

OM TRAINING OPPORTUNITIES

When you think of the Office of Management (OM), chances are you think of such issues as computerization, workplace security, vacancy announcements, job descriptions, budget reports, procurement matters, equal employment opportunity, ethics regulations, directives and notices, leave policies, labor relations, travel vouchers--just to name a few!!! All of the regulations and processes relating to issues like these can appear difficult to understand and overwhelming to employees who do not deal with them on a daily basis. However, when our supervisors, managers and employees do need to deal with these types of issues, OM can offer them the necessary information, skills and tools in a common-sense, organized manner. To that end we have prepared this listing of free informational courses, workshops and presentations that the various Divisions in OM offer. We invite you to contact the offices listed for further information and/or to schedule a session. We also invite your input on other courses OM should consider developing as our Agency's goals and mission evolve and present new challenges to our employees.

ADMINISTRATIVE SERVICES DIVISION

Contracting Officer's Technical Representative Course
Procurement Regulations—What Every Manager Should Know
Writing Agency Directives and Notices
Correspondence/Mail/Records Management Workshop

AUTOMATED INFORMATION SYSTEMS DIVISION

Geographic Information Systems (GIS)

BUDGET DIVISION

The Budget Process
Temporary Duty Travel Training

CIVIL RIGHTS DIVISION

EEO Counseling
Alternative Dispute Resolution
Trend Analysis in EEO Counseling and Mediation
Formal EEO Complaint Management
Roles and Responsibilities of the EEO Advisory Committee
EEO for Supervisors and Managers
Just What Is Compliance Assistance, Review and Evaluation (CARE)?
Your Affirmative Employment Program
Prevention of Sexual Harassment-Know What It Is and How to Stop It

FIELD AUTOMATION AND INFORMATION MANAGEMENT DIVISION

Customizing the Standard Software FAIMLOAD

FINANCIAL MANAGEMENT DIVISION

"BRIO-Web" for Beginners

HUMAN RESOURCES DIVISION

Federal Benefits Presentation
CSRS/CSRS Offset and FERS Pre-Retirement Seminars

OWCP-What to Do When an Employee Is Injured at Work/Case Management
Performance Management Training for Supervisors
Flexiplace/Telecommuting Briefing
Awards Briefing
Behavioral Event Interviewing for Supervisors
Behavioral Event Interviewing for Interviewees
Compensation Overview for Supervisors and Administrative Staffs
Time and Attendance Training for Timekeepers
Refresher Workshop on Flexible Work Schedules
Position Classification for Supervisors and Administrative Staffs

LABOR AND EMPLOYEE RELATIONS DIVISION

Ethics and Conflicts of Interest; Standards of Conduct
Basic Labor Relations for Supervisors
Basic Conduct and Discipline for Supervisors
Conducting Inquiries/Investigations
Labor-Management Agreement Training
Labor-Management Agreement Training for New Supervisors
Performance-Based Actions and PIPs
Grievance Handling
Labor and Employee Relations Training for New Supervisors
Ethics and Standards of Conduct – The Basics
Improving Communications
Professionalism
Understanding Workplace Violence
Workplace Violence Prevention – Computer Based Training CD and Video
Workplace Violence Prevention SPOT Interactive Training
Recognizing and Dealing with Troublesome Employee Behavior
Team Building Sessions
Conflict Management
Active Listening
Giving and Receiving Feedback
Proactive-Facilitative Mediation
VDIP Overview
Interest-Based Problem Solving
Personal Development/Work-Life Workshops (EAP Contractor)

WORKFORCE TRANSITION MANAGEMENT STAFF

Leadership Coaching
Managing Transition from the Trenches

ADMINISTRATIVE SERVICES DIVISION

Contracting Officer's Technical Representative Course: This 5-day course provides non-contracting personnel with information on the federal acquisition process, and the skills to execute the responsibilities of a technical representative. Topics covered include acquisition planning, contract development, contract administration and assessing performance. Contact the Procurement Management Branch, 301-504-4243.

