

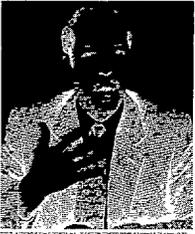
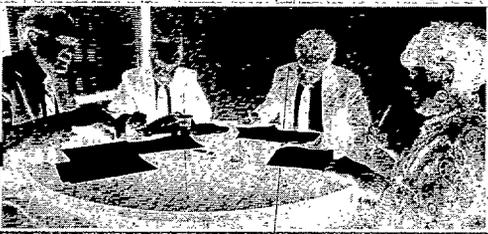
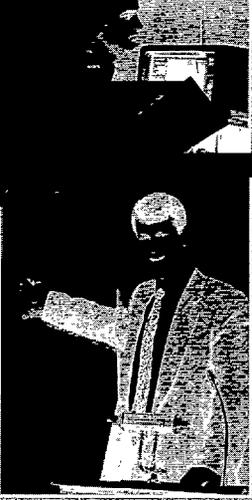
GAO



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Training & Education

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“Staff throughout the agency are committed to continuously improving their skills.”

Charles A. Bowsher

Investing in our people is essential to meeting the Congress’s information needs effectively. GAO continues to invest in training and education through a variety of means—formal classes and workshops, speakers series, computer-based training, issue area forums, external programs, and support for attendance at professional conferences.

As the issues facing GAO become more complex, our methods of operation become more sophisticated and we continue to seek new ways to keep pace with our expanding work load. One of the ways we have chosen to do this is through quality management, or TQM as it’s often called. Continuous improvement is the hallmark of quality management, and training is one approach we use to achieve such improvement. Training curricula have been tailored to provide us with the skills to meet our multiyear quality management effort, as well as other demands resulting from our daily work.

Continuing education requirements have become a standard practice for many professions and occupations, including those represented at GAO. Over the past 2 years, GAO evaluators and evaluator-related staff successfully met a new 80-hour continuing education requirement. In fact, many of these staff significantly exceeded the 80-hour minimum. And recently, GAO’s Office of the General Counsel instituted a new continuing education requirement for attorneys, as well as working with the Training Institute to develop a supporting curriculum. The number of hours of training received is certainly important, but more important is the fact that staff throughout the agency are committed to continuously improving their skills.

This catalog is a valuable resource for building your learning and leadership aspirations in such areas as auditing, evaluation, and public policy analysis. I commend it to you for your personal and professional development.

Message From the Director of the Training Institute



“The Institute's staff is continuously working to maintain and improve our communications and to enhance our services.”

Terry E. Hedrick

GAO's *Training and Education Catalog* is intended to provide you with detailed guidance and information about internal training and education resources. You will find many new courses and curricula included in the 1992-93 catalog.

The past 2 years have been active for training development. The number of courses available to evaluators and evaluator-related staff has increased significantly, with practically all of the planned evaluator curriculum now on-line. There are new methods courses in compliance auditing, program evaluation, and policy analysis; more opportunities for improving your statistics skills; and a comprehensive writing and reporting course sequence. The Institute's course development efforts are now turning from technical courses to courses that focus on management topics—management of people, assignments, processes, issue areas, and the overall organization.

In 1991, we announced that a new curriculum was under development for GAO's attorneys. Thanks to the effort of many attorneys in the Office of the General Counsel, the curriculum is complete and new courses are now available. The courses include topics as diverse as legislative histories and audit support. The curriculum resulting from this exemplary effort serves as a model for attorneys in other agencies.

In addition, many new courses have been developed for administrative professional and support staff, and more courses are in progress. These courses create a curriculum that spans technical, communication, and management areas.

Quality management training has been another major initiative. GAO's quality management curriculum—included in this 1992-93 edition of the catalog—shows the preferred sequence for completing courses and the appropriate audiences for each course as a division or office begins the quality management process. Although these courses are currently delivered by outside instructors, we expect many GAO managers and staff to start serving as quality management instructors by 1993. As quality management moves into full implementation, other training curricula will be updated to reflect changes in work processes and policies.

All this activity poses challenges for training operations. Training Institute staff have worked hard to support the increased volume of course development and delivery. The Educational Resources Unit now has many self-paced training programs, some of which can be sent to work sites. GAO staff took advantage of this convenient approach to training more than 1,000 times the first year it was available. Training publications also have a new look, making them easier to use. The Institute's staff is continuously working to maintain and improve our communications and to enhance our services.

Even with all this effort in the Training Institute, the quality of GAO's training program depends heavily on your willingness to invest in it—by contributing to training materials, serving as instructors, supporting staff participation in training, and following through on your own scheduled training. Some GAO employees also serve as training associates or faculty, rotating into the Training Institute to help develop, manage, and instruct courses. These individuals are major contributors to maintaining the quality and relevance of GAO's training programs.

With this publication of the catalog, we are asking once more for your assistance. In the pocket on the inside back cover is a self-addressed feedback card that asks what you find useful in this 1992-93 edition of the catalog and what you would like to see changed. Please take a few minutes to fill out and return the card.

We thank all of you for your help and welcome your ideas and assistance.

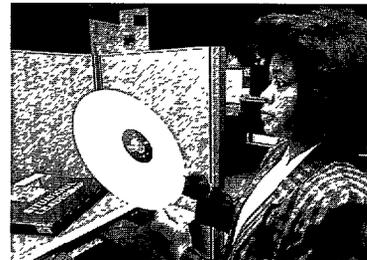
I. Overview of GAO Training

GAO's Training Philosophy

The Training Institute

Resources for Training and Education

Training Administration



In 1991, GAO published 880 audit and evaluation reports, delivered 277 testimonies before congressional committees, and issued 3,906 legal decisions and opinions on topics as varied as the performance of weapon systems used in the Persian Gulf War and assessing options for improving national health care. Increasingly diverse and interdisciplinary assignment teams and new technology are enabling GAO to bring the right mix of skills and ideas to bear on complex and tough issues.

GAO'S TRAINING PHILOSOPHY

Training and education activities are essential to GAO's ability to carry out its mission: To provide the Congress and other policymakers with accurate information, unbiased analyses, and objective recommendations on how best to use public resources in support of the security and well-being of the American people. To meet the challenges this mission presents, GAO has invested heavily in training. GAO believes that a strong program of ongoing professional education is essential to maintaining and advancing staff proficiency and, thus, to organizational success. Individual employees, their supervisors, and unit managers share responsibility for identifying training needs and obtaining appropriate training.

While continuing education is essential to all GAO employees, continuing education is required for evaluators. All evaluators and evaluator-related staff must meet an 80-credit continuing professional education requirement every 2 years in order to remain qualified to conduct GAO's audit and evaluation work.

For additional information on GAO's training policies and procedures, review the following orders:

- GAO Order 0130.1.37, "Training Institute" (Mission) (July 13, 1990)
- GAO Order 2410.1, "Training of GAO Employees" (March 6, 1992)
- GAO Order 2410.2, "Continuing Professional Education (CPE) Credits for Training and Other Professional Activities" (January 13, 1989)

THE TRAINING INSTITUTE

GAO staff received over 340,000 hours of training in 1991—much of it delivered by the Training Institute. The Institute offered more than 1,300 classes for GAO employees, including evaluators, evaluator-related staff, attorneys, and administrative professional and support staff. About two-thirds of the classes were held at GAO headquarters; one-third were conducted at GAO's regional offices.

GAO's Training Institute was established by the Comptroller General in May 1988. As GAO's central training authority, the Training Institute is charged with coordinating, developing, and executing

an agencywide strategic plan for the continuous training and education of GAO employees. The Institute offers a broad range of courses that help employees expand their knowledge and skills base to effectively conduct GAO's work.

To be responsive to GAO's continually changing needs, training must be a dynamic process. The Institute, through its curriculum development staff, works closely with GAO units to identify training and education needs and to develop appropriate courses. GAO's senior managers and Training Institute faculty, associates, and staff work collaboratively to plan, develop, and deliver individual courses.

The Institute's operations staff support training delivery by maintaining a registration and attendance information system, evaluating training programs, producing and distributing training materials, and providing reception services and information for training participants.

<i>Director</i>	Terry E. Hedrick
<i>Deputy Director for Curriculum Development</i>	Anne Kalvin Klein
<i>Deputy Director for Operations</i>	Michael Speer
<i>Special Assistant for Administration</i>	Don O'Sullivan
<i>Special Assistant for Policy and Liaison</i>	Rosalind Cowie

Institute Faculty

<i>Public Policymaking and Administration</i>	Kenneth W. Hunter
<i>Auditing and Communications</i>	Andrew F. Kulanko

Curriculum Branch Managers

<i>Staff Level and Senior Level Evaluator Training</i>	Lynn C. Ernst
<i>Management Level Evaluator and Executive Training</i>	H. Sue Snyder
<i>Electives and Special Curricula</i>	Judith G. Glenn
<i>Computer Applications Training</i>	Vincent A. DiCarlo

Operations Unit Managers

<i>Communications and Operations Unit</i>	Susan E. Taylor
<i>Educational Resources Unit</i>	Adele S. Suchinsky

Publications Unit

Anthony L. Jasper

Registrar's Office

Patricia L. Logan

Training Institute Advisory Committee

Edward W. Bales, Chair

Director of Education—External Systems, Motorola University

Dr. Robert Boruch

Professor of Education, University of Pennsylvania

Dr. Astrid Merget

*Director, School of Public Policy and Management
Ohio State University*

W. Lee Noel

Former Associate Dean for Business Affairs, Duke University

RESOURCES FOR TRAINING AND EDUCATION

Training and education opportunities for GAO employees are available through GAO's central training program, managed by the Institute; through programs managed in each GAO division and office; through the Office of Counseling and Career Development (OCCD); and through external sources.

Internal Training Through the Institute

The Institute's program of internal courses is taught by Institute faculty and staff, senior executives and managers, technical specialists, and experienced senior evaluators, as well as subject matter experts from academia and the private sector.

Internal courses include traditional classroom instruction, self-paced training, and speakers programs. Classroom and self-paced training courses are described in the curricula and course listings in this catalog. Speakers programs are announced in *GAO Management News* and through posters and flyers.

Classroom Instruction Classroom instruction methods typically include lecture, discussion, case study, video, and small group work. Participants frequently hear from panels of GAO experts and guest speakers.

Classroom instruction is conducted at the Institute's training center (located on the seventh floor of GAO headquarters), at the Management Development Center (located on the second floor, 111 Massachusetts Avenue NW), and at computer classrooms (located on the third floor of headquarters and on the second floor of the Massachusetts Avenue facility). Classes are also conducted at GAO's regional offices.

The training center is equipped with computers, interactive video, television monitors, and video cameras. The facility's six classrooms can accommodate small, medium, and large groups of up to one hundred persons. (Smaller rooms are available for small group work and for videotaping.) The Management Development Center is also equipped to support a range of training needs. A total of three classrooms for computer training are available in GAO's third floor headquarters space and at the Massachusetts Avenue facility.

Self-Paced Training The Training Institute's Educational Resources Unit provides a variety of interactive, self-paced courses in multimedia, audio, video, and print formats. This growing collection of courses is available through the Learning Center and the Distributed Training Service. Many individual courses are included in various curricula as an integral part of GAO's training program. Course offerings include training in computer software packages, management and supervision, human resource management, administrative support activities, writing, and instructor training. With self-paced training, GAO employees can schedule selected training courses at a time that works best for them.

The Learning Center, located in the Training Institute on the seventh floor of GAO headquarters, offers courses that use several training technologies and allows participants to complete training at their own pace. Because courses offered in the Center require specific computer hardware or are subject to license restrictions, they must be taken at the Center.

Distributed Training programs have been selected to provide the best possible service to employees regardless of their location. Through Distributed Training, self-paced courses are delivered to employees and can be completed at work sites or other locations. Some require a microcomputer; others are in video or workbook format.

Full-time problem solving and learning assistance for self-paced courses are available in the Learning Center and over the telephone during Center hours.

Speakers Programs The Institute works with the Executive Resources Board and the divisions and offices to provide GAO staff with topical information through guest speaker programs. GAO's Executive Speakers Series provides GAO managers and executives with opportunities to interact with nationally and internationally known experts on topics of current interest. The Technical Methods Speakers Series provides staff with opportunities to interact with experts from GAO, other government agencies, professional organizations, and academia on new developments in evaluation, economics, research methods, policy analysis, and other areas.

Internal Training Through Other GAO Divisions and Offices

Unit-Based Training GAO divisions and offices sometimes sponsor training courses and seminars to meet training needs outside the general curriculum areas, especially on issue area topics. The Institute provides support, as requested, including the provision of instructor training for new instructors.

Office of Counseling and Career Development The Office of Counseling and Career Development (OCCD) offers workshops and seminars on career development, wellness, communication, stress management, and other life management topics. Regional offices and audit sites may request on-site OCCD workshops and seminars. OCCD's staff of trained psychologists, counselors, and career development specialists, as well as outside consultants, conduct these workshops. OCCD workshops and seminars are clearly identified in the catalog.

OCCD also offers monthly noontime seminars (announced in *GAO Management News*) on various topics at GAO headquarters.

External Training

Approximately one-third of the continuing professional education credits earned by GAO's evaluators are obtained from outside sources—professional conferences, other federal agencies, colleges and universities, and private firms. These resources are often used to meet specialized needs for technical or issue area training. GAO divisions and offices manage external training accounts and coordinate staff requests for general external training funds.

Centrally Funded Opportunities For training needs beyond the resources of individual units, the Institute administers a centrally funded program to support more intensive training for management and executive development. This program provides funding for a limited number of significant training opportunities. Programs may be of a technical, managerial, or issue area nature. Past programs for executives have included The Brookings Institution's "Public Policy Seminars," the Federal Executive Institute's 4-week program entitled "Leadership for a Democratic Society," Harvard University's "Program for Senior Executives in National and International Security," and MIT's "Seminar XXI: Foreign Politics and the National Interest." Senior level and management level staff offerings have included 2-week OPM seminars on public policy issues and management development and general management courses through the Center for Creative Leadership and the American Management Association. In general, programs lasting 2 weeks or longer or incurring major costs are funded centrally. Certain programs require approval by the Executive Resources Board.

Information Management Certificate Program Recognizing the special training needs of GAO staff who review highly technical computer and communications systems, GAO has arranged with The

George Washington University (GWU) to offer a program of training leading to a graduate-level certificate in information management science.

The certificate program is designed to provide GAO staff with the technical knowledge needed to conduct reviews in the complex and rapidly changing field of information management and technology. The program consists of six courses—five core courses and one elective. While the program is designed specifically to meet the needs of Information Management and Technology Division staff, the courses are also open to other GAO employees working in an automated environment.

This is an external training program, and tuition assistance may be available through divisions and offices. The courses are offered at the Institute's training center after work hours during the week and at GWU's Crystal City Education Center in Arlington, Virginia, at various times. Information regarding the certificate program and registration procedures is provided in *GAO Management News* at the start of each semester.

TRAINING ADMINISTRATION

Registration Procedures

Each division and office has a training coordinator who plays a key role in ensuring access to internal and external training and education opportunities. All training coordinators have access to the Institute's on-line Training Registration System (TRS).

GAO employees register for internal classroom, Learning Center, and Distributed Training courses through their unit's training coordinator. After registering for a Learning Center course, employees should contact the Center at (202) 275-9266 to schedule training time between 8:00 a.m. and 4:30 p.m., Monday through Friday. Materials for Distributed Training courses are delivered to employees through their training coordinator.

Registration procedures for unit-based internal or external training vary from unit to unit. GAO employees register for unit-based training in accordance with the specific registration procedures of their division or office. Those interested in centrally funded external training should contact their training coordinator. For additional information about specific external training opportunities, contact the Management Development Center.

Cancellation Procedures

Registrants are asked to make timely cancellations through their training coordinator. If a registrant does not cancel a class through the training coordinator, the registrant will remain on the class roster and be counted as a “no show.”

Training coordinators must notify the Registrar’s Office of cancellations at least 7 days before the start of a class to avoid being counted as a “no show.” Timely cancellation frees limited training space for use by others.

Adverse Weather Policy

The Training Institute follows the Office of Personnel Management’s lead in deciding whether to hold classes in bad weather.

- On days when a liberal leave or delayed arrival policy is in effect, classes will go on as scheduled.
- On days when a shutdown is in effect,
 - one-day classes will be canceled,
 - two-day classes will be canceled if the first day is affected by the shutdown, and
 - three-day or longer classes will continue as scheduled if day one or day two is affected by the shutdown.

In the event that both day one and day two are affected by the shutdown, classes will be canceled.

Every attempt is made to appropriately adjust the content of classes shortened as a result of adverse weather. It may be necessary, however, to adjust the number of CPE credits awarded for affected classes.

Provisions for Employees with Disabilities

GAO makes every practical effort to ensure that the Institute’s programs are accessible to employees with disabilities. If specific arrangements are required, such as providing signing for persons with hearing impairments, training coordinators or participants should contact the Civil Rights Office as far as possible in advance of the course.

Hours of Operation and Telephone Numbers

- Training Institute (Room 7536, GAO Headquarters)
Monday through Friday, 7:30 a.m. to 5:00 p.m.
Telephone (202) 275-9648
- Learning Center (located in the Training Institute)
Monday through Friday, 8:00 a.m. to 4:30 p.m.
Telephone (202) 275-9266
- Management Development Center (2nd floor,
111 Massachusetts Avenue NW)
Monday through Friday, 7:30 a.m. to 5:00 p.m.
Telephone (202) 512-6968

II. Planning Your Training Activities

Evaluator Curriculum

Attorney Curriculum

Administrative Staff Curriculum

Financial Management Curriculum

Information Management and Technology Curriculum

Quality Management Curriculum

Computer Applications Courses

Other Training Courses



The catalog is intended to assist GAO employees in identifying required and appropriate internal courses. Training guidance is provided in eight separate sections:

- Evaluator Curriculum
- Attorney Curriculum
- Administrative Staff Curriculum
- Financial Management Curriculum
- Information Management and Technology Curriculum
- Quality Management Curriculum
- Computer Applications Courses
- Other Training Courses

The sections contain matrices that list the courses relevant to each section and indicate whether the course is currently available, will be available as of a projected date, or is available on request or as needed. The evaluator curriculum matrices delineate the courses suitable for each evaluator career level (staff, senior, management, and executive) and designate courses as required, core, elective, or special. Separate course listings are provided for financial management and information management and technology issue areas.

In developing your training plan, first select the appropriate curriculum (evaluator, attorney, or administrative staff), then review the information in the relevant matrices to identify the courses that address your training needs. You should also review the complete listings of computer applications courses and other noncurriculum courses. Your training plan should be developed by talking with your supervisor and considering your

- current and future job requirements,
- prior training and education, and
- prior work experience.

Descriptions of courses are listed alphabetically by course title in section III. Each description provides information about course content, who should enroll, prerequisites, instruction methods, length, and availability (status). Continuing Professional Education (CPE) credit information is also provided for available courses.

GAO evaluators and evaluator-related staff should pay special attention to the CPE information to ensure their compliance with the 80-credit CPE requirement specified in the 1988 revision of the *Government Auditing Standards*. All evaluators and evaluator-related staff, as well as managers of audit and evaluation work, must complete a minimum of 80 credits of professional training or development during each 2-year period; 24 of these credits must be government related (see GAO Order 2410.2, January 13, 1989).

EVALUATOR CURRICULUM

The structure of the curriculum for GAO evaluators was developed in 1990 with the assistance of an evaluator curriculum advisory committee:

Victor Ell, *Regional Manager, LARO*

Johnny C. Finch, *Director of Planning and Reporting, GGD*

Arthur R. Goldbeck, *Director of Operations, NSIAD*

Werner Grosshans, *Assistant Comptroller General, OP*

Nancy R. Kingsbury, *Director, Air Force Issues, NSIAD*

Ronald F. Lauve, *Director of Operations, IMTEC*

John H. Luke, *Regional Manager, DTRO*

John M. Ols, Jr., *Regional Manager, BRO*

William M. Solis, *Assistant Director, NSIAD (former Human Resource Manager, AFMD)*

Lawrence H. Thompson, *Assistant Comptroller General, HRD*

Carl E. Wisler, *former Director of Planning and Reporting, PEMD*

The curriculum's design allows for both structure and flexibility—required courses provide structure, and core and elective courses offer flexibility. Required courses, to be taken by all evaluators, ensure that evaluators are adequately informed of agency policies and procedures and that a common vocabulary is used across the many disciplines represented in GAO. A menu of core and elective courses allows evaluators to gain new skills and knowledge not previously obtained through formal training or work experience. This feature permits evaluators to design personal training programs but also ensures that they are kept informed of new methods and terminology from other disciplines.

In addition, information in specific subjects relevant to GAO's issue areas is provided through issue area training. The Institute provides support to meet training needs in financial and information management; training in other issue areas is usually met through external resources.

Listings of courses for all evaluator career levels are provided in the matrices in this section. Courses are organized by training category (transition, technical, and management) and are generally listed in the order in which they should be taken.

- Transition training orients newly hired evaluators or prepares newly promoted evaluators to assume new responsibilities. Examples are Introductory Evaluator Training (IET) and the Senior Level Promotion Program (B2P).

- Technical training provides instruction in audit and evaluation methods, data analysis, oral and written communication, computer applications, and the policies and procedures necessary to perform GAO's work.
- Management training provides instruction in general management skills and specific GAO guidance for managing tasks, staff, and assignments. At the upper career levels, management training also stresses leadership skills and external relations.

Within each category of training, courses for evaluators are designated as required, core, or elective.

- Required courses provide evaluators with the knowledge and skills fundamental to performing GAO work effectively, cover issues and approaches unique to GAO and unattainable elsewhere, and present pressing subject matter which evaluators are to receive in a fixed period of time. All evaluator and evaluator-related staff must complete all required courses. Refer to course descriptions for detailed information on who should enroll in required courses. For example, some required courses are for new senior level evaluators.
- Core courses also provide evaluators with the knowledge and skills critical to performing GAO work effectively; but it is recognized that such knowledge and skills may have been acquired elsewhere. Thus, a program evaluation specialist *would not* be expected to complete Program Evaluation (PE) but *would* be expected to complete Compliance Auditing (CA).
- Elective courses, while important, are not necessarily appropriate for all evaluators. Individuals' experiences, assignments, and interests will help them determine which elective courses to enroll in. Supervisors are expected to recommend appropriate electives as part of the employee feedback and counseling process.

Please note that each career-level curriculum matrix contains only the computer applications courses most relevant to that career level. For a complete listing of computer and computer-related courses open to all GAO employees, refer to the computer applications course matrix. For GAO evaluators working in the financial management or information management and technology issue areas, a listing of internal courses to support the work in each of these areas is provided in separate matrices.

A chart of the complete evaluator curriculum—from staff level through executive level—is provided in the pocket on the inside back cover. The chart displays the building block nature of the evaluator courses. Technical courses are emphasized heavily at staff and senior levels, and supervision and management courses become more prominent at senior and management levels. For the executive level, it is assumed that much of the continuing education will be obtained from external training sources.

