

Washington Area Training
and
Employee Development Center

Continuing Education Program

The Office of Training and Human Resource Development's Washington Area Training and Employee Development Center offers a variety of training and professional development opportunities for Department of Energy (DOE) employees. The Continuing Education Program offers Certificates and Achievement and has established educational partnerships with local colleges and universities to complement existing training programs and further enhance continuous learning throughout the Department of Energy.

CERTIFICATES OF ACHIEVEMENT

[Program Overview](#)
[Leadership Development](#)
[Human Resource Management](#)
[Administrative Management](#)

PROPOSED PARTNERSHIPS

[Partnership Overview](#)
[American University](#)
[George Mason University](#)
[Hood College](#)
[Phoenix University](#)
[Southeastern University](#)
[Strayer University](#)
[Trinity College](#)
[University of Maryland, University College](#)



Certificates Program Overview

These Certificates of Achievement are designed to assist employees in attaining, tracking, and documenting professional development by providing both online and classroom coursework, in clearly outlined competency tracks. Each certificate offers coursework through the [Energy Online Learning Center](#) (OLC), as well as traditional classroom training, and participants are given a year from registration to complete the course of study for their certificate. Access to the OLC can be obtained through your organization's Training Coordinator or OLC Data Administrator.

Focusing on practices and procedures in the Federal government, certificates help individuals to excel in their positions while providing them with the opportunity to document their professional growth and development. In many cases, the certificates may be applied toward external degree programs in related field. Employees who have already completed coursework included in any of these certificate programs may apply those courses toward a certificate.

For more information contact the Washington Area Training Center on (202) 586-2452 (Forrestal) and (301) 903-0409 (Germantown).

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Educational Partnerships Overview

The Washington Area Training Center is working to partner with local colleges and universities to make college accredited courses more readily available to Department of Energy (DOE) employees. Partner schools may provide courses on-line and/or on-site (within DOE), at both Forrestal and Germantown, and may assist employees in obtaining credit for in-house training. Cohort programs may be developed for organizations wishing to target specific training needs within a group of employees. For more information regarding our partnerships and development of cohort programs, contact the Washington Area Training Center on (202) 586-2452 (Forrestal) and (301) 903-0409 (Germantown).

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Certificate of Achievement in Leadership Development

The Continuing Education Certificate of Achievement in Leadership Development, is one initiative in DOE's commitment to promote the development of strong, quality leadership within its organizations. This consists of 36 of courses, divided into five developmental components. Each component focuses on a core subject area or skill and courses are delivered via classroom and online learning. The learning offered through this certificate provides an

opportunity to hone leadership skills and enhance professional competence while documenting achievements that can lead to career advancement.

Target Audience: Business professionals, supervisors , managers and team leaders.

Many of the courses contained in this certificate program carry some type of recommended credit. If you are interested in applying this certificate to a college or university degree program, we suggest you contact the institution directly for their matriculation policies and guidance. For more information, contact [Joellen Jarrett](#), Continuing Education Program.

[Leadership Development Certificate Outline](#)

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Certificate of Achievement in Human Resource Management

The Department of Energy recognizes the need to promote its greatest resource, people. The Office of Training and Human Resource Development established the Human Resource Management Certificate of Achievement to provide human resource professionals with an opportunity to stay on the cutting edge of Human Resource (HR) concerns. The certificate is composed of 35-38 courses, divided into four developmental components. The courses within this certificate follow the [HR core competencies](#) outlined by the [Society for Human Resource Management](#) (SHRM) and a component of this certificate program includes completion of the SHRM Learning System.

"The SHRM Learning System is an excellent, up-to-date reference on current HR practices including "real world" information within each of the HR functional areas. The Learning System is also a tool that can help one prepare for the *Professional in Human Resources* (PHR) and the *Senior Professional in Human Resources* (SPHR) examinations of the Human Resource Certification Institute (HRCI). HR professionals who earn the PHR or SPHR designations join the ranks of 26,000 others; these designations are the most widely recognized professional credentials in the Human Resource Management field."

Target Audience: Anyone working within the field of Human Resource Management as well as supervisors, managers, and team leaders.

Many of the courses contained in this certificate program carry some type of recommended credit. If you are interested in applying this certificate to a college or university degree program, we suggest you contact the institution directly for their matriculation policies and guidance. For more information, contact [Joellen Jarrett](#), Continuing Education Program.