Procurement Regulations—What Every Manager Should Know: This 4-hour briefing is for managers with no procurement background. Participants will learn, in easy to understand terms, what they need to know from both a regulation and ethical perspective to properly plan, execute and administer procurement decisions. Contact the Procurement Management Branch, 301-504-4243.

Writing Agency Directives and Notices: This 4-hour workshop is for Agency employees who write Agency issuances and focuses on performance-centered documentation, using plain language, and writing for the intended audience. Participants will be given guidance on what to include in Agency issuances, the standard formatting for these issuances, and the FSIS Issuance System (including details on how policies and procedures govern FSIS, why managing the system is vital for legal compliance, initiating a directive or notice, and the issuance clearance process). Contact the Directives Management Section, 301-504-4233.

Correspondence/Mail/Records Management Workshop: This 2-hour workshop is for administrative support assistants who prepare correspondence, use mailing services, and file official records. The objectives are to learn how to prepare correspondence to achieve uniformity and simplicity, what the best cost savings techniques are to use, and how to prepare mail according to Federal regulations. Participants will also learn how to identify official records, "nonrecords" and personal material, and how to file records according to the uniform filing and disposition system. Contact the Records Management Section, 301-504-4214.

AUTOMATED INFORMATION SYSTEMS DIVISION

Geographic Information Systems (GIS): This course is designed for individuals who will be using GIS software as a reporting tool. The objective of the class is to teach the skills that are necessary to begin to use the Agency standard software ArcGIS. Contact the User Services Branch, 202-690-2700.

BUDGET DIVISION

The Budget Process: This briefing, which varies in length depending on the customer's needs, provides information on budget formulation for those managers, supervisors and administrative employees responsible for day-to-day fiscal matters in their program areas. The briefing also covers reimbursable agreements and explanations of the "Status of Funds" reports distributed to program areas by the Budget Division. Contact the Budget Division, 202-720-3367.

Temporary Duty Travel Training: This 1-day course provides, in practical language, an understanding of temporary duty travel allowances and responsibilities. The session covers Agency policy on travel authorizations and vouchers, the government travel charge card program, travel management centers, per diem allowances, contract airfares and supervisory oversight of travel. Contact the Fiscal Services Branch, 202-720-5501.

CIVIL RIGHTS DIVISION

EEO Counseling: This 2-hour session familiarizes participants with the EEO Counseling process in FSIS, provides a better understanding of the typical issues in EEO complaints, and offers conflict resolution strategies for every day use by managers. Contact the Counseling and Mediation Branch, 301-504-7755.

Alternative Dispute Resolution: This 2 to 3-hour interactive workshop provides an explanation of the dynamics that often drive suspicions of discrimination in the workplace, a better understanding of the bases and issues in a typical EEO complaint situation, and suggestions on how to defuse and resolve conflicts before a complaint is filed or before it reaches the formal complaint stage. Contact the Counseling and Mediation Branch, 301-504-7755.

Trend Analysis in EEO Counseling and Mediation: This 1 to 2-hour workshop will provide participants with a good foundation regarding the bases and issues typically raised in EEO complaints in the Federal sector. The session provides an overview of trend analysis in EEO complaints and suggested methods for resolving complaints at the lowest possible level. Contact the Counseling and Mediation Branch, 301-504-7755.

Formal EEO Complaint Management: This 2 to 4-hour course provides comprehensive information on the formal EEO complaint program in FSIS. It includes a discussion on the roles and responsibilities of managing formal complaints of discrimination in FSIS, a history of the law, rules and regulations governing Civil Rights and EEO, an overview of the complaint process, and the status of formal complaints in FSIS. The course also includes a discussion on the myths associated with settlement and resolution strategy of formal complaints. Contact the Complaints Management Branch, 301-504-7755.

Roles and Responsibilities of the EEO Advisory Committee: Through this 2-day interactive workshop, participants will learn the roles and responsibilities of an EEO Advisory Committee, gain an understanding of the EEO Program, learn how to communicate EEO matters to management, identify and resolve problems, and monitor and evaluate results. Contact the Program Planning, Analysis and Compliance Branch, 301-504-7756.