Staff Level Evaluator Curriculum

Category	Course	Type	Status
Transition	Introductory Evaluator Training (IET)	R	✓
Technical	Standards and Policies		
	Update on Government Auditing Standards (GAS)	R	✓
	Yellow Book on Government Auditing Standards (ZYEL) <i>may be substituted for (GAS)</i>	R	✓
	Practical Internal Control Studies (PICS)	R	✓
	Evidence: Standards and Applications (ESA)	R	Projected for fall '92
	Referencing GAO Products (REGP)	R	✓
	Assignment Planning and Execution		
	• Design and Methods		
	Approach and Methodology Selection Workshop (AMS)	R	✓
	Compliance Auditing (CA)	C	✓
	Economy and Efficiency Reviews (EER)	C	Projected for fall '92
	Program Evaluation (PE)	C	✓
	Policy Analysis (PA)	C	✓
	Introduction to Procurement and Contracts (IPC)	E	✓
	Budgeting in Review (BIRE)	E	✓
	Introduction to Federal Financial Management (IFFM)	E	✓
	• Data Collection		
	Preparing Workpapers (ZPWP)	R	✓
	Data Collection Methods and Sources (DCS)	C	Projected for winter '93
	Questionnaires and Structured Interviews (QSIE)	C	✓
	Qualitative Methods (QM)	E	Projected for fall '92
	Advanced Interviewing (AI)	C	Projected for winter '92
	• Analysis		
	Applied Statistics Introduction (ASC)	C	✓
	Applied Statistics Refresher (ASR)	C	✓
	Applied Sampling Workshop (ASW)	C	Projected for fall '92
	Multivariate Analysis (MAN)	E	Scheduled as needed
	Categorical Data Analysis (CDAN)	E	Scheduled as needed
	Categorical Data Analysis Using Log-Linear Models (CALL)	E	Scheduled as needed
	Time Series Analysis (TSA)	E	Scheduled as needed
Causal Modeling (CM)	E	Scheduled as needed	

R Required ✓ Available
C Core
E Elective
S Special

Staff Level Evaluator Curriculum (continued)

Category	Course	Type	Status
Technical (continued)	Communication		
	• Oral		
	Preparing Effective Presentations (PEP)	C	✓
	Meeting Effectively Every Time (MEET)	E	✓
	• Written		
	Intermediate Writing Workshop (IWW)	C	✓
	Producing Organized Writing and Effective Reviewing (POWR)	R	✓
	Graphics Workshop (GRAF)	C	✓
	Communicating Analysis Graphically (ZCAG) <i>may be substituted for (GRAF)</i>	C	✓
	Writing Seminar (WS)	E	✓
	Strategies for Overcoming Writer's Block (OWB)	E	✓
	Computer Use		
	Computer Keyboarding Skills (CKS)	C	✓
	Microcomputers Introduction (BDOS)	C	✓
	DOS 3.3 (ZDOS) <i>may be substituted for (BDOS)</i>	C	✓
	WordPerfect Introduction (BEWP)	C	✓
	WordPerfect 5.1 Basic (ZWPB) <i>may be substituted for (BEWP)</i>	C	✓
	Lotus 1-2-3 Introduction (BL)	C	✓
	Lotus 1-2-3 Basic (ZLTB) <i>may be substituted for (BL)</i>	C	✓
	Quattro Pro (KQAT)	C	✓
	Spreadsheet Quality Assurance (SSQA)	C	✓
	dBASE III PLUS Introduction (BDB3)	E	✓
	dBASE III PLUS (KDB3) <i>may be substituted for (BDB3)</i>	E	✓
	Crosstalk XVI Introduction (BXTK)	E	✓
	Local Area Network Overview (LANO)	E	✓
	Local Area Network (ZNET) <i>may be substituted for (LANO)</i>	E	✓
	Computer Communication and Connectivity (ZLAN)	E	✓
	SAS on the Mainframe (SAS)	E	✓
	SAS on the Personal Computer (SAPC)	E	✓
	Statistical Package for the Social Sciences (SPSS)	E	✓
	Statistical Package for the Social Sciences on the PC (SPSP)	E	✓

R Required ✓ Available
C Core
E Elective
S Special

Staff Level Evaluator Curriculum (continued)

Category	Course	Type	Status
Technical (continued)	Additional elective Computer Applications courses, see page 38.		
Management	Managing Staff and Workplace Relations		
	Workplace Relations and Communication (WRC)	C	✓

R Required ✓ Available
C Core
E Elective
S Special

Senior Level Evaluator Curriculum

Category	Course	Type	Status
Transition	Senior Level Promotion Program (B2P)	R	✓
	Senior Orientation Seminar (SOS) <i>for new hires only</i>	S	✓
Technical	Standards and Policies		
	Practical Internal Control Studies (PICS)	R	✓
	Evidence: Standards and Applications (ESA)	R	Projected for fall '92
	Referencing GAO Products (REGP)	R	✓
	Fraud Awareness (FRAU)	E	✓
	Ethics in the Federal Government (EFG)	E	✓ on request
	Assignment Planning and Execution		
	• Design and Methods		
	Approach and Methodology Selection Workshop (AMS)	R	✓
	Compliance Auditing (CA)	C	✓
	Economy and Efficiency Reviews (EER)	C	Projected for fall '92
	Program Evaluation (PE)	C	✓
	Policy Analysis (PA)	C	✓
	Introduction to Procurement and Contracts (IPC)	E	✓
	Budgeting in Review (BIRE)	E	✓
	Introduction to Federal Financial Management (IFFM)	E	✓
	• Data Collection		
	Data Collection Methods and Sources (DCS)	C	Projected for winter '93
	Questionnaires and Structured Interviews (QSIE)	C	✓
	Qualitative Methods (QM)	E	Projected for fall '92
	Advanced Interviewing (AI)	C	Projected for winter '92
	• Analysis		
	Applied Statistics Introduction (ASC)	C	✓
	Applied Statistics Refresher (ASR)	C	✓
	Applied Sampling Workshop (ASW)	C	Projected for fall '92
	Multivariate Analysis (MAN)	E	Scheduled as needed
	Categorical Data Analysis (CDAN)	E	Scheduled as needed
	Categorical Data Analysis Using Log-Linear Models (CALL)	E	Scheduled as needed
	Time Series Analysis (TSA)	E	Scheduled as needed
	Causal Modeling (CM)	E	Scheduled as needed
	Economics Series (ES)	E	Projected for winter '92

R Required ✓ Available
 C Core
 E Elective
 S Special

Senior Level Evaluator Curriculum (continued)

Category	Course	Type	Status
Technical (continued)	Communication		
	• Oral		
	Meeting Effectively Every Time (MEET)	E	✓
	Preparing Effective Presentations Refresher (PEPR)	E	✓
	Advanced Presentation Techniques (APT)	E	Projected for spring '93
	New Instructor Training (ITN)	S	✓
	Instructor Training Advanced (ITA)	S	✓
	• Written		
	Report Writing and Message Development (RWMD)	R	✓
	Report Review (RR)	R	✓
	Executive Summary Workshop (ESW)	C	✓
	Graphics Workshop (GRAF)	C	✓
	Communicating Analysis Graphically (ZCAG) <i>may be substituted for (GRAF)</i>	C	✓
	Writing Seminar (WS)	E	✓
	Strategies for Overcoming Writer's Block (OWB)	E	✓
	Writing Testimony (WT)	E	✓
	Computer Use		
	Computer Keyboarding Skills (CKS)	C	✓
	Microcomputers Introduction (BDOS)	C	✓
	DOS 3.3 (ZDOS) <i>may be substituted for (BDOS)</i>	C	✓
	WordPerfect Introduction (BEWP)	C	✓
	WordPerfect 5.1 Basic (ZWPB) <i>may be substituted for (BEWP)</i>	C	✓
	Lotus 1-2-3 Introduction (BL)	C	✓
	Lotus 1-2-3 Basic (ZLTB) <i>may be substituted for (BL)</i>	C	✓
	Quattro Pro (KQAT)	C	✓
	Spreadsheet Quality Assurance (SSQA)	C	✓
	dBASE III PLUS Introduction (BDB3)	E	✓
	dBASE III PLUS (KDB3) <i>may be substituted for (BDB3)</i>	E	✓
	Crosstalk XVI Introduction (BXTK)	E	✓
	Local Area Network Overview (LANO)	E	✓
	Local Area Network (ZNET) <i>may be substituted for (LANO)</i>	E	✓
	Computer Communication and Connectivity (ZLAN)	E	✓

R Required ✓ Available
C Core
E Elective
S Special

Senior Level Evaluator Curriculum (continued)

Category	Course	Type	Status
Technical (continued)	SAS on the Mainframe (SAS)	E	✓
	SAS on the Personal Computer (SAPC)	E	✓
	Statistical Package for the Social Sciences (SPSS)	E	✓
	Statistical Package for the Social Sciences on the PC (SPSP)	E	✓
	Additional elective Computer Applications courses, see page 38.		
Management	Assignment and Issue Area Management		
	Assignment Management (AM)	R	✓
	Issue Area Management (IAM)	E	Projected for fall '92
	Time Management for Managers (TMM)	E	✓
	Managing Staff and Workplace Relations		
	Skills and Strategies for Supervisors (SSS)	R	✓
	Preventing Sexual Harassment (SHW)	R	✓
	Management Briefing: EEO Responsibilities (EEO)	R	✓
	Managerial Decisionmaking (MD)	E	✓ until winter '92
	Workshop Series <i>choose a minimum of 3 courses</i>	R	
	Managerial Assessment and Planning (MAP)		Projected for winter '92
	Situational Leadership (KSIT)		✓
	Problem Solving and Decisionmaking (PSD)		Projected for spring '93
	Advanced Communication and Negotiations (ACN)		Projected for fall '92
	Managing Involvement (MI)		✓
	Managing Interdisciplinary Teams (MIT)		Projected for fall '92
	Managing for Productivity (MFP)		✓
	Valuing Workforce Diversity (VWD)		Projected for spring '93
	GAO-wide Leadership		
	Recruiting for the 1990s (RECR)	S	✓
	External Relations		
	Public Policy Processes and Issues (PPPI)	E	✓

R Required ✓ Available
C Core
E Elective
S Special

Management Level Evaluator Curriculum

Category	Course	Type	Status	
Transition	Management Level Promotion Program (B3P)	R	✓	
	Senior Orientation Seminar (SOS) <i>for new hires only</i>	S	✓	
Technical	Standards and Policies			
	Fraud Awareness (FRAU)	E	✓	
	Ethics in the Federal Government (EFG)	E	✓ on request	
	Assignment Planning and Execution			
	• Design and Methods			
	Approach and Methods Overview (AMO)	R	Projected for winter '92	
	Evaluation Design for Executives (EDX)	C	✓	
	Sampling for Executives (SAX)	C	✓	
	Survey Methods for Executives (SVX)	C	✓	
	Qualitative Methods for Executives (QMX)	E	Projected for spring '93	
	Policy Analysis for Executives (PAX)	E	Projected for fall '92	
	Budgeting in Review for Executives (BIRX)	E	✓	
	• Analysis			
	Economics Series (ES)	E	Projected for winter '92	
	Analyzing Data for Executives (ADX)	C	✓	
	Communication			
	• Oral			
	Media Communications for Managers (MCM)	R	Projected for fall '92	
	Executive Briefing Skills (EBS)	E	✓	
	Delivering Testimony (DT)	E	✓	
	New Instructor Training (ITN)	S	✓	
	Instructor Training Advanced (ITA)	S	✓	
	• Written			
	Managing Writing (MW)	R	Projected for fall '92	
	Report Review (RR)	R	✓	
	Executive Summary Workshop (ESW)	C	✓	
	Writing Testimony (WT)	E	✓	
	Computer Use			
	Information Resources Management and Technology (IRMT)	C	Projected for spring '93	
	Additional elective Computer Applications courses, see page 38.			
	Management	Assignment and Issue Area Management		
		Issue Area Management (IAM)	E	Projected for fall '92
Time Management for Managers (TMM)		E	✓	

R Required ✓ Available
 C Core
 E Elective
 S Special

Management Level Evaluator Curriculum (continued)

Category	Course	Type	Status
Management (continued)	Managing Staff and Workplace Relations		
	Managing Multiple Responsibilities (MMR)	R	Projected for spring '93
	Preventing Sexual Harassment (SHW)	R	✓
	Management Briefing: EEO Responsibilities (EEO)	R	✓
	Human Resource Management Series (HRM)	S	Scheduled as needed
	Managing Organizational Change (MOC)	R	✓
	Workshop Series <i>choose a minimum of 3 courses</i>	R	
	Managerial Assessment and Planning (MAP)		Projected for winter '92
	Situational Leadership (KSIT)		✓
	Problem Solving and Decisionmaking (PSD)		Projected for spring '93
	Advanced Communication and Negotiations (ACN)		Projected for fall '92
	Managing Involvement (MI)		✓
	Managing Interdisciplinary Teams (MIT)		Projected for fall '92
	Managing for Productivity (MFP)		✓
	Valuing Workforce Diversity (VWD)		Projected for spring '93
	GAO-wide Leadership		
	Emerging Issues Workshop (EIW)	S	Scheduled as needed
	Recruiting for the 1990s (RECR)	S	✓
	External Relations		
	GAO, Congress, and the Environment (GCE)	R	✓
Public Policy Processes and Issues (PPPI)	E	✓	

R Required ✓ Available
C Core
E Elective
S Special

SES Curriculum

Category	Course	Type	Status
Transition	Executive Candidate Development Program (ECDP)	S	✓
Technical	Standards and Policies		
	CG Series (CGS)	C	Scheduled as needed
	Assignment Planning and Execution		
	• Design and Methods		
	Approach and Methods Overview (AMO)	R	Projected for winter '92
	Evaluation Design for Executives (EDX)	C	✓
	Sampling for Executives (SAX)	C	✓
	Survey Methods for Executives (SVX)	C	✓
	Qualitative Methods for Executives (QMX)	E	Projected for spring '93
	Policy Analysis for Executives (PAX)	E	Projected for fall '92
	Budgeting in Review for Executives (BIRX)	E	✓
	• Analysis		
	Analyzing Data for Executives (ADX)	C	✓
	Communication		
	• Oral		
	Media Communications for Executives (MCX)	R	✓
	Executive Briefing Skills (EBS)	E	✓
	Delivering Testimony (DT)	E	✓
	Computer Use		
	Information Resources Management and Technology (IRMT)	C	Projected for spring '93
	Additional elective Computer Applications courses, see page 38.		
Management	Managing Staff and Workplace Relations		
	Preventing Sexual Harassment (SHW)	R	✓
	Management Briefing: EEO Responsibilities (EEO)	R	✓
	Human Resource Management Series (HRM)	S	Scheduled as needed
	GAO-wide Leadership		
	Emerging Issues Workshop (EIW)	S	Scheduled as needed

R Required ✓ Available
C Core
E Elective
S Special

ATTORNEY CURRICULUM

The Office of the General Counsel (OGC) requires GAO attorneys to complete 30 hours of continuing education every 2 fiscal years. To support this requirement, OGC, in collaboration with the Training Institute, has developed a comprehensive course curriculum for GAO's attorneys.

The structure of the curriculum for GAO attorneys was developed with the assistance of a training and staff development committee:

Henry Wray, *Senior Associate General Counsel (Chair)*

Barry Bedrick, *Associate General Counsel*

Gary Kepplinger, *Associate General Counsel*

Richard Pierson, *Senior Associate General Counsel*

Kathleen Wannisky, *Associate General Counsel for Operations*

William Woods, *Assistant General Counsel*

To date, the curriculum includes nine internal courses that provide attorneys with the knowledge and skills necessary to address OGC's ever-increasing and diverse work demands. The internal courses currently available are listed in the matrix in this section.

Attorneys should also consult the list of available computer courses in the computer applications matrix and general management courses in the evaluator curriculum matrices. In addition, attorneys are encouraged to identify external training opportunities relevant to their particular work assignments. Questions about the attorney training program should be directed to Kathleen Wannisky, Associate General Counsel for Operations at (202) 275-5207.

Attorney Curriculum

Category	Course	Status
Core	Effective OGC Audit Support (EOAS)	✓
	Ethics in the Federal Government (EFG)	✓ on request
	Federal Employment Law (FEL)	✓
	Finding and Using Legislative History (FULH)	✓
	Government Contract Law (GCL)	✓
	Legal Analysis and Writing (LAW)	✓
	Legislative Drafting (LEGD)	✓
	Principles of Appropriations Law (PAL)	✓
	Recruitment Interviewing for Attorneys (RIA)	✓
Computer	Computer Applications courses, see page 38.	

✓ Available

ADMINISTRATIVE STAFF CURRICULUM

At this writing, the development of a comprehensive curriculum for GAO's administrative professional and support staff (APSS) is close to completion. The curriculum's goal is to encourage continuing learning by providing courses that develop and build skills needed to tackle daily workplace demands.

Courses are organized by training category: transition, technical, communication, and management. The transition course, Introductory Administrative Staff Training (IAST), orients new administrative staff to GAO and provides an introduction to the skills necessary to perform an array of administrative tasks. Technical courses provide instruction in policies, procedures, and technology. Communication courses focus on essential oral and written communication skills, while management courses concentrate on assisting individuals in managing work and relationships.

Since course content and methods focus on meeting broad educational needs, courses may be taken by any GAO employee at any grade level who needs to learn the course's material or skill. Employees should review the administrative staff curriculum matrix, other matrices, and course descriptions to determine which courses are relevant to their needs.

Administrative Staff Curriculum

Category	Course	Status
Transition	Introductory Administrative Staff Training (IAST)	✓
Technical	Policies and Procedures	
	Formatting Memorandums and Letters (FML)	✓
	Preparing Report Processing Forms and Packages (PRFP)	Projected for fall '92
	Service Connection: Telephone and Reception (SCTR)	✓
	Standardized Filing System (FSS)	✓
	Time and Attendance Reporting (TAR)	✓
	Travel (TRA)	✓
	Workplace Math (WM)	Projected for fall '92
	Business Mathematics (ZBMT)	✓
	Basic Math: Decimals (KEDU)	✓
	Technology	
	Personal Computer Hardware and Software Introduction (ZLIT)	✓
	Microcomputers Introduction (BDOS)	✓
	DOS 3.3 (ZDOS) <i>may be substituted for (BDOS)</i>	✓
	Using Personal Computers (KUPC)	✓
	Computer Keyboarding Skills (CKS)	✓
	Keypad Instruction for Numeric Data Entry (KKEY)	✓
	Typing Made Easy (ZTME)	✓
	Typing Skill Builder (ZTSB)	✓
	WordPerfect Introduction (BEWP)	✓
	WordPerfect 5.1 Basic (ZWPB) <i>may be substituted for (BEWP)</i>	✓
	Lotus 1-2-3 Introduction (BL)	✓
	Lotus 1-2-3 Basic (ZLTB) <i>may be substituted for (BL)</i>	✓
	dBASE III PLUS Introduction (BDB3)	✓
	dBASE III PLUS (KDB3) <i>may be substituted for (BDB3)</i>	✓
	Additional Computer Applications courses, see page 38.	
	Communication	Oral
Effective Communication (EC)		✓
Make the Telephone Work for You (KTEL)		✓
Essentials of Grammar (EOG)		✓
Preparing Effective Presentations for APSS (PEPA)		✓
Meeting Effectively Every Time for APSS (META)		Projected for winter '92
Written		
Applying Effective Writing Techniques (AEWT)		✓
Essential Reading Skills (ERS)		✓
Fundamentals of Spelling (FOS)		✓
Principles of Writing (PW)		✓

✓ Available

Administrative Staff Curriculum (continued)

Category	Course	Status
Communication (continued)	Proofreading Techniques (PT)	✓
	Strategies for Overcoming Writer's Block (OWB)	✓
Management	Leadership Series (LS)	Projected for winter '92
	Preventing Sexual Harassment (SHW)	✓
	Supervisory Skills in Service Organizations (SSSO)	✓
	Teamwork (TW)	✓
	Time Management (TM)	Projected for spring '93

✓ Available

FINANCIAL MANAGEMENT CURRICULUM

The financial management curriculum continues to expand and now includes ten courses. The mandate of the Chief Financial Officers Act of 1990, to improve the financial management of the federal government, has guided the development of this curriculum.

Key courses include Introduction to Financial Auditing (IFA) (recently revised), Principles of Budgetary and Proprietary Accounting (PBPA) (formerly Federal Accounting Principles and Standards), Introduction to Federal Financial Management (IFFM), Advanced Financial Auditing (AFA), and Accounting and Auditing Review and Update (AAU). Additional financial-related courses are listed in the matrix that follows.

Financial Management Curriculum

Course	Status
Accounting and Auditing Review and Update (AAU)	✓
Advanced Financial Auditing (AFA)	Projected for fall '92
Budgeting in Review (BIRE)	✓
Introduction to Federal Financial Management (IFFM)	✓
Introduction to Financial Auditing (IFA)	✓
Practical Internal Control Studies (PICS)	✓
Principles of Budgetary and Proprietary Accounting (PBPA)	✓
Referencing Financial Management Reports (REAP)	✓
Update on Government Auditing Standards (GAS)	✓
Workpaper Review (WPR)	✓

✓ Available

INFORMATION MANAGEMENT AND TECHNOLOGY CURRICULUM

Information is a vital resource to all government activities and programs. Without good information, agencies will in all probability fail to achieve their missions. In addition, the use of various types of information technology—such as computers, telecommunications, and optical storage devices—to gather, process, and make available critical information is rapidly increasing. Therefore, agency managers need to be aware of the issues and risks involved in effective information and technology management.

If GAO is to contribute recommendations for improving information management in federal agencies, GAO evaluators need to understand how agencies use information and how technology advancements impact agency functions.

To meet this need, the Information Management and Technology Division, in collaboration with the Training Institute, has developed a comprehensive information management and technology curriculum. To date, the curriculum includes six courses designed to train evaluators and staff office personnel to audit, evaluate, and manage complex information resources management issues.

Information Management and Technology Curriculum

Course	Status
Automated Information Systems Security (AISS)	Projected for winter '92
Data Base Systems and Information Management (DBIM)	Projected for winter '92
Managing Information Technology (MITE)	✓
Overview of Information Management and Technology (OIMT)	Projected for winter '92
Overview of Telecommunications and Networking Technology (OTNT)	Projected for winter '92
Systems Development Life Cycle Management (SDLC)	Projected for fall '92

✓ Available

QUALITY MANAGEMENT CURRICULUM

Education and training are integral parts of GAO's quality management (QM) implementation. The QM curriculum is designed to provide staff at all levels with the knowledge and skills needed to continually improve work quality. The Quality Management Group, the Training Institute, pilot groups, and the units share responsibility for providing support to units and teams as GAO expands its QM program.

In supporting quality management, the Training Institute provides QM-specific courses, courses on other aspects of GAO's work that offer QM-related concepts, and courses that train GAO staff to teach QM courses. The Training Institute's QM courses complement an array of just-in-time orientations and internal and contract consulting services provided by the Quality Management Group, as well as optional external classes, lessons learned, and on-the-job training.

Quality Management Courses

Four QM-specific courses are offered to support quality management implementation in the units.

