

COMPETENCY DEVELOPMENT BY COURSE

Course Title	Global Perspective	Business Acumen	Results Driven	Leading People	Leading Change	Building Coalitions	Communication	Interpersonal Effectiveness	Critical Thinking	Org Stewardship	Veteran and Customer	Personal Mastery
5 Choices		X						X	X	X	X	X
7 Habits		X	X			X	X	X	X	X	X	X
CARE					X	X	X	X	X	X	X	X
CDL	X	X	X	X	X	X	X	X	X	X	X	X
Coaching	X		X	X	X	X	X	X	X	X	X	X
Crucial Conversations			X	X			X	X	X	X	X	X
Emerging Leaders				X	X	X	X	X	X	X	X	X
Excel Basic		X						X				X
Excel Intermed.		X						X				X
PRIDE	X	X	X	X	X	X	X	X	X	X	X	X
School at Work							X	X	X	X		X
TEACH							X	X	X	X	X	X
TMS Admin		X		X		X	X			X	X	X
TMS User		X				X	X			X	X	X
TMS Superv.		X		X		X	X			X	X	X
Word Intermed.		X						X				X
Working at the Speed of Trust				X	X	X	X	X	X	X	X	X
Writing Advantage		X	X	X	X	X	X	X	X	X	X	X

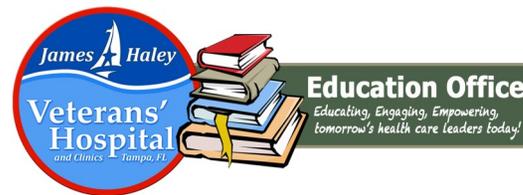
The VHA All Employee Competencies:

- ◆ Communication
- ◆ Interpersonal Effectiveness
- ◆ Critical Thinking
- ◆ Organizational Stewardship
- ◆ Veteran and Customer Focus
- ◆ Personal Master

The VHA Leadership Competencies:

- ◆ Global Perspective
- ◆ Business Acumen
- ◆ Results Driven
- ◆ Leading People
- ◆ Leading Change
- ◆ Building Coalitions

DETAILED DESCRIPTIONS OF COURSES, COMPETENCIES AND A GUIDE TO EMPLOYEE DEVELOPMENT CAN BE FOUND ON THE EDUCATION OFFICE SHAREPOINT PAGE.



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Education office course and LEAD Program descriptions

*Educating, Engaging, and Empowering
Tomorrow's Health Care Leaders Today!*

813-972-7649

COURSE DESCRIPTIONS

5 Choices to Extraordinary Productivity: This course seeks to increase productivity of individuals, teams, and organizations. Franklin Covey's solution inspires participants to apply a process that will dramatically increase their ability to achieve life's most important outcomes and provide a renewed sense of engagement and accomplishment. 1-day course. Target audience: All Employees.

7 Habits of Highly Effective People: The 7 habits of highly effective people help you lead your life in a truly effective way. The habits build on each other, creating a process of personal and interpersonal growth and development. By practicing these habits, you can expect to: Gain control over your life, get focused and organized, enhance your relationships, improve your communication, and achieve work/life balance. 1-day or 3-day. Target audience: All Employees.

C.A.R.E. Customer Service Skills: Goal: to Improve the quality of customer service received by the veterans, positively impact healthcare outcomes of the veteran patients, and recognize your position/role impacts the health of the veteran. 4-hour course. Target audience: All Employees.

Coaching for High Performance: As a first step towards national mentor certification, this course will help participants differentiate between coaching, mentoring, and precepting roles. Through interactive exercises participants will be able to describe and use the GROW model regarding attainable goals. 1-day course. Target audience: Supervisors and employees who lead people and teams.

Crucial Conversations: Do you want to be able to talk to anyone about anything? If you are stuck or not achieving what you want in a variety of areas ranging from awkward or failing relationships to dysfunctional teams to cost, quality or safety problems at work, attend this course and learn how to get to the root cause of these and other problems and change your life forever. 2-day course. Target audience: All Employees.

Emerging Leaders: If you are a leader or aspire to be a leader, this course will help you become familiar with the characteristics of great teams and organizations and how to sustain superior performance, loyal customers, engaged employees and distinctive contributions. 1-day course. Target audience: Supervisors and employees who lead or desire to lead people and teams.