EEO for Supervisors and Managers: This 4-hour course provides detailed information and guidance to supervisors and managers regarding their EEO responsibilities. Participants will also learn the basic obligations of maintaining and managing a diverse workforce. Contact the Program Planning, Analysis and Compliance Branch, 301-504-7756.

Just What Is Compliance Assistance, Review and Evaluation (CARE)?: This 4-hour session provides an understanding of what is involved in "employment compliance." Participants will learn easy and basic strategies to ensure that their office's Affirmative Employment Program is in compliance with Federal laws, regulations and policies. Contact the Program Planning, Analysis and Compliance Branch, 301-504-7756.

Your Affirmative Employment Program: This comprehensive 2-day course teaches participants how to have an effective and results-oriented Affirmative Employment Program. Participants will gain an understanding of how to achieve and maintain diversity, identify barriers, resolve problems, and monitor and evaluate the effectiveness of their Affirmative Employment Program. Contact the Program Planning, Analysis and Compliance Branch, 301-504-7756.

Prevention of Sexual Harassment-Know What It Is and How to Stop It: Through interaction, classroom discussion and role playing, participants will learn in this 1-day course how to identify sexual harassment, how to prevent it, and what to do if they are sexually harassed. Contact the Program Planning, Analysis and Compliance Branch, 301-504-7756.

FIELD AUTOMATION AND INFORMATION MANAGEMENT DIVISION

Customizing the Standard Software FAIMLOAD: This 1-day course is designed for technical IT staff that support individual program areas and offices. The objectives of the class are to understand the major components of the standard FAIMLOAD, maximize use of software contained in the standard load, and learn to add software and/or menu items to extend/customize the standard load to meet the desires of individual offices. Contact the Field Automation Branch, 202-418-8832.

FINANCIAL MANAGEMENT DIVISION

“BRIO-Web” for Beginners: This 1½-day course is designed for participants who need to know the basics on how to extract data from the Financial Data Warehouse using the “BRIO-web” report viewer. The course is designed to show participants how to view FSIS standard reports, conduct analyses of the data in standard reports, work with results and tables, manipulate the results returned when a report is processed, create new reports from existing data models, and modify and process existing reports. Participants are provided with a user’s guide to assist them with creating reports to assist them in performing their jobs. Contact the Financial and Accounting Systems Management Branch, 301-504-5715.

HUMAN RESOURCES DIVISION

Federal Benefits Presentation: This is an approximately 4-hour informational presentation to familiarize employees with their benefits, which includes information on the CSRS and FERS retirement plans, the Thrift Savings Plan, Life Insurance and Health Insurance. Those participants who are within one year of eligibility for retirement are provided with a personal annuity estimate and/or one-on-one counseling, as requested. Contact the Field Services, Analysis and Benefits Branch, Human Resources Field Office, Minneapolis, MN, 612-370-2037.

CSRS/CSRS Offset and FERS Pre-Retirement Seminars: Separate 2-day seminars are held for CSRS/CSRS Offset and for FERS employees to help them plan for retirement. The objective of these seminars is to familiarize employees with their retirement benefits. The seminar includes information on Retirement Eligibility Factors, Computation of Approximate Annuity, Impact of Leave Balances, Survivor Benefits, Effect of Temporary Service, Effect of Contribution Refunds, Life Insurance, Health Insurance, Social Security Benefits, TSP Withdrawal Options, and Financial Planning. Contact the Employment and Benefits Policy Branch, 202 720-9866.

OWCP-What to Do When an Employee Is Injured at Work/Case Management: This 1-day course is designed to provide an overview of the OWCP process, completion of forms, employee and supervisor responsibilities, HRFO responsibilities, points of contact, how retirement affects OWCP benefits, job offers, accommodations of permanent restrictions, and the Vocational Rehabilitation Process. Contact the Field Services, Classification, Compensation and Benefits Branch, Human Resources Field Office, Minneapolis, MN, 612-370-2513.

