Regs), Evidence, Firm Choice, Full Relief, Mixed Cases, Mixed Motive Claims, National Origin Discrimination, Proposed Changes, Reasonable Accommodation, Relief (i.e., Back Pay, Interest, Reinstatement), Race Discrimination, Religious Discrimination, Retaliation, Settlement, Sexual Harassment, and Sex Discrimination. This course addresses the Navy Civilian Leadership Development competency of Human Resources Management. Upon completion, participants should be able to: Explain the EEO complaint process, particularly as it "develops" beyond the investigative stage; discuss and apply recent EEOC and court decisions to their activity/EEO processes; and discuss and apply changes in EEO regulations.

**ELIGIBILITY:** EEO Specialists, EEO Officers, Attorneys, Legal Assistants, Personnelists, Managers (2nd line supervisors and above-military and civilian)

**ACTION:** Fax nominations to (360) 476-7749 (DSN 439-7749) or send via e-mail to hrscnw-training@navy.mil. Government credit card information must be included in block 27 on the DD 1556 to process registration. Please include the credit card holder's name, credit card number, expiration date, phone number and fax number. In block 18, provide training coordinator's name, phone number and fax number. [Click here for a copy of a DD 1556.](#)

**CONFIRMATION LETTERS:** A course confirmation letter will be faxed to the Training Coordinators as soon as the class minimum is met or 14 calendar days before class start date, whichever comes first. Once the confirmation letter is sent, your command is obligated to pay for the quota. If the nominated student is unable to attend substitutions are encouraged.

When this course has reached the maximum enrollment, it will be noted as **FULL** in the Title above.

**VENDOR:** Sam Vitaro, 334 Los Cerros Drive, Greenbrae, CA 94904

**CUSTOMER REVIEWS:** Click [here](#) to read the student reviews from the last class.