[Human Resource Management Certificate Outline](#)

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Certificate of Achievement in Administrative Management

The Administrative Management Certificate of Achievement provides administrative professionals with skill building courses in personnel administration, financial and auxiliary services in the federal sector. Courses within this certificate focus on leadership, management, communication skills, and knowledge tools to streamline daily office processes, increase departmental productivity and effective supervisory skills. This certificate consists of 34-36 courses divided into three developmental components.

Target Audience: Intended for administrative professionals, supervisors, managers and team leaders.

Many of the courses contained in this certificate program carry some type of recommended credit. If you are interested in applying this certificate to a college or university degree program, we suggest you contact the institution directly for their matriculation policies and guidance. For more information, contact [Joellen Jarrett](#), Continuing Education Program.

[Administrative Management Certificate Outline](#)

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Certificate Outlines

Leadership Development Outline

DEVELOPMENTAL COMPONENTS & CORE SUBJECT AREAS

Component 1: Back to Basics Supervisory Training Program

Phase I Read Ahead Material (self-paced)

Phase II (3-Day Classroom (Classroom) Training)

Phase III (16 hours – Required Training - Online Learning Center (OLC) or(Classroom)

COMPONENT 2: Building and Improving Communications

Establishing and Improving Communications

LEAD0225 – Communicating as a Leader (OLC)

LEAD0222 – Communicating a Shared Vision (OLC)

COMM0101 – Communicate to Develop Relationships (OLC)

COMM0103 – Listening, Influencing, and Handling Tough Situations (OLC)

COMPONENT 3: Leading Change

Promoting Knowledge Management

KNOW0201 – Knowledge Strategy (OLC)

KNOW0202 – The Power of the Learning Organization (OLC)

Leader/Change Agent

MGMT0322 – Guiding Yourself Through Change (OLC)

LEAD0228 – The Leader as a Model (OLC)

LEAD0227 – Leading Through Change (OLC)

000089 – Changing Dimensions (aka PSIN22 - 4 days -(Classroom)

COMPONENT 4: Leading People

How to Coach and Motivate People

MGMT0242 – Foundations of Coaching (OLC)

LEAD0226 – Coaching for Performance (OLC)
MGMT0243 – The Coach's Roles (OLC)
Encouraging Growth
MGMT0244 – Coaching and the People Issues (OLC)
MGMT0102 – Lead and Develop Your Staff (OLC)

COMPONENT 5: Driving Results

Teamwork for Results

000235 – Program Management Overview (aka PGM01 - 5 days Classroom Training)
TEAM0111 – Foundations of Building Effective Teams (OLC)
TEAM0104 – Conducting Effective Team Meetings (OLC)
TEAM0105 – Making Effective Team Decisions (OLC)
TEAM0114 – Team Leadership (OLC)

Leading a Virtual Team

TEAM0221 – Virtual Team Basics (OLC)
TEAM0225 – Virtual Team Leadership (OLC)
TEAM0226 – Learning Organizations And The Virtual Team (OLC)

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Human Resource Management Outline

DEVELOPMENTAL COMPONENTS & CORE SUBJECT AREAS

COMPONENT 1 HR Management Fundamentals

Effective Communication

COMM0111 – Dynamics of Interpersonal Skills (OLC)
COMM0113 – The Many Faces of Communication (OLC)
COMM0114 – The Interpersonal Side of Conflict (OLC)
CUST0103 – The Voice of the Customer (OLC)
COMM0311 – Planning Your Presentation (OLC)
COMM0312 – Delivering Your Presentation (OLC)

Basic Overview of Human Resources

COMM0103 – Listening, Influencing and Handling Tough Situations (OLC)
HR0104 – The Climate for Performance (OLC)
HR0331 - Workplace Diversity (OLC)
HR0332 – Culture and Behavior (OLC)
HR0301 - What is Sexual Harassment? (OLC)
HR0302 - Quid Pro Quo Harassment (OLC)
HR0303 - Hostile Work Environment Harassment (OLC)