Performance Management Training for Supervisors: This 8-hour course is designed to provide supervisors and managers with an understanding of the various components of performance management and the Agency’s performance plan. The participants will learn how to identify and develop performance elements and standards, communicate performance expectations, monitor performance, provide feedback, evaluate employee performance, reward employee performance and deal with unacceptable performance. At Headquarters contact the Performance, Evaluation and Recognition Branch, 202-720-7983; in the Field contact the Field Services, Classification and Staffing Branch, Human Resources Field Office, Minneapolis, MN, 612-370-2025.

Flexiplace/Telecommuting Briefing: This 2-3 hour briefing is designed to give supervisors and employees an overview of the evolution of flexiplace/telecommuting and the Agency’s

flexiplace/telecommuting program. Contact the Performance, Evaluation and Recognition Branch, 202-720-7983.

Awards Briefing: This 1-2 hour briefing provides an overview of the different types of award programs the available in FSIS. The objectives of the briefing are to provide participants with a better understanding of how the programs differ, the eligibility criteria for each type, and how these programs can be used effectively. Contact the Performance, Evaluation and Recognition Branch, 202-720-7983.

Behavioral Event Interviewing for Supervisors: This 1-day course is designed for supervisors and managers involved in selections. The objectives of the course are to demonstrate how to structure an interview, how to formulate and ask questions that gather the best information about the applicant, and how to evaluate responses. Participants are provided with the tools to assist them in their future Behavioral Event Interviewing (BEI) situations. At Headquarters contact the Employment and Benefits Policy Branch, 202-690-9866; in the Field contact the Field Services, Classification and Staffing Branch, Human Resources Field Office, Minneapolis, MN, 612-370-2019.

Behavioral Event Interviewing for Interviewees: This 4-hour course is designed for employees who will be participating as an interviewee in an interview using Behavioral Event Interviewing (BEI) methodology. The objectives of this course are to demonstrate why BEI is beneficial, and to familiarize employees with the BEI process so they can better prepare themselves for an interview. At Headquarters contact the Employment and Benefits Policy Branch, 202-690-9866; in the Field contact the Field Services, Classification and Staffing Branch, Human Resources Field Office, Minneapolis, MN, 612-370-2019.

Compensation Overview for Supervisors and Administrative Staffs: This 1-day course is designed for supervisors, managers, resource management specialists, and/or administrative staffs involved in making decisions or providing guidance on pay, leave, and tours of duty matters. The objectives of the class are to describe the supervisor's role in pay, leave, and tours of duty issues, explain the relationship between tours of duty and employee compensation, and demonstrate how to use FSIS resources in these areas (including the HRD website). Participants will practice applying this guidance on pay, leave and work scheduling issues during the class, and will be provided with a variety of handouts to assist them with future compensation matters. Contact the Compensation and Classification Policy Branch, 202-720-0594.

Time and Attendance Training for Timekeepers (Presented in Partnership with the Financial Management Division): This 12-hour course, spread over 2 days, is designed for timekeepers such as secretaries, clerks, and technicians involved in preparing and sending time and attendance (T&A) reports to the Financial Processing Center (FPC). The objectives of the class are to describe the roles and responsibilities of the supervisor, timekeeper, employee, FPC, and the National Finance Center related to the T&A, provide an overview of pay, leave, and work scheduling policies as well as the regulations and policies underlying transaction codes, and to provide guidance on the practical application of completing a T&A and other forms related to special payroll-related issues (e.g., the AD-717, Leave Audit; the AD-1043, Leave Transfer Program Application; the AD-582, Annual Leave Restoration form). Participants are provided with a variety of tools to assist them with future T&A matters. Contact the Compensation and Classification Policy Branch, Washington, DC, 202-720-0594, or the Financial Processing Center, Financial Management Division, Des Moines, IA, 515-334-2002.