- As the unit prepares for implementation, Quality Council Workshop (QQCW) helps a unit's top management plan and make strategic decisions to tailor QM implementation within their unit.
- As the unit starts its implementation, Managing Quality Improvement (QMqi) trains managers in techniques with which to support teams in their first quality improvement efforts. Team Leader Training (QTL) provides the unit's selected team leaders (at any level) with mastery of the QM statistical tools and ways of ensuring a team's success.
- As the unit expands its implementation, team leaders—preferably with experience—receive Facilitator Training (QFT) to assist new team leaders with their tasks.

Generally, employees attend the quality management orientation offered through their units by the Quality Management Group before registering for these courses.

Related Courses

Many Training Institute courses in the evaluator and administrative staff curricula offer complementary skills and approaches. Among these courses are Teamwork (TW), Workplace Relations and Communication (WRC), Report Writing and Message Development (RWMD), Meeting Effectively Every Time (MEET), Managing Organizational Change (MOC), and others. Listings of related courses are available from the Training Institute upon request.

Instructor Training Courses

As part of the certification process for QM instructors, the Training Institute offers instructor training in managing quality improvement, team leader training, and facilitator training. Upon completion of the instructor training, instructors are required to co-teach the course before being fully certified.

Quality Management Curriculum

Course	Status
Quality Council Workshop (QQCW)	✓
Managing Quality Improvement (QMCI)	✓
Team Leader Training (QTL)	✓
Facilitator Training (QFT)	✓

✓ Available

COMPUTER APPLICATIONS COURSES

The Training Institute offers a wide range of computer applications courses—including word processing, spreadsheet, and data base microcomputer applications—and courses in statistical analysis programs and Local Area Network applications.

Some computer and computer-related training courses offered are core courses in the evaluator curriculum, and others are designed for specialists such as writer-editors. Most computer applications courses, however, are appropriate for general audiences.

The internal computer applications courses currently available are listed in the following matrix.

Computer Applications Courses

Category	Course	Status
Microcomputer Overview	Computer Keyboarding Skills (CKS)	✓
	Using Personal Computers (KUPEC)	✓
	Personal Computer Hardware and Software Introduction (ZLIT)	✓
	Microcomputers Introduction (BDOS)	✓
	DOS 3.3 (ZDOS) <i>may be substituted for (BDOS)</i>	✓
	Windows Introduction Version 3.1 (WIN)	✓
	Troubleshooting and Maintaining Your PC (ZTRP)	✓
WordPerfect	WordPerfect Introduction (BEWP)	✓
	WordPerfect 5.1 Basic (ZWPB) <i>may be substituted for (BEWP)</i>	✓
	WordPerfect Refresher (BWPR)	✓
	WordPerfect 5.1 from WordPerfect 4.2 (WP51)	✓
	WordPerfect: Importing and Exporting Data (IWP1)	✓
	WordPerfect Made Easier (AWP8)	✓
	WordPerfect Form Letters (AWP1)	✓
	WordPerfect Sort Features (AWP2)	✓
	WordPerfect Text Columns (AWP3)	✓
	WordPerfect Tab Settings for Charts and Tables (AWP9)	✓
	WordPerfect Macros (AWP5)	✓
	WordPerfect Graphics (AWP6)	✓
	WordPerfect Automated Tables (AWP7)	✓
	WordPerfect 5.1 Advanced (ZWPA)	✓
	WordPerfect 5.1 for Windows (BWPW)	✓
	WordPerfect Used in Windows (WPUW)	✓
	Writer-Editor WordPerfect Seminar I (WPE1)	✓ on request
Writer-Editor WordPerfect Seminar II (WPE2)	✓ on request	
Desktop Publishing	PageMaker (KPGM)	✓
Spreadsheets	Lotus 1-2-3 Introduction (BL)	✓
	Lotus 1-2-3 Basic (ZLTB) <i>may be substituted for (BL)</i>	✓
	Lotus 1-2-3 Basic Refresher (BLR)	✓
	Lotus 1-2-3 Printing (ILP)	✓
	Lotus 1-2-3 Graphics (ILG)	✓
	Lotus 1-2-3 Advanced (ZLTA)	✓
	Lotus 1-2-3 Data Base Management (ILDB)	✓
	Lotus 1-2-3 Data Tables (ALDT)	✓
	Lotus 1-2-3 Design and Methodology (ALDM)	✓
	Lotus 1-2-3 Macros (ALM1)	✓
	Lotus 3.1 Introduction for Windows (BLW)	✓
	Lotus Used in Windows (BLUW)	✓

✓ Available

Computer Applications Courses (continued)

Category	Course	Status
Spreadsheets (continued)	Quattro Pro (KQAT)	✓
	Spreadsheet Quality Assurance (SSQA)	✓
Data Base Management	dBASE III PLUS Introduction (BDB3)	✓
	dBASE III PLUS (KDB3) <i>may be substituted for (BDB3)</i>	✓
	dBASE III PLUS Refresher (BDBR)	✓
	dBASE III PLUS Design and Methodology (DBDM)	✓
	dBASE III PLUS Reports (DBR)	✓
	dBASE III PLUS Shortcuts (DBS)	✓
	dBASE III PLUS Programming 1 (DBP1)	✓
	dBASE III PLUS Programming 2 (DBP2)	✓
Data Analysis	DYL-280 II Basic (BDYL)	✓
	DYL-280 II Advanced (ADYL)	✓
	SAS on the Mainframe (SAS)	✓
	SAS on the Personal Computer (SAPC)	✓
	Statistical Package for the Social Sciences (SPSS)	✓
	Statistical Package for the Social Sciences on the PC (SPSP)	✓
Computer Communications	Crosstalk XVI Introduction (BXTK)	✓
	Crosstalk XVI Intermediate (IXTK)	✓
	Electronic Mail System (EMS)	✓
Local Area Network	Local Area Network Overview (LANO)	✓
	Local Area Network (ZNET) <i>may be substituted for (LANO)</i>	✓
	Local Area Network Refresher (LANR)	✓
	Local Area Network Scheduler (LANS)	✓
	Computer Communication and Connectivity (ZLAN)	✓

✓ Available

OTHER TRAINING COURSES

Internal courses that provide information or involve skills of a fairly specialized nature (excluding issue area training) or that have broad applicability (excluding computer training) are listed in the following matrix. These courses may be of interest to many GAO employees but are not appropriate for inclusion in the curricula for major employee groups. The workshops and seminars sponsored by GAO's Office of Counseling and Career Development (OCCD) are included in this group.

Specialized, general, and OCCD courses are listed in the following matrix.

Other Training Courses

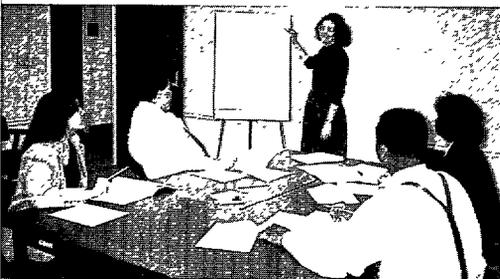
Category	Course	Status
Transition	New Employee Orientation (NEO)	✓
Specialized	Customer Service Enhancement Training Level I: Providers (CSEP)	✓
	Customer Service Enhancement Training Level II: Service Reinforcers (CSER)	✓
	Employee Relations, Health, and Safety (KERS)	✓
	Human Resource Management Practices (KMGP)	✓
	Human Resource Planning (KHRP)	✓
	New Instructor Training (ITN)	✓
	Instructor Training Advanced (ITA)	✓
	Principles of Acquisition for Non-Procurement Staff (PANS)	✓
	Statistics and Human Resource Management (KSHR)	✓
	Strategic Planning (KSTP)	✓
	Teaching Adults (KHTG)	✓
	Training and Development (KTGD)	✓
General	Business Mathematics (ZBMT)	✓
	Cardiopulmonary Resuscitation (CPR)	✓
	Effective Business Writing (KEBW)	✓
	Executive Guide to Grammar (ZEXE)	✓
	Keypad Instruction for Numeric Data Entry (KKEY)	✓
	Make the Telephone Work for You (KTEL)	✓
	Put It in Writing (KPUT)	✓
	Typing Made Easy (ZTME)	✓
	Typing Skill Builder (ZTSB)	✓
Office of Counseling and Career Development Workshops	Career Exploration (EXPL)	✓
	Conflict Management Modes (CMM)	✓
	Conflict Resolution Strategies (CRS)	✓
	Exploring Communication Styles (ECS)	✓
	Exploring Effective Listening (EEL)	✓
	Getting the Facts on Wellness (FACT)	✓
	Interviewing Skills (INT)	✓
	Introduction to MBTI (MBT1)	✓
	Job Search Strategies (JSS)	✓
	Managing Stress in Today's World (STRS)	✓
	Networking (NET)	✓
	Problem Recognition and Referral Briefing (PRRB)	✓
	Productive Work Habits (PWH)	✓
	Resume/Letter Preparation (RESU)	✓

✓ Available

Other Training Courses (continued)

Category	Course	Status
OCCD Workshops (continued)	Rethinking to Prevent Stress (THNK)	✓
	Retirement Planning Seminar (RPS)	✓
	Self-Assessment (SELF)	✓
	SF 171 Preparation (S171)	✓
	Step Up to Wellness (STEP)	✓
	Stopping Stress in Its Tracks (STOP)	✓
	Strengthening Expressive Skills (SES)	✓
	Strengthening Listening Skills (SLS)	✓
	Transforming Barriers to Productivity (TBP)	✓
	Working With Others (MBT2)	✓

III. Course Descriptions



This section provides detailed descriptions of all internal training courses. Each course description is listed alphabetically by title; course codes appear parenthetically after the course titles. (An alphabetic course code index follows the descriptions.)

Information is provided about each course's content, prerequisites, instruction methods, length, and status. If a course is not available, there will be a projected availability date (season and year). Seasons run on an academic, not calendar, year basis; for example, winter 1992 would include December 1992 and January and February 1993.

Each course description also includes guidance on who should enroll and information on the number of CPEs awarded to evaluators and evaluator-related staff for completion. Please note, course revisions can occur, affecting course length and CPE information. Check with your training coordinator to obtain up-to-date information.

For increased readability, acronyms familiar to the workplace and to GAO are used in the course descriptions. The terms for these acronyms are not provided in the individual course descriptions; an alphabetical listing of these acronyms, however, is provided below.

Acronyms

AFMD	Accounting and Financial Management Division
ADP	automated data processing
APSS	Administrative Professional and Support Staff
CG	Comptroller General
CPE	continuing professional education
CPR	cardiopulmonary resuscitation
DOS	disk operating system
EEO/AA	equal employment opportunity/affirmative action
EIC	evaluator-in-charge
EMS	electronic mail system
GAO	General Accounting Office
HRM	human resource management
IMTEC	Information Management and Technology Division
IRM	information resources management
LAN	local area networks
NIH	National Institutes of Health

OCCD	Office of Counseling and Career Development
OGC	Office of the General Counsel
OP	Office of Policy
PC	personal computer
PCC	Publishing and Communications Center
SES	Senior Executive Service

Accounting and Auditing Review and Update (AAU)

This seminar presents an annual overview of new developments in the accounting and auditing profession regarding requirements, policies, and pronouncements. Topics pertinent to GAO's financial accounting and auditing efforts vary from year to year.

Who Should Enroll

Employees who regularly perform AFMD financial audits

Prerequisites

Basic knowledge of commercial pronouncements, title 2, and GAO audit standards

Instruction Methods

Lecture, discussion

Length

1-2 days depending on the number of updates

CPE Credits

8-16 (all government related)

Status

Available

Advanced Communication and Negotiations (ACN)

This course reviews techniques for recognizing and working productively with people with differing styles. Participants practice negotiation and conflict management and the creation of win-win situations by using advanced interpersonal skills such as problem solving, handling conflict, generating consensus, and negotiation to effectively influence people

Who Should Enroll

Senior level and management level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises

Length

3 days

CPE Credits

24 (0 government related)

Status

Projected for fall 1992

Advanced Financial Auditing (AFA)

This course identifies and discusses the audit manager's role in the planning, internal control, testing, and reporting phases of a federal financial audit. Course topics include auditing standards, accounting principles, and other guidance applicable to managing a federal financial statement audit.

Who Should Enroll

Employees who perform financial audits

Prerequisites

Introduction to Financial Auditing (IFA)

Instruction Methods

Lecture, group discussion, video, case study, exercises

Length

5 days

CPE Credits

40 (all government related)

Status

Projected for fall 1992

Advanced Interviewing (AI)

This course provides information on interview strategies and techniques used in audits and evaluations. The course covers both friendly and hostile interview conditions. Includes practice in conducting interviews and receiving feedback.

Who Should Enroll

Experienced staff level and senior level evaluators

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for winter 1992

Advanced Presentation Techniques (APT)

This workshop provides participants the opportunity for individualized attention and practice in developing style and maximizing competency in speaking to diversified audiences in both favorable and challenging situations. Topics include speaking with confidence in high-pressure situations, persuasive speaking, handling difficult audiences, and using graphics and technology effectively.

Who Should Enroll

Senior level evaluators and other employees interested in learning advanced presentation techniques

Prerequisites

Preparing Effective Presentations (PEP)

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1993

Analyzing Data for Executives (ADX)

This course provides guidance to managers on how to influence the development and use of data analysis plans. Participants focus on techniques for analyzing data obtained from structured interviews and questionnaires, including the issue of response rates. Additional topics include understanding and interpreting the results of statistical analyses (not calculating statistics), and techniques for assessing reliability and validity of survey instruments. Managers are given the opportunity to discuss the development and monitoring of data analysis plans and work through a series of practical interpretational exercises.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

Evaluation Design for Executives (EDX), Sampling for Executives (SAX), and Survey Methods for Executives (SVX)

Instruction Methods

Lecture, discussion, case study

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Applied Sampling Workshop (ASW) (formerly Statistics for Evaluators)

This course focuses on sampling methods used by GAO. It provides guidance for selecting the most appropriate type of sample through an examination of the strengths and weaknesses of various types. Simple random, stratified random cluster, two-stage cluster, systematic, and nonprobability samples are addressed. The course provides information for dealing with nonresponse and other sampling problems.

Employees who have taken Statistics for Evaluators should not enroll in this course.

Who Should Enroll

Staff level and senior level evaluators and other employees who need to understand sampling

Prerequisites

Applied Statistics Introduction (ASC), Applied Statistics Refresher (ASR), or knowledge of descriptive and inferential statistics

Instruction Methods

Lecture, discussion, exercises

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1992

Applied Statistics Introduction (ASC)

This course focuses on the use of descriptive and inferential statistics. Topics include how to use frequencies, ranges, measures of central tendency (mean, median, mode), variance, cross-tabulation, and correlation to describe quantitative data; how to use probability; how to predict or estimate the characteristics of a population from knowledge of a sample; how to test hypotheses; and an introduction on how to use multiple regression. The intent of the course is to give participants knowledge of when specific statistics should be used and the ability to calculate basic statistics for use in GAO work.

Applied Statistics Refresher (ASR) is available for staff with some statistics training or experience.

Who Should Enroll

Staff level and senior level evaluators with no or little statistical training

Prerequisites

None

Instruction Methods

Lecture, discussion, written assignments, exams, tutorial

Length

14 weeks, 2 hours per week

CPE Credits

45 (15 government related)

Status

Available

Applied Statistics Refresher (ASR)

This course focuses on the use of descriptive and inferential statistics. Topics include how to use frequencies, ranges, measures of central tendency (mean, median, mode), variance, cross-tabulation, and correlation to describe quantitative data; how to use probability; how to predict or estimate the characteristics of a population from knowledge of a sample; how to test hypotheses; and an introduction on how to use multiple regression. The intent of the course is to give participants knowledge of when specific statistics should be used and the ability to calculate basic statistics for use in GAO work.

This course covers the same material as Applied Statistics Introduction (ASC) but assumes enrollees have had some statistics training or experience.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

Some familiarity with basic descriptive and inferential statistics

Instruction Methods

Lecture, discussion, written assignments, exams, tutorial

Length

14 weeks, 2 hours per week

CPE Credits

45 (15 government related)

Status

Available

Applying Effective Writing Techniques (AEWT)

This course builds on what is learned in Principles of Writing (PW) by emphasizing effective writing principles. Participants write and critique their writing samples.

Who Should Enroll

Administrative professional and support staff interested in building on and practicing the skills learned in Principles of Writing (PW)

Prerequisites

Principles of Writing (PW) or equivalent

Instruction Methods

Lecture, writing and proofreading exercises

Length

1 1/2 days

CPE Credits

0

Status

Available

Approach and Methodology Selection Workshop (AMS)

This workshop provides participants with a process for choosing the most appropriate approach and methodology for GAO assignments. Topics include translating congressional issues or concerns into researchable questions, analyzing and categorizing the questions, and choosing feasible and appropriate design strategies for conducting an assignment. The workshop also includes a brief overview of data collection techniques commonly used at GAO.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises, application of course concepts to current assignments

Length

2 1/2 days

CPE Credits

20 (all government related)

Status

Available

Approach and Methods Overview (AMO)

This seminar provides an overview of the approach and methodology selection concepts being taught to all GAO evaluators. Material is drawn from the core design and methods courses offered at the staff and senior levels: Approach and Methodology Selection Workshop (AMS), Compliance Auditing (CA), Economy and Efficiency Reviews (EER), Program Evaluation (PE), and Policy Analysis (PA).

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for winter 1992

Assignment Management (AM)

This course provides participants with guidance on agency procedures and policies for managing GAO assignments. The major focus is on the role of the EIC in planning, conducting the work, managing relationships, and reporting. The course also emphasizes the EIC's role in developing quality products and highlights new developments in GAO's assignment process.

Who Should Enroll

Staff level and senior level evaluators with less than 3 years experience running assignments

Prerequisites

None

Instruction Methods

Lecture, discussion, guest presentations, exercises

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Automated Information Systems Security (AISS)

This course provides participants with an understanding of automated information systems security and management. Topics include the nature of security threats; AIS vulnerabilities; effects of security weaknesses; nature of AIS security safeguards and internal controls; risk analysis and assessment; security controls in systems development, operation, and maintenance; security controls in telecommunications and networks; contingency planning and disaster recovery; integrating security and IRM; and security issues unique to end user computing.

Who Should Enroll

Evaluators and other employees who work in an information management and technology environment and on reviews of financial management systems

Prerequisites

Overview of Information Management and Technology (OIMT) or knowledge of automated information systems technology

Instruction Methods

Lecture, case study

Length

3 days

CPE Credits

24 (all government related)

Status

Projected for winter 1992

Basic Math: Decimals (KEDU)

This course, available through the Educational Resources Unit's Learning Center, is a self-paced, interactive videodisc program. The starting place in the course is based on the results of a placement test. The program then adapts to the participant's level of knowledge and understanding. Topics include a review of decimals, fractions, and percents. This program follows the "rule-example-practice" method of instruction. Instruction is available in either English or Spanish.

Who Should Enroll

Employees who perform mathematic computations

Prerequisites

None

Instruction Methods

Self-paced program using interactive videodisc

Length

3 hours average

CPE Credits

3 (0 government related)

Status

Available

Budgeting in Review (BIRE)

This course reviews the federal budget process and its relation to GAO work. The course covers the theories, concepts, definitions, and practices of federal budgeting; an analysis of budget-related documents; and GAO's budget analysis capability. Other topics include authorization and appropriation committees, obligations, committee reports, the Budget and Accounting Act, and special budget analyses. Exercises include using budget-related documents to develop audit findings.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Budgeting in Review for Executives (BIRX)

This seminar reviews the federal budget process and its relation to GAO work. Participant discussions focus on federal budget practices, analyses of budget-related documents, and GAO's budget analysis capability and initiatives.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

Lecture, discussion using handouts of budget documents

Length

1 day

CPE Credits

5 (all government related)

Status

Available

Business Mathematics (ZBMT)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based training program. The tutorial is practical and fast paced. It focuses on essential math skills that facilitate problem solving and decisionmaking and emphasizes applying math to specific business problems such as averaging, finding percentages, and solving simple algebraic equations. Topics include estimating income and expenses, calculating commissions, preparing forecasts, analyzing charts and graphs, planning budgets, and developing year-end reports. The course is available on a 5 1/4" low density disk. If a 3 1/2" or a high density disk is required, please make arrangements through your training coordinator.

Who Should Enroll

Employees who need to review basic mathematical concepts and apply basic computations to the job

Prerequisites

None

Instruction Methods

Self-paced, computer-based simulation training program

Length

3 hours average

CPE Credits

3 (0 government related)

Status

Available

Cardiopulmonary Resuscitation (CPR)

This course reviews the emergency medical services system and the citizen's role in preventing deaths from heart attack. Topics include risk factors; signals of heart attack; CPR techniques for adults, children, and infants; and techniques to relieve choking. Course prepares participants for a written life-support examination.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, demonstration, film, practice using mannequins

Length

3 1/2 days

CPE Credits

0

Status

Available

Career Exploration (EXPL)

This OCCD workshop introduces participants to a process for pinpointing careers that match personal criteria. The workshop increases participants' knowledge of career choices—a necessary first step toward effective career decisionmaking and job searching. It also addresses how to manage self-produced impediments to the career exploration process.

The workshop is most effective for participants who understand their personal criteria—such as interests, values, and skills—and have begun to formulate their career goals.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

2 hours

CPE Credits

0

Status

Available

Categorical Data Analysis (CDAN)

This course provides guidance on when and how to use non-parametric statistical techniques. The course covers tests for one-, two-, and k-sample cases (e.g., binomial test, sign test, Kruskal-Wallis one-way analysis of variance) and the use of nonparametric measures of correlation (e.g., Spearman and Kendall rank correlation coefficients).

Who Should Enroll

Staff level and senior level evaluators and technical assistance staff

Prerequisites

Knowledge of basic descriptive and inferential statistics

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Categorical Data Analysis Using Log-Linear Models (CALL)

This course provides participants with an introduction to log-linear techniques and enables them to be capable users of these techniques. A number of examples of log-linear modeling are presented and discussed. Computer input and output are examined to demonstrate how log-linear procedures are implemented and interpreted.

Who Should Enroll

Staff level and senior level evaluators and technical assistance staff

Prerequisites

Knowledge of basic descriptive and inferential statistics

Instruction Methods

Lecture, computer demonstration, exercises

Length

8 weeks, 2 hours per week

CPE Credits

24 (12 government related)

Status

Scheduled on an as-needed basis

Causal Modeling (CM)

This course provides participants guidance on how to develop causal models by taking a finite set of variables, making assumptions about how they are interrelated in a cause and effect manner, testing the adequacy of the resultant model, and modifying the assumptions until a model is derived that warrants confidence. Examples are used to show how such modeling can be used for exploratory, prediction, and confirmatory (hypothesis testing) purposes.

Who Should Enroll

Staff level and senior level evaluators and technical assistance staff

Prerequisites

Knowledge of advanced descriptive and inferential statistics

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

CG Series (CGS)

The Comptroller General series provides timely information to all senior executives on major GAO recommendations and initiatives that have crosscutting implications for most issue areas. Topics and presenters are selected by GAO's top management.

Who Should Enroll

Senior executives

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Communicating Analysis Graphically (ZCAG)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based training program. This course is aimed at the novice graphic designer in GAO and is recommended as a follow-up to Graphics Workshop (GRAF). The course focuses on the basic characteristics of and construction guidelines for different types of graphs—such as line, bar, and scatterplot—and how each is used to convey a message. Topics include reasons why graphics matter, graphic presentation guidelines, and graphic displays to facilitate data analysis. Participants begin to “think graphically” by practicing matching the appropriate graph to the intended message.