Specialization in Human Resource Management

USDA CDEV 9000D – Consulting Skills for HR Professionals (Classroom Training) (OR)
000831 Federal Personnel Procedures (aka HQ655 – 3 days Classroom Training)
USDA STAF 8002D – Competency Based Examining (or) Equivalent Specialized Topic (Classroom) (or)
000033 – CSRS/FERS Retirement Seminar (Classroom)

SHRM Learning System (Self-Paced Computer-based module or classroom)

Advanced HR Skills

USDA ACQ 17002D – Basics of Contracting for HR Professionals (or)
000458 – DOE Oversight of Contractor Human Resource Management (aka PRCE09 4 days CR Training)

COMPONENT 3 HR Certificate for Team Leaders, Supervisors and Managers

Problem Solving and Decision Making

PD0211 – Problem Solving Foundations (OLC)
PD0213 – Decision Making Fundamentals (OLC)
PGM06 – Strategic Decision-Making (OLC)
TEAM0214 – Conquering Conflict Through Communication (OLC)

Human Resource Consultant

TEAM0102 – Forging Shared Team Operational Values (OLC)
TEAM0103 – Clarifying Roles and Responsibilities (OLC)
TEAM0112 – Team Facilitation and Decision Making (OLC)
TEAM0141 – Building a High Performing Team (OLC)
LEAD0227 – Leading Through Change (OLC)

COMPONENT 4 Back to Basics Supervisory Training Program

Phase I (Read Ahead Material)
Phase II (3 Day CR Training)
Phase III (16 hours – Required Training CR and/or OLC)

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Administrative Management Outline

COMPONENT 1 General Business Administration

Orientation to Administrative Support and Federal Administration

000288 – Federal Budget Process (aka PMMS11 – 2 Days Classroom)
000089 – Changing Dimensions of DOE Policy (aka PSIN22 - 4 Days Classroom)
000079 – Project Management for Support Staff (aka HQ327 - 3 Days Classroom)

Building Administrative Support Skills

PD0101 – Analyze Your Use of Time (OLC)
PD0102 - Set Goals and Prioritize Your Use of Time (OLC)
PD0103 – Major Time Management Challenges (OLC)
PD0122 - Eliminate Time Wasters (OLC)
PD0123 - Organize to Remember (OLC)
COMM0101 - Communicating To Develop Relationships (OLC)
COMM0102 - Communicating To Increase Understanding (OLC)
COMM0401 - Handle Calls with Confidence and Professionalism (OLC)

COMPONENT 2 Effective Business Communications

Successful Communication Techniques

000077 – Interpersonal Communications (aka HQ606 – 2 Days Classroom)
COMM0111 - Dynamics of Interpersonal Communications (OLC)
COMM0112 - Communication Tools (OLC)
COMM0113 – The Many Faces of Communication (OLC)

Strategies For Dealing With Conflict

COMM0121 - Interaction Skills for Success (OLC)
COMM0122 - Building Trust (OLC)
COMM0103 - Listening, Influencing, and Handling Tough Situations (OLC)
COMM0114 – The Interpersonal Side of Conflict (OLC)

CUST0105 - Customers, Conflict, and Confrontation (OLC)

Business Writing Excellence

COMM0211 - Preparing To Write Effectively To Your Audience (OLC)

COMM0212 - Writing Concisely and Accurately (OLC)

COMM0213 - Writing Effective Business Documents (OLC)

COMM0221 - Exploring The New Basics Of Business Writing (OLC)

COMM0222 - Writing High-Impact Reports and Proposals (OLC)

COMM0223 - Producing Letters That Drive Your Business (OLC)

COMM0225 - Acquiring The Art of In-house Communications (OLC)

Building Customer Relations

CUST0102 - Fundamentals of Exceptional Customer Service (OLC)

CUST0103 - The Voice Of The Customer (OLC)

CUST0104 - Advancing Your Service Expertise (OLC)

CUST0106 - Overcoming Challenging Service Situations (OLC)

CUST0107 - Instilling Service Excellence: the EXCEL Acronym (OLC)

CUST0108 - Service Stars and Service Teams (OLC)

COMM0402 - Turn Difficult Callers Into Delighted Customers (OLC)

COMPONENT 3 Supervisory Training (For Managers, Supervisors and Team Leaders)

Back to Basics Supervisory Training Program

Phase I Read Ahead Material

Phase II (3 Day CR Training)

Phase III (16 hours – Required Training CR and/or OLC)

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