Refresher Workshop on Flexible Work Schedules: This 3-hour course is designed for supervisors, managers, administrative staffs, and anyone considering adoption of Maxiflex or other flexible work schedules. The objectives of the class are to gain an understanding of the range of flexible work schedule options and useful steps in introducing a very flexible schedule like Maxiflex into the workplace. Contact the Compensation and Classification Policy Branch, 202-720-0594.

Position Classification for Supervisors and Administrative Staffs: This 1-day course is designed for all supervisors, managers, and administrative personnel involved in requesting position classification actions or writing Position Descriptions (PDs). The objectives of the class are to describe supervisors' responsibilities for position classification, demonstrate how to use the FSIS PD Library and PD Templates, demonstrate how to locate position classification information on the Worldwide Web, demonstrate how to write or edit a position description, and practice answering employees' questions about position classification and pay. Contact the Compensation & Classification Policy Branch, 202-720-2660.

LABOR AND EMPLOYEE RELATIONS DIVISION

Ethics and Conflicts of Interest; Standards of Conduct: This 1-day course will improve supervisors' understanding of ethics and conflicts of interest issues through a guided discussion of the governing regulations, Agency guidelines, and hands-on exercises with ethical dilemmas. Subjects to be covered include gifts from outside sources, gifts between employees, conflicting financial interests, impartiality in performing official duties, seeking other employment, misuse of position, and outside activities. The course includes a discussion of employee standards of conduct, the importance of holding employees accountable, and the need to resolve ethical issues through consultation with the Agency Ethics Officer. Contact the Agency Ethics Officer, 202-720-5657.

Basic Labor Relations for Supervisors: This 1-day course provides an opportunity for supervisors to learn the basics of labor relations in the Federal sector. Topics covered include: Employee Rights; Bargaining Units; Union Rights and Responsibilities; Official Time; Union Information Requests; Formal Discussions; Past Practice; Investigative Meetings and *Weingarten* Rights; Management Rights; Changes in Conditions of Employment; Contract Administration; Negotiated Grievance Procedures; Unfair Labor Practices, and Labor-Management Cooperation. Contact the Labor Relations Branch, 202-720-5657.

Basic Conduct and Discipline for Supervisors: This 1-day course will provide an overview of the principles of discipline and adverse actions--what is constructive and alternative discipline and how to effectively administer, the importance of documentation, how to conduct effective investigative interviews and assess the need for discipline, the importance of effective communication, and a discussion of disciplinary principles as they apply to specific subjects. Contact the Employee Relations Branch, 202-720-5657.

Conducting Inquiries/Investigations: This 6-hour course provides guidance on how to plan and prepare for conducting an inquiry/investigation, the "Do's and Don'ts" of conducting them, how to effectively interview the various parties involved, and how to compile the report. Contact the Employee Relations Branch, 202-720-5657.

Labor-Management Agreement Training: This 2-day training session is designed for supervisors and managerial employees whose job duties may involve issues affecting bargaining unit employees. The session provides an in-depth discussion of the provisions of the current Labor-Management Agreement, and will equip the participants with the necessary information to properly apply its terms when working on issues that involve the bargaining unit. The course also provides basic labor relations refresher training. Contact the Labor Relations Branch, 202-720-5657.

Labor-Management Agreement Training for New Supervisors: This 2-day training session provides an in-depth discussion of the agreement provisions to acquaint new supervisors with management, union, and employee responsibilities and obligations under the Labor-Management Agreement in FSIS. The session also provides basic Federal Service Labor Management Relations Statute (FSLMRS) training. Contact the Labor Relations Branch, 202-720-5657.

Performance-Based Actions and PIPs: This 1-day course for supervisors provides guidance on how to conduct effective progress reviews, coach and judge employee performance, construct and administer an effective Performance Improvement Plan (PIP), and effect a performance-based action. Contact the Employee Relations Branch, 202-720-5657.

Grievance Handling: Through participation in this 4-hour course, supervisors will gain an understanding of what the negotiated grievance procedure is, its purpose, what is covered, how it works, and how to effectively deal with problems – grievances – that are raised through it. Contact the Labor Relations Branch, 202-720-5657.