Who Should Enroll

Staff level and senior level evaluators, writer-editors, report analysts, technical specialists, and employees who integrate graphics into reports or testimony

Prerequisites

None

Instruction Methods

Self-paced, computer-based training program

Length

8 hours average

CPE Credits

8 (0 government related)

Status

Available

Compliance Auditing (CA)

This course presents a systematic approach for determining when and how to audit for compliance with applicable laws and regulations and how to determine the extent of testing needed. The course provides information on how to design and execute compliance audits (audits that ascertain whether programs, projects, activities, and regulations are being appropriately carried out or followed). Topics include identifying criteria, testing for and assessing degrees of compliance, estimating effects of noncompliance, and determining causes of noncompliance.

Who Should Enroll

Staff level and senior level evaluators; especially recommended for senior level evaluators with little or no prior auditing experience

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

Lecture, group discussion, exercises

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Computer Communication and Connectivity (ZLAN)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced program that introduces the user to LANs—which are changing the way people work. Topics include networking terminology, LAN components and configurations, file servers, information sharing and security, mainframe to micro links, and electronic mail. Participants are expected to complete a post-course test.

Who Should Enroll

Employees interested in gaining a basic familiarity with local area networking

Prerequisites

None

Instruction Methods

Self-paced program using videotape and guidebook, test

Length

2 hours average

CPE Credits

2 (0 government related)

Status

Available

Computer Keyboarding Skills (CKS)

This course includes learning and performing touch operation of alphabetic, numeric, and symbol keys of the computer keyboard as well as developing speed and accuracy skills.

Who Should Enroll

Employees who need to learn the computer keyboard or are interested in increasing keyboard skill and accuracy

Prerequisites

None

Instruction Methods

Lecture, exercises

Length

27 hours (nine 3-hour sessions)

CPE Credits

0

Status

Available

Conflict Management Modes (CMM)

This OCCD workshop introduces participants to the five Thomas-Kilmann conflict management behavioral modes. Participants have the opportunity to identify their preferred approaches to dealing with conflict in the workplace and discuss the advantages and disadvantages of each approach. Typical levels and sources of workplace conflicts are also discussed.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

3 hours

CPE Credits

0

Status

Available

Conflict Resolution Strategies (CRS)

This OCCD workshop focuses on conflict communication styles. Participants practice communication strategies that promote conflict resolution and positive working relationships. They also learn about common obstacles to conflict resolution.

Who Should Enroll

Interested employees

Prerequisites

Knowledge of the five Thomas-Kilmann conflict management modes

Instruction Methods

Lecture, discussion, exercises

Length

3 hours

CPE Credits

0

Status

Available

Crosstalk XVI Intermediate (IXTK)

This course focuses on changing Crosstalk parameter settings, creating and saving command files, and reviewing and demonstrating script files.

Who Should Enroll

Crosstalk users interested in increasing their knowledge of telecommunications and Crosstalk

Prerequisites

Crosstalk XVI Introduction (BXTK) or Crosstalk experience

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

Crosstalk XVI Introduction (BXTK)

This course covers telecommunication concepts and reviews ASCII print files and the transmitting and receiving of files to and from other computers using simple Crosstalk commands and command files. Participants may attend an optional afternoon session focusing on changing parameter settings manually, creating and saving command files, and reviewing and demonstrating script files to learn more about Crosstalk and its functions.

Who Should Enroll

Microcomputer users interested in using Crosstalk

Prerequisites

Microcomputers Introduction (BDOS), DOS 3.3 (ZDOS), or DOS experience (basic familiarity with at least one microcomputer application package desirable and some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

Customer Service Enhancement Training Level I: Providers (CSEP)

This course teaches skills in customer service to enhance everyday customer relations. The course is based on effective communication concepts—rapport building, effective listening, and paraphrasing—and explores telephone service, face-to-face service, and the feedback and coaching processes.

Who Should Enroll

GS&C employees in front-line positions that involve delivering services

Prerequisites

None

Instruction Methods

Lecture, discussion, case study, video, role playing

Length

2 1/2 days

CPE Credits

0

Status

Available on request

Customer Service Enhancement Training Level II: Service Reinforcers (CSER)

This course introduces customer service enhancement concepts and their application to everyday job performance. Participants have the opportunity to practice skills and receive feedback on effective customer service behavior. Topics include telephone service situations, face-to-face service problems, and the feedback and coaching processes.

Who Should Enroll

GS&C managers and supervisors of employees in customer service positions

Prerequisites

None

Instruction Methods

Lecture, discussion, case study, video, role playing

Length

2 1/2 days

CPE Credits

0

Status

Available on request

Data Base Systems and Information Management (DBIM)

This course provides participants with an understanding of the concepts, tools, and principles of operations in a data base management environment. Topics include IRM issues related to data and data base management systems, issues and problems with data and data base management systems, and federal criteria for developing, managing, operating, converting, and retiring these systems.

Who Should Enroll

Evaluators and other employees who work in an information management and technology environment

Prerequisites

Overview of Information Management and Technology (OIMT) or knowledge of automated information systems technology

Instruction Methods

Lecture, case study

Length

4 days

CPE Credits

32 (all government related)

Status

Projected for winter 1992

Data Collection Methods and Sources (DCS)

This course reviews the full range of library and other research resources available to evaluators, including legislative histories, on-line data bases, general administrative data bases, and research of assignment bibliographies. Major emphasis is given to the use of existing records. Guidance is provided on how to handle administrative and research data obtained from other sources and the trade-offs of the various data collection methods available to the evaluator. Topics include necessary documentation, review of data generation procedures, internal consistency checks, and other quality assurance procedures.

Who Should Enroll

Staff level and senior level evaluators and technical assistance staff

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1993

dBASE III PLUS (KDB3)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced program presenting beginning and intermediate features and commands of dBASE III PLUS. Topics include creating data bases, retrieving information, updating records, organizing a data base, printing a data base, and customizing dBASE. Participants view videotapes next to a computer, allowing simultaneous computer practice and videotape instruction. Participants also use their own practice disk and student guide.

Who Should Enroll

Employees interested in organizing and manipulating information using dBASE III PLUS

Prerequisites

None

Instruction Methods

Self-paced, 8-hour videotape with computer-based exercises

Length

8 hours average

CPE Credits

8 (0 government related)

Status

Available

dBASE III PLUS Design and Methodology (DBDM)

This course teaches participants to plan and design sophisticated data bases; define problems, objectives, and management guidelines; design solutions to create working analytical models and reports; and use advanced dBASE features to process information.

Who Should Enroll

Experienced dBASE III PLUS users

Prerequisites

dBASE III PLUS Introduction (BDB3), dBASE III PLUS (KDB3), or dBASE III PLUS experience

Instruction Methods

Lecture, discussion, case study, practice

Length

1 day

CPE Credits

7 (all government related)

Status

Available

dBASE III PLUS Introduction (BDB3)

This course teaches participants to plan, create, and edit a data base and its structure; query a data base for specific information; use the basic date and math functions of dBASE; and create, run, and print reports. Participants receive ample opportunity for hands-on application of these skills.

Who Should Enroll

Employees interested in organizing and manipulating information using dBASE III PLUS

Prerequisites

Microcomputers Introduction (BDOS), Using Personal Computers (KUPC), or DOS experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, practice

Length

2 days

CPE Credits

14 (0 government related)

Status

Available

dBASE III PLUS Programming 1 (DBP1)

This course provides information on how to develop simple programs to automate repetitive and time-consuming tasks. The course teaches participants how to use memory variables and the screen generator to create simple command files; plan, develop, and run simple programs; and use program loops and decisionmaking statements to increase flexibility and speed.

Who Should Enroll

Experienced dBASE III PLUS users

Prerequisites

dBASE III PLUS Introduction (BDB3) or dBASE III PLUS (KDB3), and dBASE III PLUS experience; dBASE III PLUS Shortcuts (DBS) and dBASE III PLUS Reports (DBR) recommended

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

dBASE III PLUS Programming 2 (DBP2)

This course builds on the basic dBASE programming concepts introduced in the dBASE Programming 1 course. In addition, participants learn to create complex programs, write documentation techniques and debugging commands, and use the applications generator to create menus.

Who Should Enroll

Experienced dBASE III PLUS users

Prerequisites

dBASE III PLUS Programming 1 (DBP1) and 6-8 weeks subsequent programming experience with dBASE III PLUS

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

dBASE III PLUS Refresher (BDBR)

This course reviews the basic fundamentals of dBASE at an accelerated pace. Topics include planning and creating a simple data base, searching a data base for specific information, organizing a data base, and creating and producing reports. During the afternoon session, participants design their own data base applications. Participants should bring sample applications to class.

Who Should Enroll

Employees familiar with the basic features and functions of dBASE III PLUS

Prerequisites

dBASE III PLUS Introduction (BDB3), dBASE III PLUS (KDB3), or minimal dBASE III PLUS experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

dBASE III PLUS Reports (DBR)

This course provides information on planning a report form, generating reports with grouping, using expressions in columns, and calculating columns in reports.

Who Should Enroll

Experienced dBASE III PLUS users

Prerequisites

dBASE III PLUS Introduction (BDB3), dBASE III PLUS (KDB3), or dBASE III PLUS experience

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

dBASE III PLUS Shortcuts (DBS)

This course provides information on altering function key definitions, using SET commands, establishing memory variables, and creating simple command files. The course also teaches participants advanced indexing concepts and how these concepts can enhance dBASE usage.

Who Should Enroll

Experienced dBASE III PLUS users

Prerequisites

dBASE III PLUS Introduction (BDB3), dBASE III PLUS (KDB3), or dBASE III PLUS experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Delivering Testimony (DT)

This course provides guidance and practice for preparing and delivering effective testimony. Participants develop techniques and strategies for testimony preparation and delivery with an emphasis on how to respond to questions after formal presentations. Guest speakers include GAO senior executives skilled in delivering testimony.

Who Should Enroll

Management level evaluators and senior executives who prepare and deliver testimony (required for all executive candidates)

Prerequisites

None

Instruction Methods

Lecture, panel discussion, videotaping with critique

Length

2 days

CPE Credits

16 (all government related)

Status

Available

DOS 3.3 (ZDOS)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based simulation training program. No computer knowledge or ability is required. The course covers basic DOS skills (keyboard, DOS commands, working with files, DOS command index), hard disk skills (hard disk system, setting a path, organizing a hard disk, working with directories, backup and restore), and advanced DOS skills (speedy command entry, creating batch files, redirecting output, advanced DOS command index). The course is available on a 5 1/4" low density disk. If a 3 1/2" or a high density disk is required, please make arrangements through the training coordinator.

Who Should Enroll

Employees with little or no microcomputer or DOS experience

Prerequisites

None

Instruction Methods

Self-paced, computer-based simulations training program

Length

6 hours average

CPE Credits

6 (0 government related)

Status

Available

DYL-280 II Advanced (ADYL)

This course teaches participants the advanced principles of records storage and retrieval using the capabilities of DYL-280 II to store, retrieve, compute, and analyze data for audit assignments. Topics include library maintenance, indexing, fixed position printing, multiple report printing, and error analysis.

Who Should Enroll

Technical assistance staff and ADP specialists who have access to DYL-280 II software

Prerequisites

DYL-280 II Basic (BDYL) or equivalent (including knowledge of a mainframe text editor)

Instruction Methods

Lecture, case study, exercises, practice

Length

3 days

CPE Credits

24 (4 government related)

Status

Available

DYL-280 II Basic (BDYL)

This course teaches participants the basic principles of data storage and retrieval using the capabilities of DYL-280 II to store, retrieve, compute, and analyze data for audit assignments. Topics include data retrieval concepts, DYL-280 II capabilities, computer operating system concepts, job control language commands, and DYL-280 II routines.

Who Should Enroll

Technical assistance staff and ADP specialists who have access to DYL-280 II software

Prerequisites

A basic knowledge of computers and knowledge of a mainframe text editor (e.g., WYLBUR or ALPHA)

Instruction Methods

Lecture, case study, practice

Length

3 days

CPE Credits

24 (4 government related)

Status

Available

Economics Series (ES)

This series of lectures and discussions provides opportunities for evaluators and managers to become familiar with a variety of common economics analysis issues. The courses will be taught by the Office of the Chief Economist or other GAO economists and will concentrate on issues that frequently arise in GAO work.

Who Should Enroll

Senior level and management level evaluators with limited or no economics background (dedicated classes may be held for executives)

Prerequisites

None; later sessions of the series may build on earlier offerings

Instruction Methods

Lecture, discussion, case study

Length

To be determined

CPE Credits

To be determined

Status

Projected for winter 1992

Economy and Efficiency Reviews (EER)

This course addresses ways to assess agency operations and emphasizes detecting opportunities for improving economy and efficiency in such areas as organizational structure, processes, and practices. The course focuses on developing persuasive recommendations through determining criteria, condition, cause, and effect. Participants practice flowcharting and other tools for analyzing organizations.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

Lecture, case study, exercises

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1992

Effective Business Writing (KEBW)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced, interactive videodisc program. The program presents a flexible writing process that simplifies and integrates writing with professional work activities. Topics include planning—defining purpose and analyzing audience; brainstorming—developing ideas freely and rapidly; and organizing—formatting and placing key ideas. Creating first drafts and revising documents are also covered.

Who Should Enroll

Employees interested in improving their writing skills

Prerequisites

None

Instruction Methods

Self-paced program using interactive videodisc

Length

8 hours average

CPE Credits

8 (0 government related)

Status

Available

Effective Communication (EC)

This course defines communication, examines barriers to effective communication, and identifies techniques for improving communication with customers and colleagues. Participants practice techniques for effective listening and speaking.

Who Should Enroll

Employees interested in improving their speaking and listening skills

Prerequisites

None

Instruction Methods

Lecture, discussion, group exercises, role playing

Length

2 1/2 days

CPE Credits

0

Status

Available

Effective OGC Audit Support (EOAS)

This course examines how effective attorney-evaluator working relationships contribute to the quality and timeliness of GAO's work. The course explores the issues affecting the role of attorneys in the audit process and the delivery of legal services. The goal of the course is to provide strategies and techniques to help attorneys offer timely, comprehensive, and effective assistance throughout the audit process.

Who Should Enroll

Highly recommended for developmental and upper level hire attorneys (minimum 6 months' service in OGC), recommended for full performance attorneys and Band II attorneys, and available to evaluators

Prerequisites

6 months OGC service

Instruction Methods

Lecture, panel, discussion, exercises

Length

1 day

CPE Credits

7 (all government related)

Status

Available

Electronic Mail System (EMS)

This course reviews how to access and exit the House Information System electronic mail service, send and read mail messages, upload text created in WordPerfect as messages, save mail messages, display a directory of GAO users, and create mailing lists.

Who Should Enroll

Employees who plan to use GAO's electronic mail service

Prerequisites

None; Crosstalk XVI Introduction (BXTK) or equivalent recommended

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

Emerging Issues Workshop (EIW)

This workshop provides an opportunity for managers and senior executives to work on topics of current and future interest to GAO. The course will focus on analyzing organizational issues and problems and developing strategies for resolution and action. Participants and leading experts on the topic or issue to be analyzed will be chosen based on current organizational needs, interests, and priorities.

Who Should Enroll

Management level evaluators and senior executives (by nomination only)

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Employee Relations, Health, and Safety (KERS)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced audio program. The content is designed to help the human resource professional assess an organization's present employee relations policies and procedures. It presents the historical events that have influenced employee relations and union organization and structure. This course also explores the relationship between health and safety and the causes of incidents, and factors that influence both the degree and severity of health and safety problems.

Who Should Enroll

Human resource staff and administrative professional and support staff in relevant occupations

Prerequisites

None

Instruction Methods

Self-paced program using audiotape and workbook

Length

4 hours average

CPE Credits

0

Status

Available

Essential Reading Skills (ERS)

This course emphasizes using basic reading skills as a means to understanding, analyzing, summarizing, and drawing conclusions from job-related materials.

Who Should Enroll

Administrative professional and support staff interested in improving their reading skills

Prerequisites

None

Instruction Methods

Lecture, group discussion, reading assessment, exercises

Length

1 day

CPE Credits

0

Status

Available

Essentials of Grammar (EOG)

This course reviews proper grammar and its application in a professional setting. The course covers elements of grammar such as parts of speech, subject-verb agreement, active/passive voice, and modifiers; punctuation; capitalization; sentence types and construction; and common sentence construction errors.

Who Should Enroll

Employees interested in improving their grammar

Prerequisites

None

Instruction Methods

Lecture, discussion, individual and group exercises

Length

3 days

CPE Credits

0

Status

Available

Ethics in the Federal Government (EFG)

This workshop provides participants with an awareness of ethical statutes and standards of conduct that govern GAO staff. The course also discusses the techniques used in reviewing ethical issues in providing legal assistance. Major topics include financial disclosure requirements, criminal statutes, conflicts of interest, and standards of conduct.

Who Should Enroll

Employees who have not attended the ethics modules in Introductory Evaluator Training (IET) or Senior Orientation Seminar (SOS)

Prerequisites

None

Instruction Methods

Lecture, discussion, case study

Length

1/2 day

CPE Credits

4 (all government related)

Status

Available on request

Evaluation Design for Executives (EDX)

This course provides an overview of the issues involved in designing evaluations, including management implications and strategies associated with design choices. Participants gain an understanding of the relationship between questions asked and the evaluation design. The characteristics of survey, case study, correlational, and field research designs and the use of existing data are discussed.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

Lecture, discussion, case study

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Evidence: Standards and Applications (ESA) (formerly Evidence: Issues and Applications)

This course focuses on GAO's standards of evidence and strategies for applying them in GAO's audit and evaluation work. Topics include ensuring the quality of GAO's work by applying the evidence standard, types of evidence, sources for guidance, and workpaper documentation. Relating evidence to the elements of a finding is also discussed.

Who Should Enroll

Staff level and senior level evaluators with less than 3 years experience in audit and evaluation work

Prerequisites

Introductory Evaluator Training (IET) or Senior Orientation Seminar (SOS)

Instruction Methods

Lecture, discussion, exercises

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1992

Executive Briefing Skills (EBS)

This course provides information on how to design, prepare, and deliver various types of presentations and briefings. Participants deliver presentations in class. Presentation strengths and weaknesses are discussed. Topics include preparation techniques, elements of effective delivery, and how to use audiovisual aids.

Who Should Enroll

Management level evaluators, GS-15 level employees, and senior executives

Prerequisites

None

Instruction Methods

Lecture, video, videotaping with critique

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Executive Candidate Development Program (ECDP)

This program, sponsored by GAO's Executive Resources Board, is intended to develop executive candidates for possible placement into executive positions. The program provides the candidates with a variety of internal and external training courses and developmental assignments. Internal training courses include Regional Organization and Operations Seminar (ROOS), Public Service for Executives (PSX), Understanding and Coping With Organizational Change (UCOC), Delivering Testimony (DT), and Media Communications for Executives (MCX). ECDP varies in length depending on the individual circumstances of the participants.

Who Should Enroll

Executive candidates

Prerequisites

Selection into the program

Instruction Methods

Seminar, external training, developmental and mentor assignments

Length

18 months average (length varies)

CPE Credits

Varies depending on the length of the courses taken in the program

Status

Available

Executive Guide to Grammar (ZEXE)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced program concentrating on the practical aspects of grammar in an easy-to-learn, nonacademic presentation. Workbook exercises allow participants the chance to practice what has been presented. Subjects include the fundamentals of grammar, punctuation, common errors, active voice, writing guidelines, and proofreading symbols. Participants are expected to successfully complete a post-course test.

Who Should Enroll

Employees interested in a basic grammar refresher course

Prerequisites

None

Instruction Methods

Self-paced workbook

Length

12 hours average

CPE Credits

12 (0 government related)

Status

Available

Executive Summary Workshop (ESW)

This course focuses on the skills needed to plan, draft, and revise an effective executive summary. The course also reviews available guidance and standards from the Office of Policy. Participants plan and write an executive summary using a case study, review the summary for logic and presentation, and revise the summary based on the review. Participants apply these same principles to letter reports.

Who Should Enroll

Senior level and management level evaluators and reports analysts

Prerequisites

None; Producing Organized Writing and Effective Reviewing (POWR) and Report Writing and Message Development (RWMD) recommended

Instruction Methods

Lecture, case study, group work

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Exploring Communication Styles (ECS)

This OCCD workshop explores aggressive, assertive, and nonassertive communication styles. Participants' communications experience is the basis for evaluating the pros and cons of each style. Participants assess their communication style preferences and the implications of those preferences for communicating effectively.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

3 hours

CPE Credits

0

Status

Available

Exploring Effective Listening (EEL)

This OCCD workshop addresses why listening is important to effective relationships, whether work or personal. The workshop explores a model of the interpersonal communications process, offers self-assessment opportunities, identifies motivations for listening well, and examines many barriers to effective listening.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

3 hours

CPE Credits

0

Status

Available

Facilitator Training (QFT)

This course reviews the process skills necessary to facilitate quality improvement team activities and allows participants to practice these skills. Topics include the relationships among facilitators, teams, and management; the group dynamic skills necessary to guide teams in quality improvement activities; and the role of the facilitator.

Who Should Enroll

Employees nominated by the unit Quality Council

Prerequisites

None; team experience (preferably team leader experience) recommended

Instruction Methods

Lecture, discussion, video, small group activities, role playing

Length

4 days

CPE Credits

32 (all government related)

Status

Available

Federal Employment Law (FEL)

This course describes the rights and benefits afforded federal employees. Topics include history of the civil service system; current federal system for hiring, appraisal, and promotion; civil service protection and limitations; EEO/AA; the GAO personnel system; and the role of OGC in federal employment law.

Who Should Enroll

Highly recommended for developmental attorneys, recommended for full performance attorneys and Band II attorneys, and available to other GAO employees

Prerequisites

None

Instruction Methods

Lecture, video, exercises

Length

8 hours (two 4-hour sessions)

CPE Credits

8 (all government related)

Status

Available

Finding and Using Legislative History (FULH)

This course provides hands-on training in legislative history research. Major topics include determining when to conduct legislative history research, locating needed legislative history documents, determining legislative intent, identifying useful GAO resources, determining priorities for sources, and identifying and avoiding common problems. The course also provides information on the principles of statutory construction and guidelines for citing findings and maintaining references.

Who Should Enroll

Highly recommended for developmental attorneys and recommended for attorneys and supervisors involved in statutory construction and legislative history issues

Prerequisites

None

Instruction Methods

Lecture, case study, exercises

Length

12 hours (three 4-hour sessions)

CPE Credits

15 (all government related)

Status

Available

Formatting Memorandums and Letters (FML) (formerly Formatting GAO Correspondence)

This course provides guidance on formatting memorandums and letters according to GAO's *Supplement for Secretaries and Typists*. The standardized format assures a consistent look throughout GAO and contributes to a favorable impression of the sender and the organization. Major topics include when to prepare memorandums and letters, and specific formats for letters and routine, congressional, and media contact memorandums. Exercises focus on application of format to various texts. This course does not focus on transmittal letters used in GAO reports or letter reports.