Excel Basic: At the end of this course, participants will be able to: 1. Navigate a worksheet and entering/editing data; 2. Format a worksheet using a variety of different functions; 3. Print worksheets; 4. Create charts and tables within the Excel worksheet. 1-day course and some Saturday's.

Excel Intermediate: At the end of this course, participants will be able to: 1. Consolidate data; 2. Use advanced chart formatting options; 3. Sort and filter data; 4. Use special formatting options; 5. Use templates; 6. Use error tracing features; 7. Protect worksheets; and 8. Link worksheets and workbooks. 1-day course and some Saturday's.

T.E.A.C.H.: At the end of this course participants will be able to: 1. Understand relationship of patient education to improved health outcome; 2. Understand benefits of providing patient education to Veterans and families; 3. Understand the TEACH framework; 4. Implement five TEACH techniques in your work with patients; 5. Know the value of patient education. 1-day course. Target audience: Employees in direct contact with Veterans. 7 CE hours.

TMS Administrator: After completing this training, you will be able to improve your knowledge and skills in: 1. Create Bookmarks to access records in TMS; 2. Access previous searches using the recents function; 3. Perform a User Search to view a user's record; 4. Print a certificate using the Launch Proxy function; 5. Record learning and remove training assignments from a user's To Do List; 6. Create Items and External Events; 7. Validate Self Enrolled Users accounts; 8. Run reports on items and users using specific search filters. 2-hour course. Target audience: TMS Administrators.

TMS Supervisor: Upon completion of this training session, you will be able to: 1. View the User records using the My Employees tab; 2. Identify users that are deficient with mandatory training requirements; 3. Assign/Remove learning requirements from users To Do List; 4. Record learning for users; 5. Register/Withdraw employees for Instructor-led training; 6. Approve training requests; 7. Run reports on items and users using specific search filters; 8. Add an Alternate Supervisor or for users. 2-hour course. Target audience: Supervisors.

TMS User: Upon completion of this training, you will be able to: 1. View and search your Learning Plan; 2. Create and reset your TMS password; 3. Access the User Profile and update your supervisor and email address; 4. Use Search Catalog to access courses in TMS; 5. Remove/withdraw from training; 6. Update password and security questions using Options and Settings;

7. Print certificates of completion; 8. Run reports to show your learning completions. 2-hour course. Target audience: All Employees.

Word Intermediate: Topics to be covered: 1. new documents; 2. navigating a document; 3. undo and redo; 4. cutting, copying, and pasting text; 5. formatting; 6. tables; 7. headers and footers; 8. spelling and grammar; 9. printing. 1-day course. Target audience: All Employees.

Writing Advantage: Learning Objectives: 1. Organize initial ideas around a clear purpose to start the writing process; 2. Structure a prototype based on solid writing standards; 3. Evolve their prototype into a draft document; 4. Review and refine the draft against formal standards; 5. Produce a final and collaborative edit on their draft. 1-day course. Target audience: All Employees.

Working at the Speed of Trust: Working at the Speed of Trust is a highly interactive workshop that engages employees in the real work of identifying and closing the trust gaps that exist in our organization. 1-day course. Target audience: All Employees.

LEAD PROGRAMS

Competency Development for Leaders in the 21st Century (CDL): Based on the new VA Leadership competencies and managed through the VISN 8 Education Workgroup, CDL promotes personal and professional leadership development within the VA Leadership competencies, targeting the intermediate level behaviors. Applications are distributed annually in the Fall. 6-month program. GS-9/wage grade equivalent and above.

Stepping with PRIDE: The goals for Stepping with PRIDE are to enhance self-development skills and knowledge to increase productivity and employee satisfaction, develop nurturing support systems with a mentor and medical center employees, enhance leadership potential through personalized developmental and educational experiences, and increase visibility/networking opportunities within the facility. Applications are distributed annually in the Fall. 6-month program. GS-8/wage-grade equivalent and below.

School at Work (SAW): The benefits of School at Work include, but are not limited to enhancing your healthcare career progression, career planning, improving communication skills, building confidence and teamwork. Applications are distributed annually in the Spring. 6-month program. GS-5/wage-grade equivalent and below.