Labor and Employee Relations Training for New Supervisors: This comprehensive 3-day program provides new supervisors with the necessary skills in the areas of dealing with employee performance and/or attendance problems, counseling, ethics, contract administration, management/union/employee rights, grievance handling, reasonable accommodation, workplace violence, conflict resolution, third-party proceedings, and their role in the discipline and grievance processes. Contact the Division Director, 202-720-5657.

Ethics and Standards of Conduct – The Basics: This 4-hour course is specifically designed to educate employees on the “Do’s and Don’ts” of ethics, conflict of interest, and standards of conduct through a discussion of the governing regulations and guidelines, and a hands-on application involving various scenarios common to our Agency. Subjects covered include gifts from outside sources, gifts between employees, conflicting financial interests, impartiality in performing official duties, seeking other employment, misuse of position, and outside activities. This course also stresses the importance of resolving ethical issues through consultation with the Agency Ethics Officer. Contact the Agency Ethics Officer, 202-720-5657.

Improving Communications: This 6-hour workshop teaches employees how to express themselves in meaningful statements so they are easily understood the first time. Other objectives of the workshop are to increase employees’ self-confidence in phone conversations, in face-to-face situations, and in networking and marketing their skills. Contact the Division Director, 202-720-5657.

Professionalism: Participant’s will learn the FSIS definition of Professionalism. The course emphasizes the relationship between professionalism and the Agency’s public health mission. Included in this session will be a video-taped message about how professionalism fits into the Agency’s mission, as well as interactive and thought-provoking exercises and discussions about professionalism. Contact the Employee Relations Branch, 202-720-5657.

Understanding Workplace Violence: This 4-hour session teaches employees how to recognize the elements and warning signs of workplace violence, how to report warning signs to supervisors, and how to respond to violent situations. Participants are provided with video and interactive scenarios to stimulate discussion on difficult situations. Contact the Workplace Violence Prevention and Response Branch, 202-720-5657.

Workplace Violence Prevention – Computer Based Training CD and Video: This self-paced course is designed to assist employees to recognize warning signs of workplace violence, identify the causes, and develop a positive attitude and the skills for prevention. Information is also provided on reporting threats or violence to appropriate personnel. The course is a stand-alone training tool that may be used by any employee with access to a computer or a VCR. Contact the Workplace Violence Prevention and Response Branch, 202-720-5657.

Workplace Violence Prevention SPOT Interactive Training: This 2-4 hour custom-designed session is for groups, such as Consumer Safety Officers, Compliance Officers, Administrative Officer Personnel, Supervisory Personnel, etc., in need of a more tailored discussion on workplace violence prevention methods. The objectives of this course are to familiarize

participants with current features of the FSIS Workplace Violence Prevention Program, and teach them how to utilize available resources to make their work environment safer. Tools include the use of database information to anticipate situations of concern, threat assessment, how to coordinate with other FSIS divisions and public safety resources for support in optimizing safety, and other innovative and proactive techniques for avoiding violent incidents. Contact the Workplace Violence Prevention and Response Branch, 202-720-5657.

Recognizing and Dealing with Troublesome Employee Behavior: This 2-hour workshop is designed to educate supervisors and managers on how to recognize the symptoms and types of behavior that can potentially lead to workplace conflict or a violent outburst, how to best deal with these specific types of behavior, and how to prevent the behavior from escalating to the level of a workplace violence incidence. Participants are provided with the tools to help them recognize warning signs, and are given tips on utilizing online and telephonic resources to address these behaviors. Contact the Workplace Violence Prevention and Response Branch, 202-720-5657.

Team Building Sessions: This typically 1-day intervention session uses a facilitator to help a workgroup (3 or more individuals or a work unit) examine and identify the root causes of problems within the group. The ultimate goal of this facilitated session is to strengthen the group's working relationship, develop workable and agreeable solutions to the problems identified, and agree to a plan of action for moving forward. Contact the Voluntary Dispute Intervention Program Coordinator, 202-720-5657.