Who Should Enroll

Employees who write, format, or review memorandums and letters according to GAO standards

Prerequisites

Use or knowledge of computer keyboarding and WordPerfect 5.1

Instruction Methods

Lecture, group discussion, computer demonstration, practice

Length

1 day

CPE Credits

0

Status

Available

Fraud Awareness (FRAU)

This course reviews the evaluator's role and responsibilities in detecting fraud and other illegal acts. The course also provides information on GAO's initiatives in designated high-risk areas and the role of GAO's Office of Special Investigations. Topics include the U.S. justice system; fraud statutes; and fraud in specialized areas, such as information systems.

Who Should Enroll

Senior level and management level evaluators

Prerequisites

None

Instruction Methods

Lecture, video, exercises, case study

Length

1 1/2 days

CPE Credits

12 (all government related)

Status

Available

Fundamentals of Spelling (FOS)

This course reviews spelling rules, techniques, and reference tools and applies them to the work setting. Participants practice recognizing commonly misspelled and frequently misused words.

Who Should Enroll

Administrative professional and support staff interested in improving their spelling skills

Prerequisites

Essentials of Grammar (EOG)

Instruction Methods

Lecture, discussion, exercises

Length

1 day

CPE Credits

0

Status

Available

GAO, Congress, and the Environment (GCE)

This seminar explores GAO's relationships with its environment—the Congress, executive branch agencies, public interest groups, the media, and other key information users. Speakers include congressional staffers, executive branch officials, media experts, and representatives of other associations and groups. These speakers offer frank analyses of the strengths and weaknesses of GAO's work.

The Office of Congressional Relations directs the first day of the course, held on Capitol Hill; the Office of Public Affairs directs the first half of the second day. The remainder of the course is organized by one of GAO's Assistant Comptrollers General and includes dialogues with top managers.

Who Should Enroll

Management level evaluators

Prerequisites

None

Instruction Methods

Panel discussion, group work

Length

2 1/2 days

CPE Credits

20 (all government related)

Status

Available

Getting the Facts on Wellness (FACT)

This OCCD workshop introduces basic facts on wellness. It is designed to help participants sort through and prioritize multiple and sometimes contradictory health recommendations. The seminar introduces a comprehensive, up-to-date, and scientifically correct list of health recommendations. It also examines strategies to get and stay motivated for wellness.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

3 hours

CPE Credits

0

Status

Available

Government Contract Law (GCL)

This course reviews the government's contracting process. It chronicles the life of a procurement, including statutes and regulations governing the process, how the government defines and publicizes its needs and solicits and evaluates offers, special factors affecting the contract award, principal problems arising during contract performance, mechanisms to resolve protests of contract awards and performance disputes, and contract administration.

Who Should Enroll

Highly recommended for developmental attorneys, recommended for full performance attorneys and Band II attorneys, and available to evaluators

Prerequisites

Permission of OGC

Instruction Methods

Lecture

Length

2 weeks

CPE Credits

47 (all government related)

Status

Available

Graphics Workshop (GRAF)

This workshop provides a systematic approach to developing appropriate and persuasive graphics. Major topics include the graphics styles and standards used in GAO reports, the graphics lexicon, the process for selecting and developing appropriate graphics, GAO hardware and software (such as InstantChart and TextFrame), and other graphics support resources. Exercises focus on designing appropriate graphics for current job assignments.

Who Should Enroll

Staff level and senior level evaluators, writer-editors, reports analysts, technical specialists, and employees who integrate graphics into reports or testimony

Prerequisites

None

Instruction Methods

Lecture, slides, practice

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Human Resource Management Practices (KMGP)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced audio program. The role and responsibilities of the human resource professional and the practices and skills necessary for effective human resource management are explored. Topics include management practices, the human resource management function, planning and budgeting, organizing, delegating, controlling, decisionmaking, leadership and motivation, communication, and management information systems.

Who Should Enroll

Human resource staff and administrative professional and support staff in relevant occupations

Prerequisites

None

Instruction Methods

Self-paced program using audiotape and workbook

Length

4 hours average

CPE Credits

4 (0 government related)

Status

Available

Human Resource Management Series (HRM)

This series provides participants with opportunities to update their knowledge of human resource management issues through discussion with GAO and external experts. The series' topics are selected to reflect new research results and/or organizational needs and interests; therefore, topics are determined on an on-going basis.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Human Resource Planning (KHRP)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced audio program that presents information on planning for an organization's short- and long-term human resource needs. Topics include employment, placement, and human resource planning; recruitment policies, practices, and procedures; preemployment selection, testing, and interviewing; internal placement; government regulations; and job analysis and evaluation.

Who Should Enroll

Human resource staff and administrative professional and support staff in relevant occupations

Prerequisites

None

Instruction Methods

Self-paced program using audiotape and workbook

Length

6 hours average

CPE Credits

6 (0 government related)

Status

Available

Information Resources Management and Technology (IRMT)

This course provides participants with an overview of information management and technology, their uses, and their impacts on organizations and of the approaches and strategies for effectively modernizing a large, complex organization and operation. Particular attention will be given to federal government policies, programs, and organizations and how they may change in the decades ahead and how GAO work can help assure efficient and effective policies, designs, and implementation.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1993

Instructor Training Advanced (ITA)

This course helps experienced instructors to improve their teaching skills. Topics include reviewing adult learning methods; using a training style inventory; using case studies, role playing, small group problem solving techniques; developing recovery skills; and practicing instruction skills.

Who Should Enroll

Experienced GAO trainers and instructors interested in strengthening their training and instruction skills

Prerequisites

New Instructor Training (ITN) or equivalent

Instruction Methods

Lecture, presentation, group discussion, case study, group work, role playing

Length

2 days

CPE Credits

16 (0 government related)

Status

Available

Intermediate Writing Workshop (IWW)

This course reviews the writing process—planning, drafting, and revising. Major topics include purpose, audience, the writer's role, structure and diction, drafting the product, revising paragraphs and sentences, and collaborative writing. Participants plan and draft a document during the course.

Who Should Enroll

Staff level evaluators with 6-12 months experience

Prerequisites

None

Instruction Methods

Lecture, small group discussion, exercises, collaborative writing project

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Interviewing Skills (INT)

This OCCD workshop addresses how to clearly communicate one's job qualifications and strengths to an interviewer. Participants learn how to respond to questions regarding goals, personal qualities, and salary expectations. The workshop also covers interview preparation, typical and difficult interview questions, and follow-up strategies. This workshop is most effective for participants who have identified and explored their focused job objective, have begun an active job search or plan to start the job search shortly, have identified five to six skills they want to use in their targeted career, know the types of organizations that interest them, and have a sense of what they can offer a new employer.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

2 hours

CPE Credits

0

Status

Available

Introduction to Federal Financial Management (IFFM)

This course reviews the roles and relationships of the organizations that establish and influence federal financial management policy. It also reviews key documents produced by these organizations that may be useful to auditors.

Who Should Enroll

Staff level and senior level evaluators, staff level and senior level accountants, and employees new to the government

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Introduction to Financial Auditing (IFA)

This course provides an overview of GAO's methodology for performing financial statement audits, including planning, internal control, substantive testing, and reporting. The course focuses on those aspects of the audit generally performed by the first-time auditor, such as internal control review and substantive testing. Exercises illustrate the application of these techniques.

Who Should Enroll

Employees who perform financial statement audits

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises

Length

3 1/2 days

CPE Credits

28 (all government related)

Status

Available

Introduction to MBTI (MBT1)

This OCCD workshop introduces the concept of personality type and explains the four basic preference dimensions measured by the Myers-Briggs Type Indicator. Participants complete the indicator before the workshop; during the workshop, the results are interpreted and explained. Participants have an opportunity to engage in group exercises that demonstrate the effects of preference differences on decisionmaking and interpersonal behavior.

Registrants receive a copy of the Myers-Briggs Type Indicator from OCCD and must complete the indicator and return it to OCCD 1 week before the workshop begins so that it can be scored by OCCD staff before the workshop begins.

Who Should Enroll

Interested employees

Prerequisites

Completion of Myers-Briggs Type Indicator

Instruction Methods

Lecture, discussion, and exercises

Length

3 hours

CPE Credits

0

Status

Available

Introduction to Procurement and Contracts (IPC)

This course provides evaluators with the fundamentals of federal contracting needed to conduct audits. Major topics include procurement laws and regulations, the acquisition process, types of specifications, methods of procurement, developing evaluation criteria and source selection plans, and contract administration.

Who Should Enroll

Staff level and senior level evaluators responsible for conducting audits in procurement and contract areas

Prerequisites

None

Instruction Methods

Lecture, discussion, case study

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Introductory Administrative Staff Training (IAST)

This course orients newly hired temporary and permanent administrative support staff to GAO's vision, mission, culture, policies and procedures, and products. Major topics include the GAO environment, customer service (external and internal customers, telephone courtesy and reception, professional image), teamwork, policies and procedures for time and attendance reporting, local travel, the filing system, and formatting memorandums and letters. Other topics include career development and resources.

Who Should Enroll

Newly hired temporary and permanent administrative support staff within their first month at GAO

Prerequisites

None

Instruction Methods

Lecture, group discussion, demonstrations, skills practice and peer critiques, video, exercises, role playing

Length

5 days

CPE Credits

0

Status

Available

Introductory Evaluator Training (IET)

This course orients new evaluator staff joining GAO. The course provides an overview of GAO's work and gives participants opportunities to develop skills for interviewing, writing, and delivering oral presentations. Major topics include the history of GAO, the roles and responsibilities of regional offices, issues facing GAO, the assignment process, rules of evidence, types of data collection, policies and procedures, congressional relations, and career development.

Who Should Enroll

Staff level evaluators within their first 2 months with GAO

Prerequisites

Preparing Workpapers (ZPWP)

Instruction Methods

Lecture, presentations by top management officials, panel discussion, visit to the Hill, videotaped interviews and oral presentations with critique, writing skills practice and assessment, exercises

Length

7 days

CPE Credits

56 (all government related)

Status

Available

Issue Area Management (IAM)

This course examines the issue area environment for GAO issue area managers. Participants learn how to effectively participate in issue area networks that involve both government and private sector individuals and to identify and define emerging issues and determine their histories. Implicit and explicit models for defining issue area work are examined. Planning, staffing, and capacity building are also addressed.

Who Should Enroll

Assistant directors, senior specialists, and managers with issue area functions; any person involved in managing an issue area

Prerequisites

None

Instruction Methods

Lecture, discussion, video, exercises

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1992

Job Search Strategies (JSS)

This OCCD workshop helps participants take control of their job search campaign by focusing on multiple strategies for finding job opportunities. It discusses how to organize the job search, stay motivated, and maximize efforts to land that next job. The workshop is most effective for participants who understand their personal criteria, such as their career interests, values, and skills; have researched possible new careers or next jobs; and have gathered information about the careers they want to target in their job search.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

2 hours

CPE Credits

0

Status

Available

Keypad Instruction for Numeric Data Entry (KKEY)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced, computer-based program designed to increase speed and accuracy on the keyboard's numeric keypad. Emphasis is on finger placement, numeric skill building, and data entry from workpapers and checks. Practice sessions coordinate finger movements, increase speed, and assist in quicker number recognition.

Who Should Enroll

Employees interested in improving their speed and accuracy on the numeric keypad

Prerequisites

None

Instruction Methods

Self-paced, computer-based training program

Length

3 hours average

CPE Credits

0

Status

Available

Leadership Series (LS)

This series consists of workshops designed to develop leadership skills. Currently developed in the series are three separate workshops: problem solving, delegating, and on-the-job training. Course content builds on participants' experiences and strengthens their understanding of the organization's strategies for achieving its mission.

Who Should Enroll

Administrative professional and support staff with supervisory responsibilities interested in developing leadership skills

Prerequisites

Teamwork (TW)

Instruction Methods

Lecture, discussion, exercises, role playing, action plans

Length

To be determined

CPE Credits

0

Status

Projected for winter 1992

Legal Analysis and Writing (LAW)

This course provides guidelines for writing and reviewing various OGC documents. The course defines the components of and identifies the style criteria for each document; reviews the basic rules of grammar, style, and organization with an emphasis on legal analysis; and clarifies the OGC process, guidelines, and techniques for reviewing written materials.

Who Should Enroll

Highly recommended for developmental attorneys and recommended for full performance and Band II attorneys

Prerequisites

None

Instruction Methods

Lecture

Length

2 days, and 1 hour of individual consultation

CPE Credits

17 (all government related)

Status

Available

Legislative Drafting (LEGD)

This course focuses on the basic techniques used to draft federal legislation. Participants draft simple bills and amendments to existing statutes, and develop their capacity to analyze bills and laws and to evaluate the quality of draft language.

Who Should Enroll

Highly recommended for developmental attorneys; recommended for full performance attorneys and Band II attorneys

Prerequisites

Permission of OGC management

Instruction Methods

Lecture, case studies

Length

20 hours (five 4-hour sessions, one session a week for 5 weeks)

CPE Credits

24 (all government related)

Status

Available

Local Area Network (ZNET)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based training program. This course provides a comprehensive introduction to LAN and critical information needed by new LAN users. Topics include project planning, current profile, LAN profile, selection and implementation, and administration and maintenance. This course is available on a 5 1/4" disk only.

Who Should Enroll

LAN administrators and new LAN users

Prerequisites

None

Instruction Methods

Self-paced, computer-based training program

Length

8 hours average

CPE Credits

8 (0 government related)

Status

Available

Local Area Network Overview (LANO)

This course introduces participants to the operation of LAN. The course covers what LAN is, the advantages offered by LAN at GAO, LAN access methods, and connecting microcomputer workstations to the network. Participants receive an individual user identification name and instruction in changing passwords to protect LAN accounts. Participants also practice many common network operations: logging on and off, sending electronic mail messages, checking electronic mailboxes, transferring data files between the network and microcomputer workstations, transferring files to an electronic mailbox, deleting files and mail messages, and creating and using temporary storage areas.

Who Should Enroll

Employees who plan to use file transfer and electronic mail on a LAN

Prerequisites

Microcomputers Introduction (BDOS) or DOS 3.3 (ZDOS)

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Local Area Network Refresher (LANR)

This course reviews at an accelerated pace the basic fundamentals of electronic mail and file transfer procedures. Topics include common network operations, such as logging on and off, sending electronic mail messages, checking electronic mailboxes, transferring data files between the network and microcomputer workstations, transferring files to electronic mailboxes, deleting files and mail messages, and creating and using temporary storage areas.

Who Should Enroll

Employees who have been introduced to the basic features and functions of LAN but who have minimal experience with LAN

Prerequisites

Local Area Network Overview (LANO) or LAN experience

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

Local Area Network Scheduler (LANS)

This course introduces participants to the features available in the network scheduler and a local area network environment. Topics include making appointments, scheduling, and confirming meetings. Participants will also learn to review and update an appointment and meeting.

Who Should Enroll

Employees previously exposed to the basic features and functions of the LAN and who have minimal actual experience with LAN operation

Prerequisites

Local Area Network Overview (LANO) or LAN experience

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

Lotus 1-2-3 Advanced (ZLTA)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based simulation training program. Topics include locating records in a data base, extracting records from data bases, creating graphs, aligning labels, setting the date, combining work sheets, creating and using macros, advanced formatting, system status, and the command index. The course is available on a 5 1/4" low density disk. If a 3 1/2" or a high density disk is required, please make arrangements through the training coordinator.

Who Should Enroll

Employees who need to use advanced Lotus 1-2-3 version 2.2 features

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Basic (ZLTB), or Lotus 1-2-3 experience

Instruction Methods

Self-paced, computer-based simulation training program

Length

3 hours average

CPE Credits

3 (0 government related)

Status

Available

Lotus 1-2-3 Basic (ZLTB)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced computer-based simulation training program. No computer knowledge is required. Topics include special Lotus 1-2-3 keys, an overview of Lotus 1-2-3, the command structure, cell entries, retrieving and saving, printing, sorting a data base, copying, using range names, formatting cells, setting column widths, Lotus 1-2-3's help feature, and the command index. The course is available on a 5 1/4" low density disk.

Who Should Enroll

Employees who need to produce schedules and other spreadsheets using Lotus 1-2-3 version 2.2

Prerequisites

None

Instruction Methods

Self-paced, computer-based simulation training program

Length

4 hours average

CPE Credits

4 (0 government related)

Status

Available

Lotus 1-2-3 Basic Refresher (BLR)

This course reviews creating and saving spreadsheets, constructing simple formulas to perform calculations, printing spreadsheets, replicating formulas with the copy command, and using the slash (/) command menu.

Who Should Enroll

Employees who have been introduced to the basic features and functions of Lotus 1-2-3 but who have had minimal experience with the program

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Basic (ZLTB), or minimal Lotus 1-2-3 experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Lotus 1-2-3 Data Base Management (ILDB)

This course teaches experienced users the techniques of Lotus 1-2-3 data base management. In addition to covering basic data base management concepts, participants learn to establish a data base in a spreadsheet, use the 1-2-3 data commands to sort and locate data based on user-supplied criteria, identify the criteria and output ranges, query the data base and extract data, create complex queries, use @IF statements, and review the 1-2-3 data base statistical functions.

Who Should Enroll

Experienced Lotus 1-2-3 users

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Basic (ZLTB), or Lotus 1-2-3 experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Lotus 1-2-3 Data Tables (ALDT)

This course teaches experienced Lotus 1-2-3 users to create data tables for repetitive calculations based on one or two variables. Participants learn basic concepts of the data table feature, creating data tables, determining the elements of tables, and setting table ranges. Participants may bring sample applications to class for the afternoon workshop.

Who Should Enroll

Experienced Lotus 1-2-3 users

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Basic (ZLTB), or Lotus 1-2-3 experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Lotus 1-2-3 Design and Methodology (ALDM)

This course, specifically designed for GAO evaluators experienced in Lotus 1-2-3 basic functions, emphasizes choosing the right Lotus 1-2-3 tool(s) needed for an assignment. Using a case study, participants learn to use Lotus 1-2-3 to assist in project design and analysis (sorting, data extraction, and data tables). The course reviews and applies the analytical tools in Lotus 1-2-3 to answer specific questions posed by the case study.

Who Should Enroll

Evaluators who use Lotus 1-2-3

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Basic (ZLTB), or Lotus 1-2-3 experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (all government related)

Status

Available

Lotus 1-2-3 Graphics (ILG)

This course teaches experienced users to effectively create pie, line, and bar charts from a Lotus 1-2-3 spreadsheet. Participants learn useful guidelines and objectives for designing effective graphs, creating graphs using the slash (/) graph commands, creating simple graphs using @IF statements, and printing graphs using the printgraph utility.

Who Should Enroll

Experienced Lotus 1-2-3 users interested in producing graphs using Lotus 1-2-3

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Basic (ZLTB), or Lotus 1-2-3 experience (including experience using range names)

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

Lotus 1-2-3 Introduction (BL)

This course teaches participants to create simple spreadsheets by entering labels, values, and formulas; save and print spreadsheets; change the format of values to display dollar signs and commas; copy and replicate formulas; use the command menu; and apply Lotus 1-2-3 to GAO work. Participants receive ample opportunity for hands-on application of these skills.

Who Should Enroll

Employees who need to produce schedules and other spreadsheets using Lotus 1-2-3

Prerequisites

Microcomputers Introduction (BDOS), Using Personal Computers (KUPC), or DOS experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, practice

Length

2 days

CPE Credits

14 (0 government related)

Status

Available

Lotus 1-2-3 Macros (ALM1)

This course teaches experienced users to effectively create and use macros to perform repetitive functions. Participants learn basic macro concepts and their practical applications; the 1-2-3 macro language; planning, creating, and debugging macros; creating custom macro menus; and documenting macros properly.

Who Should Enroll

Experienced Lotus 1-2-3 users

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Basic (ZLTB), or Lotus 1-2-3 experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Lotus 1-2-3 Printing (ILP)

This course teaches experienced Lotus 1-2-3 users basic and advanced print functions. Participants learn the operation of the Epson FX-185 printer, Lotus printer installation procedures, print options, printing nonadjacent cell ranges, printing a spreadsheet with cell formulas, obtaining special printing effects using printer control codes, and creating ASCII print files.

Who Should Enroll

Experienced Lotus 1-2-3 users

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Basic (ZLTB), or Lotus 1-2-3 experience

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

Lotus 3.1 Introduction for Windows (BLW)

This course reviews the basic skills required to use Lotus 1-2-3 for Windows effectively. Topics include creating and editing simple spreadsheets; using the menu, function keys, or mouse to select functions; saving, opening, and printing documents; copying formulas and text; and using the built-in mathematical functions and the on-line help feature.

Who Should Enroll

Employees who have been exposed to the DOS and Windows environments and are interested in creating, editing, and printing spreadsheets

Prerequisites

Microcomputers Introduction (BDOS) or equivalent microcomputer experience and Windows Introduction Version 3.1 (WIN)

Instruction Methods

Lecture, discussion, practice

Length

2 days

CPE Credits

14 (0 government related)

Status

Available

Lotus Used in Windows (BLUW)

This course introduces experienced Lotus users to the major changes and functions of using Lotus in a windows versus DOS environment and to the proper techniques to most effectively use its increased capabilities. Topics include creating, editing, and printing spreadsheets in the windows environment and using the Lotus 1-2-3 for Windows menus and smart icons, clipboard, and built-in help feature.

Who Should Enroll

Employees who have been exposed to the DOS and Windows environments and are interested in learning the major changes between Lotus in the DOS environment and Lotus in the Windows environment

Prerequisites

Microcomputers Introduction (BDOS) or equivalent microcomputer experience, Windows Introduction Version 3.1 (WIN), and Lotus 1-2-3 Introduction (BL) or Lotus 1-2-3 experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Make the Telephone Work for You (KTEL)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced, interactive videodisc program designed to help participants use the telephone more effectively at work. Topics include creating the right impression on the telephone, using the telephone, and dealing with difficult calls.

Who Should Enroll

Employees who work with telephone reception

Prerequisites

None

Instruction Methods

Self-paced program using interactive videodisc

Length

3 hours average

CPE Credits

0

Status

Available

Management Briefing: EEO Responsibilities (EEO)

This course provides an overview and explanation of EEO laws and regulations. The primary objectives of the course are to increase participants' awareness of their EEO/AA responsibilities and reaffirm GAO's commitment to EEO/AA. Course emphasis is on good management techniques for creating an EEO work environment.

Who Should Enroll

Supervisors, managers, and senior executives

Prerequisites

None

Instruction Methods

Lecture, discussion, video, exercises

Length

1/2 day

CPE Credits

4 (all government related)

Status

Available

Management Level Promotion Program (B3P)

This program provides information about the roles and responsibilities of newly promoted management level evaluators. Participants are also provided with information about current GAO initiatives. Major topics include key expectations for planning and reporting and human resource management and the challenges facing management level evaluators. This program is offered once a year; the design, content, and delivery vary from year to year.

Who Should Enroll

Evaluators promoted to the management level during the preceding year

Prerequisites

None

Instruction Methods

Presentation, addresses by GAO senior executives, panel discussion

Length

1 1/2 days

CPE Credits

12 (all government related)

Status

Available

Managerial Assessment and Planning (MAP)

This workshop provides participants with information regarding their managerial behavior and competencies from a variety of sources, which may include inventories, simulations, and exercises. The course focuses on action planning to build on managerial strengths and to address weaknesses.