Conflict Management: This 4-hour session is designed for managers and supervisors to assist them in understanding the sources of employee conflict and manage workplace conflict to produce positive outcomes. Participants will practice active listening skills, explore the role of perception and cultural diversity, and use empathetic responses to diffuse the emotional energy in conflicts. Contact the Voluntary Dispute Intervention Program Coordinator, 202-720-5657.

Active Listening: This 1-hour workshop emphasizes the fact that effective verbal communication skills are crucial to building good working relationships, as well as building trust and understanding among co-workers and supervisors. Participants will receive instruction and practice in the active listening skills of clarifying, confirming and paraphrasing. Contact the Voluntary Dispute Intervention Program Coordinator, 202-720-5657.

Giving and Receiving Feedback: This 4-hour workshop demonstrates for participants that when people share their reactions to and perceptions of the verbal and behavioral messages they send, they are providing them with very useful feedback. By learning to approach this feedback in a positive manner, participants will gain a better understanding of how their actions affect others. Participants will also learn techniques to use in giving and receiving constructive feedback by practicing these skills in the neutral environment of the workshop. Contact the Voluntary Dispute Intervention Program Coordinator, 202-720-5657.

Proactive-Facilitative Mediation: In this 1-2 day course participants will learn to differentiate between directive mediation and proactive-facilitative mediation, develop an appreciation for empowerment and recognition as a valued approach to mediation. Participants will gain an understanding of the practices a mediator employs as they focus on the goals of empowerment and recognition. Contact the Voluntary Dispute Intervention Program Coordinator, 202-720-5657.

VDIP Overview: This 2-hour session is designed to provide supervisors and managers with a better understanding of the Voluntary Dispute Intervention Program (VDIP) and its goals. The objectives of the session are to demonstrate the role a mediator plays in helping a program meet its goals, recognize the correlation between the nature of conflict and third-party intervention, and to provide a better awareness of this alternative approach to conflict resolution. Contact the Voluntary Dispute Intervention Program Coordinator, 202-720-5657.

Interest-Based Problem Solving: This 1-day session will teach participants how to approach solutions to problems and issues based on interests rather than positions and proposals. Participants will learn that interest-based methodology is not just for the labor relations arena as any workgroups can use this methodology to resolve day-to-day problems. Participants will also learn how to define the issue, identify interests, develop criteria for possible solutions, and reach agreement. Contact the Voluntary Dispute Intervention Program Coordinator, 202-720-5657.

Personal Development/Work-Life Workshops (EAP Contractor): ComPsych, our Employee Assistance Program contractor, offers fee-for-service, custom-designed workshops in specific areas such as balancing work and life, setting priorities in order to reach deadlines, and dealing with issues of depression, suicide, eating disorders, etc. The lengths of the workshops vary, and a list of those available can be obtained upon request. Contact the Employee Assistance Program Coordinator, 202-720-5657.

WORKFORCE TRANSITION MANAGEMENT STAFF

Leadership Coaching: This one-on-one course is custom-designed by a certified coach for the manager or supervisor looking for ways to adapt and respond to today's rapidly changing environment in order to uncover potentials that might otherwise go untapped. Through individual coaching sessions that permit application of acquired skills in real time situations, participants will learn to think and work with their teams more effectively, motivate others, improve decision-making, and increase the quality (and possibly the quantity) of work output. The length of these courses varies depending on the individual's needs. Contact the Workforce Transition Management Staff, 202-720-3845.

Managing Transition from the Trenches: This workshop is designed for supervisors and managers trying to handle non-stop change while continuing to carry out the "day-to-day" operations necessary to accomplish their mission. Using a proven "transition model," participants learn strategies to help minimize the disruption caused by the change, approaches for leading employees through the transition successfully while still working in the "trenches," and techniques for developing a workable, practical transition plan that people can commit to. The length of the workshop varies depending on need. Contact the Workforce Transition Management Staff, 202-720-3845.