Who Should Enroll

Senior level and management level evaluators

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for winter 1992

Managerial Decisionmaking (MD)

This course provides participants with information and practice on a systematic approach to analyzing problems. The course emphasizes making decisions, avoiding future problems, and handling complex issues. Presented in a four-module format, participants learn questioning methods, view video scenarios, and review real-life case studies to reinforce learning.

Who Should Enroll

Senior level and management level evaluators and GS-13, -14, and -15 level employees

Prerequisites

None

Instruction Methods

Lecture, case study, video

Length

3 days

CPE Credits

24 (8 government related)

Status

Available until winter 1992

Managing for Productivity (MFP)

This workshop provides information on methods for improving productivity and quality in GAO work at the individual, work group, and organization levels. Major topics include motivation, managing change and diversity, and participative management. Exercises focus on problem solving and communication techniques.

Who Should Enroll

Senior level and management level evaluators and staff level evaluators with supervisory responsibilities

Prerequisites

None

Instruction Methods

Lecture, discussion, video, exercises

Length

3 1/2 days

CPE Credits

28 (0 government related)

Status

Available

Managing Information Technology (MITE)

This course provides participants with an overview of five information technology management principles and how to apply them when evaluating information systems. Major topics include identifying and defining these principles, determining how these principles apply to a federal agency's information technology management effort, and using the five principles to analyze and assess an agency's management of information technology.

The course is also available to select regions by way of teletraining technology.

Who Should Enroll

Evaluators and other employees who work in an information management and technology environment and on reviews of financial management systems

Prerequisites

None

Instruction Methods

Lecture, video, and case study

Length

1/2 day

CPE Credits

4 (all government related)

Status

Available

Managing Interdisciplinary Teams (MIT)

This workshop focuses on strategies for managing and coordinating the work of staff from different disciplines in order to develop well-functioning and effective work groups.

Who Should Enroll

Senior level and management level evaluators and staff level evaluators with supervisory responsibilities

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1992

Managing Involvement (MI) (formerly Managerial Leadership)

This course helps organizational problem solvers and decision-makers determine when and how to effectively involve other people in work problems and issues. The course teaches participants about the effects their leadership behavior may have on productivity, people, and time.

Employees who have taken Managerial Leadership (ML) should not enroll in this course.

Who Should Enroll

Senior level and management level evaluators and GS-13, -14, and -15 level employees

Prerequisites

None

Instruction Methods

Lecture, discussion, case study

Length

11/2 days

CPE Credits

12 (4 government related)

Status

Available

Managing Multiple Responsibilities (MMR)

This course addresses the wide range of responsibilities of senior managers—managing multiple assignments, supervising the operations of audit sites, regional office operations, planning and quality assurance functions, human resource management, working with congressional customers, and managing the external relationships of the office and/or issue area. This course will focus on ways to effectively manage these multiple responsibilities in order to meet diverse demands for products and services.

Who Should Enroll

Management level evaluators

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1993

Managing Organizational Change (MOC)

This workshop provides participants with an understanding of selected models for introducing and managing organizational change. The course also introduces other related topics, including necessary conditions for successful implementation of change and useful techniques to employ at successive stages of implementing change. Participants also have an opportunity to apply a change model to a real-job situation.

Who Should Enroll

Management level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, interactive exercises

Length

2 days

CPE Credits

14 (all government related)

Status

Available

Managing Quality Improvement (QMCI)

This course provides participants with the knowledge and skills for managing and supporting the quality improvement process. The course focuses on quality teams, one component of quality management, and examines four principles and seven statistical tools used by successful teams. Participants practice building teams, multivoting, using Ishikawa diagrams, and other quality management tools.

Who Should Enroll

Managers who supervise team members in units with an operating quality council

Prerequisites

Quality management orientation

Instruction Methods

Lecture, group discussion, video, skill practice

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Managing Stress in Today's World (STRS)

This OCCD workshop provides an overview of the nature and causes of stress, its physical and mental effects, and methods to prevent and cope with stress. A model is presented for a comprehensive plan to manage stress, and a method for counteracting the harmful effects of stress is demonstrated and experienced. The importance of developing a support system is also discussed, and a tool for assessing participants' current support is offered.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion, and exercises

Length

3 hours

CPE Credits

0

Status

Available

Managing Writing (MW)

This course provides an overview of techniques for managing the report writing process, including planning for writing, organizing and presenting data, running effective message conferences, and using concurrent review and collaborative writing to achieve a timely and quality product. Participants will plan, draft, revise, and review a document.

Who Should Enroll

Management level evaluators who manage the report writing process

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1992

Media Communications for Executives (MCX)

This course is designed to help executives develop the skills required to effectively provide media interviews. The course also provides participants with techniques to improve their interactions with all types of reporters and interview formats. Practice interviews are conducted in various settings, with each interview videotaped and critiqued.

Who Should Enroll

Executive candidates and senior executives

Prerequisites

None

Instruction Methods

Lecture, interview simulation under studio conditions, exercises

Length

1 day

CPE Credits

8 (6 government related)

Status

Available

Media Communications for Managers (MCM)

This workshop provides participants with information on how to communicate with the media. The workshop teaches participants how to organize information, think through message delivery, separate issues, and make key points. The workshop focuses on print journalism as well as the electronic media.

Who Should Enroll

Management level evaluators

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1992

Meeting Effectively Every Time (MEET) (formerly Running Effective Meetings)

This course emphasizes the practical aspects of conducting a meeting, including planning, defining meeting objectives, and considering alternative ways to achieve those objectives. Topics include the process of conducting a meeting, following up, dealing with "difficult participants," conflict management, and using technology in GAO-specific meetings.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

None

Instruction Methods

Discussion, video, case study, facilitation practice, role playing

Length

2 days

CPE Credits

16 (8 government related)

Status

Available

Meeting Effectively Every Time for APSS (META)

This course emphasizes the practical aspects of planning, conducting, and following up on meetings. Topics include identifying purpose, specifying objectives, and developing the agenda; running the meeting, dealing with "difficult participants," and closing the meeting; and distributing minutes and evaluating the meeting. During the course, participants will apply these skills by planning and conducting a job-related meeting.

Who Should Enroll

Administrative professional and support staff who plan and participate in meetings

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises, film, role playing

Length

2 days

CPE Credits

0

Status

Projected for winter 1992

Microcomputers Introduction (BDOS)

This course introduces the basic skills required to understand the microcomputer environment and DOS. Participants learn the terminology and concepts of personal computing; the difference between hardware and software; the purpose of DOS and its operations; the structure of the DOS command language; the DOS commands for viewing directories, formatting floppy disks, copying files and disks, and deleting files; and how to create and use a customized system menu. In addition, participants learn the key concepts of computer security and alternative methods of handling security issues. They also receive ample opportunity for hands-on application of these skills.

Who Should Enroll

Employees with little or no microcomputer or DOS experience

Prerequisites

None

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Multivariate Analysis (MAN)

This course provides guidance on when and how to use a variety of multivariate analysis techniques such as multiple linear regression analysis, multivariate analysis of variance (MANOVA), factor analysis, and discriminant analysis.

Who Should Enroll

Staff level and senior level evaluators and technical assistance staff

Prerequisites

Knowledge of advanced descriptive and inferential statistics

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Networking (NET)

This OCCD workshop examines networking—a powerful method of exploring careers and uncovering job openings—and networking methods. The workshop shows participants how to build good support systems through networking. This workshop is most effective for participants who understand their personal criteria, such as interests, values, and skills; have begun to explore and target some realistic and interesting careers that match their personal criteria; and have begun to formulate their career goals.

Who Should Enroll
Interested employees

Prerequisites
None

Instruction Methods
Lecture, discussion

Length
2 hours

CPE Credits
0

Status
Available

New Employee Orientation (NEO)

This brief orientation is designed to provide new GAO employees with a general knowledge of GAO as an organization and how it does its work. Major topics include how GAO fits into the federal government and GAO's mission, organization, and history. The morning is devoted to personnel processing of new employees.

Who Should Enroll
New employees at headquarters

Prerequisites
None

Instruction Methods
Lecture, discussion, video

Length
1 day

CPE Credits
3 (all government related)

Status
Available

New Instructor Training (ITN)

This course provides an overview of instruction techniques for individuals with little or no teaching experience. Topics include adult learning methods, presentation skills, using visual aids, skills for facilitating discussions, and practice training sessions.

Who Should Enroll
Trainers and instructors and potential trainers and instructors with little or no teaching experience

Prerequisites
None

Instruction Methods
Lecture, instruction aids, group discussion, skills practice with peer and expert critiques

Length
2 days

CPE Credits
16 (0 government related)

Status
Available

Overview of Information Management and Technology (OIMT)

This course provides participants with an understanding of the basic concepts, terminology, and issues and problems in an information management and technology environment. Topics include IRM issues related to mainframes, microcomputers, and other computer types; operating systems; applications software; data base management systems and data; the role of telecommunications in information management and technology; phases, activities, and issues and problems of systems development; systems security and controls for information technology; federal acquisition of computer resources; technology forecasts; and social and economic issues surrounding computer operations and information policy.

Who Should Enroll

Evaluators and other employees who work in an information management and technology environment and on reviews of financial management systems

Prerequisites

None

Instruction Methods

Lecture, building block exercises

Length

4 days

CPE Credits

32 (all government related)

Status

Projected for winter 1992

Overview of Telecommunications and Networking Technology (OTNT)

This course provides participants with an understanding of terminology, federal laws, and the issues and problems in an ever changing telecommunications and network environment. Topics include state-of-the-art voice and data communications, the use of radar as a transmission media, technological intelligence available for transmission, major telecommunications applications involving the federal government, federal agency responsibilities, the role of telecommunications and network technology in supporting information systems and organizational missions, and other IRM concerns related to this technology.

Who Should Enroll

Evaluators and other employees who work in an information management and technology environment and who need more than a basic knowledge in this area

Prerequisites

Overview of Information Management and Technology (OIMT) or knowledge of automated information systems technology

Instruction Methods

Lecture, case study

Length

4 days

CPE Credits

32 (all government related)

Status

Projected for winter 1992

PageMaker (KPGM)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced program, addressing the fundamentals and techniques of this desktop publishing software. PageMaker fundamentals include creating a page layout and working with text and graphics. PageMaker techniques include more specialized skills needed to create charts, forms, and flyers. Topics include creating column and ruler guides, creating graphics with the toolbox, placing and editing text, creating text blocks and selecting type specifications, setting hyphenation, placing graphics, using paragraph styles, using on-line graphics and templates, creating hanging indents, and using PageMaker file management. The course also covers the Windows file manager.

Who Should Enroll

OIMC staff and others who use PageMaker

Prerequisites

None

Instruction Methods

Self-paced program using videotape and computer-based exercises

Length

4 hours average

CPE Credits

4 (all government related)

Status

Available

Performance Management Training (PMT)

This workshop addresses the essential skills for completing and communicating an accurate and thorough performance appraisal. The course helps participants improve their skills in identifying and discussing performance expectations, tracking performance and providing feedback, and conducting performance reviews. The workshop is divided into four modules.

Who Should Enroll

Senior level and management level evaluators with rater responsibilities

Prerequisites

None

Instruction Methods

Lecture, discussion, video, exercises

Length

1/2 day-2 days depending on number of modules presented

CPE Credits

4-16 (all government related)

Status

Available through individual units

Personal Computer Hardware and Software Introduction (ZLIT)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced program providing participants with a basic understanding of computer literacy. Topics include understanding what the PC can do for users, PC components and applications, memory and storage, peripherals, and operating systems and their functions. Participants are expected to complete a post-course test.

Who Should Enroll

Employees interested in learning how a PC works

Prerequisites

None

Instruction Methods

Self-paced program using videotape and guidebook

Length

2 hours average

CPE Credits

2 (0 government related)

Status

Available

Policy Analysis (PA)

This course provides an introduction to policy analysis and practice using key policy analysis techniques. Discussions and case study exercises are concerned with defining and analyzing objectives, modeling, predicting the consequences of various alternatives, and related skills.

Who Should Enroll

Staff level and senior level evaluators with no formal training in policy analysis

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

Discussion, case study, exercises

Length

3 days preceded by 1/2-day assignment completed independently

CPE Credits

28 (all government related)

Status

Available

Policy Analysis for Executives (PAX)

This short course reviews the concepts and techniques of policy analysis, emphasizing how to structure a good analysis and assessment of common strengths and weaknesses.

Who Should Enroll

Management level evaluators and senior executives who have no formal training in policy analysis or are interested in a refresher

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1992

Practical Internal Control Studies (PICS)

This course defines and clarifies evaluators' responsibilities for reviewing and reporting on internal control systems during GAO audits. The course focuses on the definition of internal controls, audit compliance with the internal control auditing standards, and how to incorporate internal control findings into GAO reports. Topics include the importance of auditing internal controls, approaches to auditing internal controls, and applying internal controls to the job.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, case study, video, exercises

Length

1 day

CPE Credits

7 (all government related)

Status

Available

Preparing Effective Presentations (PEP)

This course reviews the presentation skills needed to produce clear, logical, and efficiently conducted briefings. Topics include communication barriers, types of presentations, audience analysis, delivery techniques, and the use of visuals and graphics.

Who Should Enroll

Staff level evaluators

Prerequisites

None

Instruction Methods

Lecture, expert presentation, video, videotaping with critique

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Preparing Effective Presentations for APSS (PEPA)

This course provides an overview of skills for preparing and delivering clear, logical, and effective oral presentations. Topics include communication barriers, types of presentations, audience analysis, delivery techniques, and use of visuals and graphics.

Who Should Enroll

Administrative professional and support staff who need to develop skills for preparing and delivering oral presentations

Prerequisites

Effective Communication (EC) and Principles of Writing (PW), or equivalent

Instruction Methods

Lecture, discussion, video, videotaping with critique

Length

3 days

CPE Credits

0

Status

Available

Preparing Effective Presentations Refresher (PEPR)

This course reinforces the oral communication skills covered in Preparing Effective Presentations (PEP). Major topics include a review of delivery techniques and suggestions for handling special situations as described by participants.

Who Should Enroll

Senior level evaluators and other employees interested in a refresher of the topics covered in Preparing Effective Presentations (PEP)

Prerequisites

Preparing Effective Presentations (PEP) within the last 5 years

Instruction Methods

Lecture, film, videotaping with critique

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Preparing Report Processing Forms and Packages (PRFP)

This course provides an overview of the steps involved in preparing forms and packages for processing reports. Emphasis is on using the *Communications Manual* and identifying staff in divisions who can provide specific information on report processing procedures. Exercises focus on compiling report processing packages.

Who Should Enroll

Employees who have or will have report processing responsibilities

Prerequisites

Proofreading Techniques (PT) or equivalent

Instruction Methods

Lecture, discussion, exercises

Length

To be determined

CPE Credits

0

Status

Projected for fall 1992

Preparing Workpapers (ZPWP)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced program providing participants with a basic understanding of the GAO workpaper process; the course is a prerequisite to Introductory Evaluator Training (IET). Topics include workpaper documentation, evidence and access to records, workpaper preparation, assembling workpaper binder/bundles, and safeguarding workpapers.

Who Should Enroll

Staff level and senior level evaluators new to the agency who prepare workpapers; management level evaluators new to the agency who review workpapers

Prerequisites

None

Instruction Methods

Self-paced study of reading materials and study questions

Length

6 hours average

CPE Credits

6 (all government related)

Status

Available

Preventing Sexual Harassment (SHW)

This course provides an overview of GAO's policy (based on EEO guidelines and court decisions) regarding sexual harassment in the workplace. Topics include identifying conduct associated with and situations defined as sexual harassment, clarifying agency liability for sexual harassment, and establishing the manager's responsibility in preventing and responding to sexual harassment. Detailed information is presented on the steps one can take to prevent and respond to acts of sexual harassment in the workplace.

Who Should Enroll

Supervisors, managers, and senior executives

Prerequisites

None

Instruction Methods

Lecture, video, group exercises

Length

1/2 day

CPE Credits

4 (all government related)

Status

Available

Principles of Acquisition for Non-Procurement Staff (PANS)

This course highlights the designated non-procurement staff's role and authority in GAO's acquisition process. Major topics include understanding GAO's acquisition process, planning for and preparing the statement of work/specifications, methods of procurement, contract administration and termination, and the dispute process.

Who Should Enroll

Employees responsible for performing one or more of the phases involved in the contract acquisition and administration processes and other non-procurement personnel responsible for supervising and managing COTRs and procurement-related projects

Prerequisites

None

Instruction Methods

Lecture, presentation, discussion, case study, exercises

Length

2 1/2 days

CPE Credits

20 (all government related)

Status

Available

Principles of Appropriations Law (PAL)

This course provides an orientation to the principles of appropriations law, emphasizing case law and the Comptroller General's role interpreting federal fiscal laws. Major topics include the legislative processes pertinent to the enactment and interpretation of an appropriations statute and a detailed introduction to the statutory and administrative controls applicable to appropriations.

Who Should Enroll

Highly recommended for developmental attorneys and recommended for full performance attorneys and Band II attorneys

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises

Length

2 1/2 days

CPE Credits

17 (all government related)

Status

Available

Principles of Budgetary and Proprietary Accounting (PBPA)

This course introduces participants to budgetary and proprietary accounting for a basic operating appropriation, that is, one which an agency uses to obtain goods and services for itself. The knowledge gained in this course will help the auditor understand the flow of accounting information to the financial records being audited.

Who Should Enroll

Employees who regularly perform financial management work

Prerequisites

A working knowledge of accounting principles and related terminology

Instruction Methods

Lecture, discussion, case study, exercises

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Principles of Writing (PW)

This course focuses on identifying and using effective writing principles to communicate messages clearly and accurately. Participants plan, draft, revise, and edit in class.

Who Should Enroll

Administrative professional and support staff interested in learning and practicing basic writing principles

Prerequisites

Essentials of Grammar (EOG) or equivalent

Instruction Methods

Lecture, analysis of participant writing samples, exercises

Length

1 1/2 days

CPE Credits

0

Status

Available

Problem Recognition and Referral Briefing (PRRB)

This OCCD briefing examines the effects of personal problems and substance abuse on job performance and presents strategies for managing troubled employees. Emphasis is on understanding and dealing with substance abuse problems at work. The briefing also outlines OCCD's consulting services for managers confronted with difficult office situations.

Who Should Enroll

Supervisors and managers

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

1-3 hours (length varies depending on the preference of the requesting unit)

CPE Credits

0

Status

Available

Problem Solving and Decisionmaking (PSD)

This workshop focuses on problem solving and decision-making tools, highlighting their application to GAO technical and supervision issues. Topics include balancing demands, setting priorities, diagnosing problems, and identifying effective actions.

Who Should Enroll

Senior level and management level evaluators and staff level evaluators with supervisory responsibilities

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1993

Producing Organized Writing and Effective Reviewing (POWR)

This course focuses on improving readability of final drafts. Major topics include using deductive structure; writing strong paragraphs and sentences; and revising for unity, coherence, and readability. The course provides a common language for evaluators to discuss writing at GAO. Participants meet individually with instructors to review a writing sample that they submit prior to the class.

Who Should Enroll

Full performance staff level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, group work, exercises

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Producing Organized Writing and Effective Reviewing for Upper Level Hires (POWU)

This course introduces GAO's role in writing for the Congress, readability principles of GAO chapter reports, message orientation and development, and principles of good technical writing.

Who Should Enroll

Newly hired senior level and management level evaluators

Prerequisites

None

Instruction Methods

Lecture, group discussion, case study, small group collaborative writing

Length

2 days

CPE Credits

16 (all government related)

Status

Available in conjunction with Senior Orientation Seminar (SOS)

Productive Work Habits (PWH)

This OCCD workshop provides an overview of the habits of highly effective people. Through exercises and discussions, participants have an opportunity to review their approach to productivity in terms of a number of key principles that include proactivity, beginning with the end in mind, putting first things first, and interdependence or creative cooperation. The workshop briefly reviews specific techniques for productivity, and participants create specific personalized goal statements reflecting commitments to implement more effective productivity strategies in their lives.

Who Should Enroll

Interested employees

Prerequisites

None; Transforming Barriers to Productivity (TBP) recommended

Instruction Methods

Lecture, discussion

Length

3 hours

CPE Credits

0

Status

Available

Program Evaluation (PE)

This course provides information on principal methods for conducting program evaluation work. Major topics include an overview of the history of program evaluation in government, how to conduct an implementation analysis, selection of outcome measures, and experimental and quasi-experimental approaches to estimating program impacts.

Who Should Enroll

Staff level and senior level evaluators with little or no prior training in program evaluation methods

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

Lecture, discussion, group work, exercises

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Proofreading Techniques (PT)

This course includes identifying and using proofreading methods, editorial rules, proofreading marks, and desk references on the job. It also includes developing precision and accuracy in proofreading.

Who Should Enroll

Administrative professional and support staff responsible for proofreading their work and the work of others

Prerequisites

Essentials of Grammar (EOG)

Instruction Methods

Lecture, discussion, exercises

Length

2 days

CPE Credits

0

Status

Available

Public Policy Processes and Issues (PPPI)

This course examines the dynamics of the public policy process. Major topics include identifying the stages of the public policy process and key players and their roles; examining policy cycles, triggering events, jurisdictions, and agendas; and examining GAO's role in the public policy process. Participants have an opportunity to relate their assignments to the public policy process to better understand requesting parties' needs and operating conditions.

Who Should Enroll

Senior level and management level evaluators interested in a discussion of GAO's role in the public policy process

Prerequisites

None

Instruction Methods

Lecture, case study, video

Length

3 1/2 days (1/2-day independent assignment precedes 3 classroom days)

CPE Credits

28 (all government related)

Status

Available

Public Service for Executives (PSX)

This seminar provides executive candidates with an in-depth perspective of the leadership dynamics of an executive in public service. Participants explore future implications for change and what candidates may need to do to prepare themselves to be effective public sector executives.

Who Should Enroll

Executive candidates

Prerequisites

None

Instruction Methods

Panel presentation, discussion

Length

1 day

CPE Credits

7 (all government related)

Status

Available

Put It in Writing (KPUT)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced, video-based program that focuses on writing clearly, accurately, and quickly. Topics include how to organize writing and present ideas, principles of clear writing, diction, readability, organization, and structure. Letters, memorandums, reports, procedures, and technical writing are practiced.

Who Should Enroll

Employees responsible for writing GAO documents, reports, letters, and memorandums

Prerequisites

None

Instruction Methods

Self-paced program using videotape and workbook

Length

16 hours average

CPE Credits

16 (0 government related)

Status

Available

Qualitative Methods (QM)

This course provides participants with information on commonly used qualitative methods—case studies, theme identification, content analysis, and focus groups. The course also includes techniques for strengthening the quality of evidence, analyzing data, and drawing inferences.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

Lecture, discussion, exercises

Length

2 days

CPE Credits

16 (all government related)

Status

Projected for fall 1992

Qualitative Methods for Executives (QMX)

This course provides participants with a review of commonly used qualitative methods—case studies, theme identification, content analysis, and focus groups. The course also describes how to manage qualitative processes and their utility in GAO's environment.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1993

Quality Council Workshop (QQCW)

This course helps unit Quality Council members develop an understanding of the purpose, roles, and tasks of a Quality Council in a division, region, or staff office. Participants identify reasons for implementing quality management in their unit, develop a mission statement, and begin drafting an implementation plan. Other topics include the seven critical success factors, the quality improvement story, and types of teams.

Who Should Enroll

Unit Quality Council members

Prerequisites

Consultation with the Quality Management Group

Instruction Methods

Lecture, group discussion, video, small group activities

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Quattro Pro (KQAT)

This course, available in the Educational Resources Unit's Learning Center, is a three-volume self-paced video course on Quattro Pro, a powerful spreadsheet software package. The first volume, Quattro Pro Learning System, covers creating, editing, formatting, and printing spreadsheets and graphic data. The second volume, Quattro Pro Advanced Features, focuses on multiple windows, macros, and advanced data analysis. The final volume, Quattro Pro Advanced Graphing, focuses on 3-D graphs, graph annotator, slide show, and preview power pack. Participants view the videotapes next to a computer, allowing simultaneous computer practice and videotape instruction. Quattro Pro is designed for both novice and experienced PC users.

Who Should Enroll

Employees who need to use the Quattro Pro program to produce spreadsheets

Prerequisites

None

Instruction Methods

Self-paced program using videotape and computer-based exercises

Length

12 hours average

CPE Credits

12 (0 government related)

Status

Available

Questionnaires and Structured Interviews (QSIE)

This course reviews GAO's practices and policies regarding the use of questionnaires and structured interviews. Topics include drafting and diagnosing questions, conducting structured interviews, and overcoming resistance during structured interviews. Participants apply the concepts discussed in this course to their current assignments.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

Independent study, lecture, exercises

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Recruiting for the 1990s (RECR)

This course provides information designed to help GAO recruiters effectively carry out key campus recruitment activities. Topics include analyzing and interpreting application documents, appropriate and effective interviewing, and interpreting and documenting the interview. Special emphasis is given to GAO's recruitment planning, the campus recruitment program, and the recruiting process. Participants conduct mock interviews and design recruitment strategies.

Who Should Enroll

New GAO recruiters

Prerequisites

None

Instruction Methods

Lecture, panel discussion, video, exercises, role playing

Length

2 days

CPE Credits

0

Status

Available on request

Recruitment Interviewing for Attorneys (RIA)

This course focuses on the knowledge and skills required to recruit highly qualified and capable individuals to fulfill OGC's work requirements. The course prepares recruiters to effectively interview potential candidates and to interpret and document interviews.

Who Should Enroll

OGC recruitment interviewers

Prerequisites

Approval of OGC

Instruction Methods

Lecture, discussion, video

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Referencing Financial Management Reports (REAP)

This course provides an understanding of the concepts and mechanics involved in referencing AFMD products. Topics include the importance of referencing and quality assurance; the distinctions between facts and inferences; the elements of sufficient, competent, and relevant evidence; and the mechanics of referencing.

Who Should Enroll

Employees who reference AFMD products

Prerequisites

3 years experience in audit work

Instruction Methods

Lecture, case study, video, test

Length

1 day

CPE Credits

7 (all government related)

Status

Available

Referencing GAO Products (REGP)

This course provides a basic understanding of the concepts and mechanics involved in referencing GAO products. Topics include the importance of referencing and quality assurance; the distinctions between facts and inferences; the elements of sufficient, competent, and relevant evidence; and the mechanics of referencing.

Who Should Enroll

Staff level and senior level evaluators with approximately 3 years experience in audit and evaluation work or assignment as a referencer

Prerequisites

Evidence: Standards and Applications (ESA)

Instruction Methods

Lecture, discussion, video, exercises

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Regional Organization and Operations Seminar (ROOS)

This seminar provides executive candidates with an in-depth understanding of the regional offices' functions and how the regions relate to the organizations and activities of headquarters divisions. The seminar covers information about major activities in several regions, including the roles and responsibilities of regional management officials and key regional staff. The seminar also covers the management and operation of major regional functions, such as issue area planning, assignment management, human resource management, technical assistance groups, and audit sites and sublocations. Course content varies from region to region.

Who Should Enroll

Executive candidates

Prerequisites

None

Instruction Methods

Panel presentation, discussion

Length

7 days total

CPE Credits

56 (all government related)

Status

Available

Report Review (RR)

This course provides a basic review of GAO report standards. Topics include major review considerations for each section of a GAO chapter report, including the executive summary; review considerations for evidence and the elements of a finding; general guidance about letter reports and briefing documents; and suggestions for effectively providing review comments to staff. Participants analyze case studies to determine reporting problems and to identify possible solutions.

Who Should Enroll

Senior level and management level evaluators and reports analysts

Prerequisites

None; Producing Organized Writing and Effective Reviewing (POWR) and Report Writing and Message Development (RWMD) recommended

Instruction Methods

Lecture, presentation, case study

Length

1 1/2 days

CPE Credits

12 (all government related)

Status

Available

Report Writing and Message Development (RWMD)

This course is designed to help EICs produce a written document that effectively communicates the results of GAO's work. The course uses data and documents from an actual GAO assignment to illustrate techniques for developing a report message, conducting a message conference, preparing an executive summary, and outlining a chapter report. A review of basic GAO writing principles is also incorporated.

Who Should Enroll

Senior level evaluators, particularly EICs new to the job task of organizing data and reporting results, newly hired management level evaluators

Prerequisites

None; Intermediate Writing Workshop (IWW) or Producing Organized Writing and Effective Reviewing (POWR) recommended

Instruction Methods

Lecture, presentations by GAO officials, video, case study, exercises, practice developing a report message

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Resume/Letter Preparation (RESU)

This OCCD workshop reviews the purpose and uses of resumes. Participants learn how to write an effective resume—one that yields an interview. It discusses appropriate formats and contents as well as writing campaigns, including cover, broadcast, and thank-you letters. This workshop is most effective for participants who have explored careers that match their personal criteria; have gathered information about targeted occupation(s); have researched the current job market and are targeting certain organizations; and have developed an understanding of their job objective(s), including those skills they want to use.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

2 hours

CPE Credits

0

Status

Available

Rethinking to Prevent Stress (THNK)

This OCCD workshop identifies the common forms of thinking that can cause us to feel threatened—and ultimately stressed—and suggests ways to change our thinking to prevent or reduce stress. Participants also examine how their values may contribute to stress.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

3 hours

CPE Credits

0

Status

Available

Retirement Planning Seminar (RPS)

This Personnel workshop informs participants of ways to plan for their retirement. Topics include financial planning, health concerns, tax and legal issues affecting retirement, use of leisure time, and personal and psychological concerns. Since retirement plans are more effective and realistic when both employees and spouses participate in the planning process, spouses are also invited to attend.

Who Should Enroll

Employees who plan to retire in 3-5 years

Prerequisites

None

Instruction Methods

Lecture

Length

3 days

CPE Credits

0

Status

Available

Sampling for Executives (SAX)

This course provides an overview of sampling methodology for senior managers. Participants examine and discuss illustrative jobs that require sampling respondents or records. Probability and nonprobability sampling are examined, with emphasis on issues of precision and bias. The steps necessary for selecting a sample are described in detail.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

Evaluation Design for Executives (EDX)

Instruction Methods

Lecture, discussion, exercises using a computer

Length

1 day

CPE Credits

8 (all government related)

Status

Available

SAS on the Mainframe (SAS)

This course provides information and experience in accessing and analyzing data files using SAS on the NIH mainframe.

Who Should Enroll

Technical assistance staff and evaluators who plan to use SAS on the mainframe

Prerequisites

Knowledge of computer data communications and basic statistical concepts

Instruction Methods

Lecture, exercises, practice using NIH mainframe

Length

3 days

CPE Credits

24 (8 government related)

Status

Available on request

SAS on the Personal Computer (SAPC)

This course provides participants with an understanding of SAS data files and procedures and SAS PC program writing methods. Topics include SAS display manager windows and function keys, SAS data sets, retrieving and modifying SAS files, sorting, and producing descriptive statistics and frequency tables.

Who Should Enroll

Technical assistance staff and evaluators who use SAS on PCs for data analysis

Prerequisites

Basic knowledge of PCs, DOS, and statistical concepts

Instruction Methods

Lecture, exercises, practice

Length

3 days

CPE Credits

24 (10 government related)

Status

Available on request

Self-Assessment (SELF)

This OCCD workshop focuses on the first stage in the career development process—self-assessment. Participants learn how to identify interests, skills, and values and to compare them to life goals. The workshop relates this information to the work world and allows participants to brainstorm possible occupations to research.

Registrants must complete a brief self-assessment instrument, the Self-Directed Search, before attending the workshop. This instrument must be returned to OCCD at least 1 week before attending this workshop.

Who Should Enroll

Interested employees

Prerequisites

Completion of the Self-Directed Search

Instruction Methods

Lecture, discussion

Length

2 hours

CPE Credits

0

Status

Available

Senior Level Promotion Program (B2P)

This program provides information about the roles and responsibilities of newly promoted senior level evaluators. Participants are also provided with information about current GAO initiatives and receive training in EEO. Major topics include key expectations for human resource management and for planning and reporting, challenges facing senior level evaluators, and resources available to senior level evaluators as they move into their new role. This program is offered once a year; the design, content, and delivery vary from year to year.

Who Should Enroll

Evaluators promoted to the senior level during the preceding year

Prerequisites

None

Instruction Methods

Presentation, addresses by GAO senior executives, panel discussion, video, exercises

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Senior Orientation Seminar (SOS)

This course provides an introduction to GAO for upper level hires. Major topics include GAO's type of work, its history, its documentation and reporting policies and procedures, and its interdisciplinary workforce. The goal of the course is to enable new employees at the senior and above levels to assume full responsibilities as quickly as possible.

Who Should Enroll

Newly hired senior level and management level evaluators (Note: upon consultation with the Institute, staff entering GAO at the full performance level may be nominated for SOS.)

Prerequisites

None; Preparing Workpapers (ZPWP) recommended

Instruction Methods

Lecture, presentations by top management officials, discussion

Length

3 days

CPE Credits

20 (all government related)

Status

Available

Service Connection: Telephone and Reception (SCTR)

This course focuses on integrating service concepts into the work environment. It stresses the positive personal and organizational impacts of providing quality service to GAO's customers—both external and internal. Emphasis is on courtesy, efficiency, and professionalism when responding to telephone inquiries and receiving office visitors. Other topics include barriers to providing quality service, making introductions, and customer perceptions of the individual and the agency.

Who Should Enroll

Administrative professional and support staff responsible for providing quality service to external and internal customers

Prerequisites

None

Instruction Methods

Lecture, demonstration, group discussion, video, exercises, role playing, practice, critiques

Length

1 1/2 days

CPE Credits

0

Status

Available

SF 171 Preparation (S171)

This OCCD workshop focuses on preparing a dynamic SF 171 application form that will get results. Participants learn how to highlight their marketable skills and experience to impress federal employers. Participants also receive an introduction to SF 171 software available in the OCCD Career Resource Library.

This workshop is most effective for participants who have explored careers that match their personal criteria, have gathered information about these careers and employers to target, and have delineated their job objective(s) and the skills they want to highlight on the SF 171.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

2 hours

CPE Credits

0

Status

Available

Situational Leadership (KSIT)

This course, available through the Educational Resources Unit's Learning Center, is a self-paced supervision/management program based on the work of Dr. Paul Hersey. Participants interact with a computer and videodisc to make leadership decisions and learn their primary and secondary leadership styles. The program automatically tailors the course delivery to help improve leadership skills by self-assessment, video simulations, and feedback.

Who Should Enroll

Senior level and management level evaluators and staff level evaluators with supervisory responsibilities

Prerequisites

None

Instruction Methods

Self-paced program using interactive videodisc

Length

10 hours average

CPE Credits

10 (0 government related)

Status

Available

Skills and Strategies for Supervisors (SSS)

This course introduces new and experienced supervisors to their roles and responsibilities and provides them the opportunity to learn in depth several of the essential skills of effective supervisors. Topics include the supervisory process, managing the transition to supervisor, the performance management process, leadership and motivation, communicating effectively in complex situations, delegation and time management, policies and processes, self-assessment, and continuing professional development.

Who Should Enroll

Senior level evaluators and staff level evaluators with supervisory responsibilities

Prerequisites

None

Instruction Methods

Lecture, presentation, discussion, video, case study, role playing

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Spreadsheet Quality Assurance (SSQA)

This course is designed specifically for GAO evaluators who have experience with Lotus 1-2-3's basic functions. Using a hands-on approach, participants learn GAO spreadsheet documentation principles and apply these principles in validating spreadsheet data. Participants input macros and perform a demonstration of spreadsheet auditor.

Who Should Enroll

Evaluators who use Lotus 1-2-3

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Basic (ZLTB), or Lotus 1-2-3 experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (all government related)

Status

Available

Standardized Filing System (FSS)

This course reviews the standardized GAO-wide filing system, emphasizing filing, maintaining, retrieving, and discarding office records. Exercises focus on creating a files plan.

Who Should Enroll

Employees responsible for setting up and maintaining files

Prerequisites

None

Instruction Methods

Lecture, discussion, simulation of files plans, exercises

Length

1 day

CPE Credits

0

Status

Available

Statistical Package for the Social Sciences (SPSS)

This course teaches basic and advanced computer data analysis concepts and skills appropriate for assignments requiring manipulation and analysis of complex data. Topics include computer data analysis and the use of SPSS (Statistical Package for the Social Sciences).

Who Should Enroll

Technical assistance staff and evaluators who use or plan to use a statistical package to analyze data

Prerequisites

Knowledge of computer data communications and basic statistical concepts

Instruction Methods

Lecture, exercises, practice

Length

5 days

CPE Credits

34 (10 government related)

Status

Available

Statistical Package for the Social Sciences on the PC (SPSP)

This course provides participants with an understanding of SPSS data files and commands. Topics include SPSS/PC+ menu system and help system, analyzing data using SPSS, retrieving and modifying SPSS files, reading files from other software, and producing descriptive statistics.

Who Should Enroll

Technical assistance staff and evaluators who use SPSS on PCs for data analysis

Prerequisites

Basic knowledge of PCs, DOS, and statistical concepts

Instruction Methods

Lecture, exercises, practice

Length

3 days

CPE Credits

24 (10 government related)

Status

Available

Statistics and Human Resource Management (KSHR)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced audio program that focuses on the importance of a systematic approach to issues of job analysis, performance evaluation, staffing, job satisfaction, employee morale, and forecasting. Topics include personnel research; research design and methodology; conceptual and substantive foundations; quantitative analysis; measurement strategies and procedures; and interpretation, communication, and application.

Who Should Enroll

Human resource staff and administrative professional and support staff in relevant occupations

Prerequisites

None

Instruction Methods

Self-paced program using audiotape and workbook

Length

4 hours average

CPE Credits

4 (0 government related)

Status

Available

Step Up to Wellness (STEP)

This OCCD workshop is designed to start participants on the path toward high-level wellness. The workshop focuses on the connection between lifestyle, health, and well-being. Participants identify where they need to take action to improve their health and well-being and learn about a life strategy that can improve health and personal productivity both on and off the job.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

3 hours

CPE Credits

0

Status

Available

Stopping Stress in Its Tracks (STOP)

This OCCD workshop focuses on problems that persist and cause chronic stress if not resolved. The workshop presents a model for solving problems by clarifying the problem, identifying its effects, and examining what can be done about it.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Method

Lecture, discussion, and exercises

Length

3 hours

CPE Credits

0

Status

Available

Strategic Planning (KSTP)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced audio program that contains practical information for managers and administrators involved in strategic planning. Topics include the emergence of strategic planning; mission, objectives, and strategies; implementing and controlling the strategic planning process; pitfalls in strategic planning; the human side of strategic planning; and contingency planning.

Who Should Enroll

Managers and administrators involved in strategic planning

Prerequisites

None

Instruction Methods

Self-paced program using audiotape and workbook

Length

6 hours average

CPE Credits

6 (0 government related)

Status

Available

Strategies for Overcoming Writer's Block (OWB)

This course explores techniques and strategies for overcoming writer's block. Using lectures and techniques such as brainstorming and free writing, participants discover the causes of and cures for writer's block. Participants will develop a personalized action plan incorporating new writing approaches and behaviors to enable them to produce final drafts with ease.

Who Should Enroll

Employees who experience writer's block

Prerequisites

None

Instruction Methods

Lecture, presentation, written exercises

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Strengthening Expressive Skills (SES)

This OCCD workshop emphasizes developing assertive communication skills through skills practice. Alternative communication styles are discussed, and "I statements" are explored and practiced. A method for assertively confronting difficult communication situations is presented and practiced. Participants find it useful to have completed Exploring Communication Styles (ECS) prior to attending this workshop.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises

Length

3 hours

CPE Credits

0

Status

Available

Strengthening Listening Skills (SLS)

This OCCD skill development workshop presents a model of interpersonal communications. It also reviews motivation for listening effectively. Most workshop time is devoted to presenting and practicing key listening skills. Participants find it useful to have attended Exploring Effective Listening (EEL) before attending this workshop.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises

Length

3 hours

CPE Credits

0

Status

Available

Supervisory Skills in Service Organizations (SSSO)

This course focuses on the role of the supervisor in a service organization. Topics include the characteristics of a customer service organization, the areas of focus for supervisors, supervisory attitudes toward employees and motivation, and directive and supportive leadership behavior for organizational and individual quality improvement. Situational leadership theory and a leadership instrument for self-diagnosis are presented.

Who Should Enroll

Supervisors in the APSS community who have not had formal supervisory skills training

Prerequisites

None

Instruction Methods

Lecture, discussion, video, case study, role playing, self-diagnostic instrument

Length

1 1/2 days

CPE Credits

0

Status

Available

Survey Methods for Executives (SVX)

This course provides an overview of how structured interviews and questionnaires are developed, validated, and administered. It also addresses the management considerations associated with each step. The course examines the design and plan of survey instruments, incorporating issues of validity and reliability and generalizability of findings. Participants examine technical issues associated with survey development in order to facilitate quality control.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

Evaluation Design for Executives (EDX) and Sampling for Executives (SAX)

Instruction Methods

Lecture, discussion, exercises

Length

1 1/2 days

CPE Credits

12 (all government related)

Status

Available

Systems Development Life Cycle Management (SDLC)

This course reviews the phases of the systems development life cycle and related activities for each phase. Topics include systems development policy and guidance, phases and activities, and project management and responsibilities. Development of systems components other than software, alternative systems development approaches, and effects of poor systems development are also addressed.

Who Should Enroll

Evaluators and other employees who work in an information management and technology environment or on reviews of financial management systems

Prerequisites

Overview of Information Management and Technology (OIMT) or knowledge of automated information systems technology

Instruction Methods

Lecture, case study

Length

3 days

CPE Credits

24 (all government related)

Status

Projected for fall 1992

Teaching Adults (KHTG)

This course, available through the Educational Resources Unit's Learning Center, is a self-paced program providing practical information for the new instructor. Lessons 1-5, required for course completion, include adult learning theory, participative lecture, discussion methods, visual aids, and lesson planning and objectives. Lessons 6-8 are optional and include experiential methods, one-on-one instruction, and testing.

Who Should Enroll

Newly selected instructors waiting assignment to the New Instructor Training (ITN) course, and course developers interested in an overview of the training process

Prerequisites

None

Instruction Methods

Self-paced program using audiotape and workbook

Length

20 hours average

CPE Credits

20 (0 government related)

Status

Available

Team Leader Training (QTL)

This course provides prospective quality improvement team leaders with the knowledge and skills necessary to lead and maintain quality improvement teams. Quality-related problem solving and group leadership techniques are emphasized. The course provides a thorough understanding of the purpose and mechanics of quality improvement processes, the seven quality tools and their uses in the quality improvement story, and the skills needed to build and maintain a team.

Who Should Enroll

Employees nominated by the unit Quality Council

Prerequisites

Quality management orientation

Instruction Methods

Lecture, group discussion, video, case study, exercises, role playing

Length

5 days

CPE Credits

40 (all government related)

Status

Available

Teamwork (TW)

This course focuses on defining teams, exploring their importance, identifying customers, and developing team goals and mission and vision statements.

Who Should Enroll

Administrative professional and support staff who work as part of a team

Prerequisites

Effective Communication (EC)

Instruction Methods

Lecture, discussion, video, team exercises

Length

2 days

CPE Credits

0

Status

Available

Time and Attendance Reporting (TAR)

This course provides an overview of the personnel/payroll system and GAO policies and procedures relating to time and attendance form preparation. Topics include leave and pay policies, corrected T&As, leave error corrections, record retention, and timekeeper responsibilities. Participants use case studies to accurately apply leave and pay policies and procedures.

Who Should Enroll

Administrative professional and support staff responsible for time and attendance reporting

Prerequisites

None

Instruction Methods

Lecture, case study, exercises

Length

1 1/2 day

CPE Credits

0

Status

Available

Time Management (TM)

This course helps participants to increase their work efficiency by managing their time more effectively. The course includes methods for identifying and overcoming personal time wasters, setting objectives and choosing priorities, using a time log, and delegating more effectively.

Who Should Enroll

Staff level evaluators and administrative staff

Prerequisites

None

Instruction Methods

Lecture, discussion, video, exercises

Length

1/2 day

CPE Credits

4 (0 government related)

Status

Projected for spring 1993

Time Management for Managers (TMM)

This course helps managers to increase their work efficiency by managing their time more effectively. The course uses a daily planner. Topics include methods for identifying and overcoming personal time wasters, setting objectives and choosing priorities, using a time log, and delegating more effectively.

Who Should Enroll

Senior level and management level evaluators and other employees with supervisory or multiple management responsibilities

Prerequisites

None

Instruction Methods

Lecture, discussion, video, exercises

Length

1/2 day

CPE Credits

4 (0 government related)

Status

Available

Time Series Analysis (TSA)

This course provides participants with information on the major uses and methods for conducting time series analyses. Major topics include linear regression, logarithmic regression models, and interrupted time series analysis for impact estimation.

Who Should Enroll

Technical assistance staff and evaluators interested in additional training in advanced statistics

Prerequisites

Experience using multivariate techniques

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Training and Development (KTGD)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced audio program that focuses on the functions of training and development in an organization. Topics include determining training and development needs, designing training and development programs, evaluating training, managing the training function, theoretical aspects of learning, and methods of instruction.

Who Should Enroll

Human resource staff, training coordinators, instructors, and course developers

Prerequisites

None

Instruction Methods

Self-paced program using audiotape and workbook

Length

4 hours average

CPE Credits

4 (0 government related)

Status

Available

Transforming Barriers to Productivity (TBP)

This OCCD workshop focuses on ways to counteract effects of typical productivity blocks, including procrastination, fear of failure, fear of success, and role conflicts. Themes from past successes are identified, and the power of optimism is reviewed. Participants develop personal mission statements and establish time management goals based on these statements.

Who Should Enroll
Interested employees

Prerequisites
None

Instruction Methods
Lecture, discussion

Length
3 hours

CPE Credits
0

Status
Available

Travel (TRA)

This course familiarizes GAO travelers and administrative professional and support staff with travel policies, entitlements, and procedures for domestic, overseas, and local travel. This course also identifies the travel resources and services available to GAO employees. Topics include travel terminology, advances, per diem and actual subsistence rates, authorization and reimbursement forms and procedures, travel agencies, supplier discounts, and the travel charge card program.

Who Should Enroll
GAO travelers and administrative professional and support staff responsible for preparing travel orders and/or verifying travel vouchers

Prerequisites
None

Instruction Methods
Lecture, group discussion, case study, exercises

Length
1 1/2 days

CPE Credits
0

Status
Available

Troubleshooting and Maintaining Your PC (ZTRP)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, video-based training program that covers PC repair and maintenance of the 386 and 486 personal computers for the technical user. Topics include PC components and adjustments. Common troubleshooting techniques are also addressed. This course is available in a VHS video format and a 5 1/4" program disk only.

Who Should Enroll
TAG representatives and technical staff who need to know the inner workings of the PC

Prerequisites
None

Instruction Methods
Self-paced, video-based training program

Length
4 hours average

CPE Credits
4 (0 government related)

Status
Available

Typing Made Easy (ZTME)

This course, available through the Educational Resources Unit's Distributed Training Services, is a self-paced program that teaches keyboarding to the nontypist. The lessons, geared to fit the user's error pattern, provide speed and accuracy drills and tests.

Who Should Enroll

Employees interested in developing keyboarding skills

Prerequisites

None

Instruction Methods

Self-paced, computer-based training program

Length

12 hours average

CPE Credits

0

Status

Available

Typing Skill Builder (ZTSB)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced program designed for experienced typists who want to increase their keyboarding speed and accuracy. Timed (up to 5 minutes) paragraphs of varying degrees of difficulty are available. The program automatically analyzes the user's typing skills and feeds this information back to the user.

Who Should Enroll

Employees interested in strengthening their keyboarding skills and increasing accuracy

Prerequisites

Minimum typing speed of 25 words per minute

Instruction Methods

Self-paced, computer-based training program

Length

12 hours average

CPE Credits

0

Status

Available

Understanding and Coping With Organizational Change (UCOC)

This seminar addresses the major theories and key concepts of organizational change. Topics include the impact of change on individuals, skills and techniques for leading or assisting in organizational change, and discussions concerning major changes occurring in GAO.

Who Should Enroll

Executive candidates

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Update on Government Auditing Standards: Performance Auditing Emphasis (GAS)

This course reviews *Government Auditing Standards* ("Yellow Book"), including detailed coverage of standards pertinent to performance audits and highlights of standards related to financial audits.

Topics include authority and rationale for the standards and effective revisions and their applicability to GAO's audit work.

Who Should Enroll

Staff level evaluators and evaluators new to GAO

Prerequisites

None

Instruction Methods

Lecture, discussion, video, slides, case study, test

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Using Personal Computers (KUPC)

This course, available through the Educational Resources Unit's Learning Center, is a self-paced, interactive videodisc program covering basic computer concepts; use of input and output devices; the system unit; information storage; the operating system; and working with DOS, applications software, and communications.

Who Should Enroll

Employees interested in gaining a basic familiarity with computers

Prerequisites

None

Instruction Methods

Self-paced program using interactive videodisc

Length

8 hours average

CPE Credits

8 (0 government related)

Status

Available

Valuing Workforce Diversity (VWD)

This workshop explores the changing demographics of the workforce, the organizational and personal benefits of diversity, and the sensitivity and skills required to manage a diverse workforce. Participants examine some of the human dynamics that may cause misunderstandings among people from diverse backgrounds. The course is designed to be highly interactive.

Who Should Enroll

Senior level and management level evaluators and administrative professional and support staff

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1993

Windows Introduction Version 3.1 (WIN)

This course focuses on the features available in Windows. Topics include identifying the basic elements of the Windows desktop, manipulating the windows and icons on the desktop, running multiple Windows applications, transferring information between Windows applications using the clipboard, managing and organizing files and directories using the file manager, and organizing related applications and files into groups using the program manager.

Who Should Enroll

Employees who have been exposed to the DOS environment and are interested in the capabilities of Windows

Prerequisites

Microcomputers Introduction (BDOS) or equivalent microcomputer experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

8 (0 government related)

Status

Available

WordPerfect Automated Tables (AWP7)

This course introduces WordPerfect 5.1's automated tables feature, also known as the table editor. Major topics include creating, editing, and formatting tables; editing columns and rows; and editing table structures by adjusting size, joining and splitting cells, specifying line types and shading, and changing column widths and row heights. In addition, PCC guidelines for tables that will be incorporated in typeset documents are discussed.

Who Should Enroll

Experienced WordPerfect users

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect 5.1 Advanced (ZWPA)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based simulation training program. Topics include search and replace, mail merge and labels, spell checker and thesaurus, advanced file management, macros, windows, and editing two documents. Other topics include advanced formatting, page formatting, text columns and footnotes, outlining, styles, tables and math, and the WordPerfect feature index. The course is available on a 5 1/4" low density disk. If a 3 1/2" or a high density disk is required, please make arrangements through the training coordinator.

Who Should Enroll

Employees interested in enhancing their WordPerfect 5.1 skills

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or WordPerfect experience

Instruction Methods

Self-paced, computer-based simulation training program

Length

7 hours average

CPE Credits

7 (0 government related)

Status

Available

WordPerfect 5.1 Basic (ZWPB)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based simulation training program. No computer knowledge is required. The course focuses on developing the ability to perform general word processing functions. Topics include the computer keyboard, introduction to word processing, the WordPerfect menu system, creating and saving documents, and retrieving files. Other topics include editing, margins and tabs, printing, deleting and restoring text, cut and paste, help features, basic files management, and the WordPerfect feature index. The course is available on a 5 1/4" low density disk. If a 3 1/2" or a high density disk is required, please make arrangements through the training coordinator.

Who Should Enroll

Employees who need to produce and revise documents in WordPerfect

Prerequisites

None

Instruction Methods

Self-paced, computer-based simulation training program

Length

6 hours average

CPE Credits

6 (0 government related)

Status

Available

WordPerfect 5.1 for Windows (BWPW)

This course focuses on the basic features and functions available in WordPerfect for Windows. Topics include creating and editing simple and complex documents; saving, opening, and printing documents; applying attributes to selected text; using the WordPerfect speller and thesaurus; preparing tables; and creating and using a template document.

Who Should Enroll

Employees who have been exposed to the DOS and Windows environments and are interested in creating, revising, and printing documents

Prerequisites

Microcomputers Introduction (BDOS) or equivalent microcomputer experience and Windows Introduction Version 3.1 (WIN)

Instruction Methods

Lecture, discussion, practice

Length

2 days

CPE Credits

14 (0 government related)

Status

Available

WordPerfect 5.1 from WordPerfect 4.2 (WP51)

This transition course helps participants make the switch from WordPerfect 4.2 to WordPerfect 5.1. Major topics include inch orientation and proportional spacing, printing, formatting, absolute versus relative tabs, changing the paper size, viewing a document, font changes, automated tables, and graphics. The course also presents techniques for quickly using the increased capabilities of 5.1.

Who Should Enroll

Employees with basic knowledge of WordPerfect 4.2

Prerequisites

Basic knowledge of WordPerfect 4.2

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect Form Letters (AWP1)

This course teaches experienced WordPerfect users to produce customized letters from a mailing list through WordPerfect's merge capabilities. Participants learn to create and edit form letters and mailing lists, output merged documents to the screen and printer, create forms using keyboard merge, and print labels and envelopes from mailing lists. Since this course is specifically designed around 5.1 features, there is little overlap with the 4.2 version of this course.

Who Should Enroll

WordPerfect users who produce mass mailings

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

WordPerfect Graphics (AWP6)

This course presents a basic introduction to using graphics in WordPerfect 5.1. Major topics include placing graphics in a document, using graphics created in other programs, (including GAO's InstantChart), editing graphics, creating overlapping graphics, graphics lines, and using the equation editor. In addition, PCC guidelines for incorporating graphics in typeset documents are discussed.

Who Should Enroll

Experienced WordPerfect users

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect: Importing and Exporting Data (IWP1)

This course teaches the experienced user how to transfer data between WordPerfect and other programs. Concepts taught include ASCII format and the basic file structures of WordPerfect and other software. Participants learn how to import and export data, how to "clean up" data for import or export, and how to use the convert program to import dBASE data into a secondary merge file format. The course also covers a 5.1 improvement—directly importing Lotus 1-2-3 spreadsheet files into a WordPerfect document and establishing links with the Lotus 1-2-3 spreadsheet so that figures in a WordPerfect document are automatically updated when the spreadsheet is changed. (Knowledge of Lotus 1-2-3 and dBASE is not required.) Since this course is specifically designed around 5.1 features, there is little overlap with the 4.2 version of this course.

Who Should Enroll

Employees who need to import or export data using WordPerfect

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

WordPerfect Introduction (BEWP)

This course introduces and reinforces the basic features and functions of WordPerfect. Participants learn how to effectively use WordPerfect to create, edit, and print documents. Topics include saving and retrieving documents; understanding WordPerfect's use of hidden codes; manipulating blocks of text; automatically checking spelling; setting margins, tabs, line spacing, and page length; creating tables; using the help key to get on-line help; and using the WordPerfect manual. This course is designed for participants with little or no word processing experience.

Employees with some WordPerfect 4.2 experience should enroll in either WordPerfect 5.1 from WordPerfect 4.2 (WP51) or WordPerfect Refresher (BWPR).

Who Should Enroll

Employees who need to produce and revise documents in WordPerfect

Prerequisites

Microcomputers Introduction (BDOS), DOS 3.3 (ZDOS), or DOS experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, practice

Length

2 days

CPE Credits

14 (0 government related)

Status

Available

WordPerfect Macros (AWP5)

This course introduces WordPerfect's macro feature, which allows users to automate repetitive word processing tasks in a variety of ways. The course also demonstrates how the macro editor is used to create and edit macros and presents the fundamentals of programming with WordPerfect macros.

Who Should Enroll

Experienced WordPerfect users

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect Made Easier (AWP8)

This course explores work-saving techniques in WordPerfect. Participants learn advanced cursor movement and blocking techniques, quick ways to copy and move text, working with two documents showing on the screen at the same time, dynamic tab settings, and converting a tabular chart into an automated table. Other topics include advanced list files features and advanced thesaurus and spell check techniques. This course is specifically designed around 5.1 features.

Who Should Enroll

Experienced WordPerfect users interested in learning more advanced WordPerfect techniques

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

WordPerfect Refresher (BWPR)

This course teaches participants how to use WordPerfect effectively to create, edit, and print documents. Topics include hidden codes, block functions, spelling verification, formatting functions, margins, tabs, line spacing, and page length. The course also reviews the creation of tables, the use of the on-line help feature, and locating information in the WordPerfect manual.

Who Should Enroll

Employees who have been introduced to the basic features and functions of WordPerfect but who have minimal WordPerfect experience

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or minimal WordPerfect experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, group discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect Sort Features (AWP2)

This course teaches experienced WordPerfect users to produce customized letters from a mailing list through WordPerfect's merge capabilities. Participants learn to create and edit form letters and mailing lists, output merge documents to the screen and printer, create forms using keyboard merge, and print labels and envelopes from mailing lists.

Who Should Enroll

Employees with experience using the basic and form letters features of WordPerfect

Prerequisites

WordPerfect Introduction (BEWP) and WordPerfect Form Letters (AWP1), or WordPerfect experience (including experience using the form letters feature)

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

WordPerfect Tab Settings for Charts and Tables (AWP9)

This course is designed for experienced WordPerfect users who want to add to their basic knowledge of WordPerfect tab settings. Topics include WordPerfect's tab settings for inputting simple and sophisticated tables and WordPerfect's math features. Participants learn to determine tab settings, use different tabs, input headings, move and delete columns, and set up charts to perform simple mathematical calculations. In addition, guidance from PCC on formatting tabular charts for typeset documents is discussed. Since this course is specifically designed around 5.1 features, there is little overlap with the 4.2 version of this course.

Who Should Enroll

Experienced WordPerfect users who produce charts and tables

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect Text Columns (AWP3)

This course teaches experienced WordPerfect users how to define, input, and edit newspaper and parallel columns. The course also covers helpful tips and tricks to facilitate using columns; column display; and footnotes, headers, and footers with columnar text.

Who Should Enroll

Experienced WordPerfect users who produce text columns

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect Used in Windows (WPUW)

This course introduces experienced WordPerfect users to the major changes and functions of using WordPerfect in a Windows versus DOS environment and to the proper techniques to most effectively use its increased capabilities. Topics include using the keyboard or mouse to access WordPerfect functions, displaying and hiding the ruler and button bar, using WordPerfect's DOS functions (which work differently in WordPerfect for Windows), finding WordPerfect's DOS functions that have been moved in the Windows environment, understanding the differences between select and select mode, customizing the button bar, and working with tables.

Who Should Enroll

Employees who have been exposed to the DOS and Windows environments and are interested in learning the major changes between WordPerfect in the DOS environment and WordPerfect in the Windows environment

Prerequisites

Microcomputers Introduction (BDOS) or equivalent microcomputer experience, Windows Introduction Version 3.1 (WIN), and WordPerfect Introduction (BEWP) or WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Working With Others (MBT2)

This OCCD workshop is designed for participants who have had a basic introduction to the Myers-Briggs Type Indicator. Through in-class problem-solving and teamwork exercises, participants have an opportunity to become familiar with their temperament type, increase their appreciation for other temperament types, and improve their ability to work with individuals of different temperaments. Participants should know their type prior to the workshop.

Who Should Enroll

Interested employees

Prerequisites

Introduction to MBTI (MBT1) or similar introductory course

Instruction Methods

Lecture, discussion, exercises

Length

3 hours

CPE Credits

0

Status

Available

Workpaper Review (WPR)

This course helps participants implement AFMD Practice Bulletin 91-2, *Working Paper Review*. The bulletin was developed in response to GAO's Federal Management Financial Integrity Act Report which identified a need to review workpapers on a more timely basis. This course helps differentiate the workpaper review process and referencing steps.

Who Should Enroll

Employees responsible for reviewing AFMD workpapers

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises, role playing

Length

1/2 day

CPE Credits

4 (all government related)

Status

Available

Workplace Math (WM)

This course focuses on developing and applying computation skills to job-related tasks, such as preparing, computing, or verifying local travel and travel vouchers, time and attendance reports, and figures in reports or budgets. The computation skills covered include addition; subtraction; multiplication; and division of whole numbers, fractions, decimals, and percents.

Who Should Enroll

Employees who want to refresh or improve their skills in math

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises

Length

1 day

CPE Credits

0

Status

Projected for fall 1992

Workplace Relations and Communication (WRC)

This course addresses ways to promote productive working relationships through effective interpersonal communications. Major topics include assessing one's own work and communication styles, understanding the styles of others, and working productively with people with differing styles. Exercises focus on applying communication skills in GAO scenarios involving peers, supervisors, and agency officials. Information is also presented on GAO policies regarding sexual harassment, EEO/AA, and other issues.

Who Should Enroll

Staff level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, practice

Length

2 1/2 days

CPE Credits

20 (4 government related)

Status

Available

Writer-Editor WordPerfect Seminar I (WPE1)

This seminar emphasizes the advanced features of WordPerfect that are of particular interest to writer-editors and report analysts. Participants learn to create and revise footnotes and headers and footers, use search and replace, verify spelling, use the window feature, create and invoke simple macros, use redline and strikeout, and append documents.

Who Should Enroll

Writer-editors and report analysts

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available on request

Writer-Editor WordPerfect Seminar II (WPE2)

This seminar emphasizes the advanced features of WordPerfect that are of particular interest to writer-editors and report analysts. Participants learn to create and revise an outline, generate an automatic table of contents, and use the automatic indexing feature. Participants discuss ways they have used WordPerfect on the job and present useful WordPerfect templates and applications. Participants bring samples of WordPerfect macros, templates, or other applications to share with other seminar participants.

Who Should Enroll

Writer-editors and report analysts

Prerequisites

Writer-Editor WordPerfect Seminar I (WPE1) or extensive WordPerfect experience

Instruction Methods

Lecture, discussion, practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available on request

Writing Seminar (WS)

This seminar is a small group tutorial (limit five participants) that offers an intensive evaluation of each participant's writing skills. Participants submit a writing sample—work in progress or a recently completed assignment. Using a structured review format, each sample is read and critiqued by participants for clarity of message and content, effectiveness of overall structure and organization, unity and coherence of paragraphs, clarity of sentences, and readability.

Who Should Enroll

Staff level and senior level evaluators currently working on report drafts

Prerequisites

Producing Organized Writing and Effective Reviewing (POWR)

Instruction Methods

Analysis of individuals' writing samples

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Writing Testimony (WT)

This course provides an overview of the process of preparing written congressional testimony. Topics include collecting data, defining the message, writing for an oral presentation, and using graphics effectively. Using documents from a GAO job, participants prepare and deliver testimony and critique one another's presentations. The course includes presentations by senior GAO officials experienced in preparing and delivering testimony.

Who Should Enroll

Senior level and management level evaluators who write testimony

Prerequisites

None; Producing Organized Writing and Effective Reviewing (POWR) and Report Writing and Message Development (RWMD) recommended

Instruction Methods

Lecture, panel discussions with GAO senior executives, videotaping, exercises

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Yellow Book on Government Auditing Standards (ZYEL)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based training program. It provides in-depth study of the 1988 revision of *Government Auditing Standards* ("Yellow Book"). Topics include an overview of "Yellow Book" standards and an examination of their significance and their applicability and relationship to AICPA standards. This course is available on a 5 1/4" disk only and may substitute for Update on Government Auditing Standards: Performance Auditing Emphasis (GAS).

Who Should Enroll

Staff level evaluators and evaluators new to GAO

Prerequisites

None

Instruction Methods

Self-paced computer-based training program

Length

8 hours average

CPE Credits

8 (all government related)

Status

Available

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ACN	Advanced Communication and Negotiations
ADX	Analyzing Data for Executives
ADYL	DYL-280 II Advanced
AEWT	Applying Effective Writing Techniques
AFA	Advanced Financial Auditing
AI	Advanced Interviewing
AISS	Automated Information Systems Security
ALDM	Lotus 1-2-3 Design and Methodology
ALDT	Lotus 1-2-3 Data Tables
ALM1	Lotus 1-2-3 Macros
AM	Assignment Management
AMO	Approach and Methods Overview
AMS	Approach and Methodology Selection Workshop
APT	Advanced Presentation Techniques
ASC	Applied Statistics Introduction
ASR	Applied Statistics Refresher
ASW	Applied Sampling Workshop (formerly Statistics for Evaluators (STAT))
AWP1	WordPerfect Form Letters
AWP2	WordPerfect Sort Features
AWP3	WordPerfect Text Columns
AWP5	WordPerfect Macros
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AWP8	WordPerfect Made Easier
AWP9	WordPerfect Tab Settings for Charts and Tables
B2P	Senior Level Promotion Program
B3P	Management Level Promotion Program
BDB3	dBASE III PLUS Introduction
BDBR	dBASE III PLUS Refresher
BDOS	Microcomputers Introduction
BDYL	DYL-280 II Basic
BEWP	WordPerfect Introduction
BIRE	Budgeting in Review
BIRX	Budgeting in Review for Executives
BL	Lotus 1-2-3 Introduction
BLR	Lotus 1-2-3 Basic Refresher
BLUW	Lotus Used in Windows
BLW	Lotus 3.1 Introduction for Windows
BWPR	WordPerfect Refresher

BWPW	WordPerfect 5.1 for Windows
BXTK	Crosstalk XVI Introduction
CA	Compliance Auditing
CALL	Categorical Data Analysis Using Log-Linear Models
CDAN	Categorical Data Analysis
CGS	CG Series
CKS	Computer Keyboarding Skills
CM	Causal Modeling
CMM	Conflict Management Modes
CPR	Cardiopulmonary Resuscitation
CRS	Conflict Resolution Strategies
CSEP	Customer Service Enhancement Training Level I: Providers
CSER	Customer Service Enhancement Training Level II: Service Reinforcers
DBDM	dBASE III PLUS Design and Methodology
DBIM	Data Base Systems and Information Management
DBP1	dBASE III PLUS Programming 1
DBP2	dBASE III PLUS Programming 2
DBR	dBASE III PLUS Reports
DBS	dBASE III PLUS Shortcuts
DCS	Data Collection Methods and Sources
DT	Delivering Testimony
EBS	Executive Briefing Skills
EC	Effective Communication
ECDP	Executive Candidate Development Program
ECS	Exploring Communication Styles
EDX	Evaluation Design for Executives
EEL	Exploring Effective Listening
EEO	Management Briefing: EEO Responsibilities
EER	Economy and Efficiency Reviews
EFG	Ethics in the Federal Government
EIW	Emerging Issues Workshop
EMS	Electronic Mail System
EOAS	Effective OGC Audit Support
EOG	Essentials of Grammar
ERS	Essential Reading Skills
ES	Economics Series
ESA	Evidence: Standards and Applications (formerly Evidence: Issues and Applications (EVID))
ESW	Executive Summary Workshop

EXPL	Career Exploration
FACT	Getting the Facts on Wellness
FEL	Federal Employment Law
FML	Formatting Memorandums and Letters (formerly Formatting GAO Correspondence (FGC))
FOS	Fundamentals of Spelling
FRAU	Fraud Awareness
FSS	Standardized Filing System
FULH	Finding and Using Legislative History
GAS	Update on Government Auditing Standards: Performance Auditing Emphasis
GCE	GAO, Congress, and the Environment
GCL	Government Contract Law
GRAF	Graphics Workshop
HRM	Human Resource Management Series
IAM	Issue Area Management
IAST	Introductory Administrative Staff Training
IET	Introductory Evaluator Training
IFA	Introduction to Financial Auditing
IFFM	Introduction to Federal Financial Management
ILDB	Lotus 1-2-3 Data Base Management
ILG	Lotus 1-2-3 Graphics
ILP	Lotus 1-2-3 Printing
INT	Interviewing Skills
IPC	Introduction to Procurement and Contracts
IRMT	Information Resources Management and Technology
ITA	Instructor Training Advanced
ITN	New Instructor Training
IWP1	WordPerfect: Importing and Exporting Data
IWW	Intermediate Writing Workshop
IXTK	Crosstalk XVI Intermediate
JSS	Job Search Strategies
KDB3	dBASE III PLUS
KEBW	Effective Business Writing
KEDU	Basic Math: Decimals
KERS	Employee Relations, Health, and Safety
KHRP	Human Resource Planning
KHTG	Teaching Adults
KKEY	Keypad Instruction for Numeric Data Entry

KMGP	Human Resource Management Practices
KPGM	PageMaker
KPUT	Put It in Writing
KQAT	Quattro Pro
KSHR	Statistics and Human Resource Management
KSIT	Situational Leadership
KSTP	Strategic Planning
KTEL	Make the Telephone Work for You
KTGD	Training and Development
KUPC	Using Personal Computers
LANO	Local Area Network Overview
LANR	Local Area Network Refresher
LANS	Local Area Network Scheduler
LAW	Legal Analysis and Writing
LEGD	Legislative Drafting
LS	Leadership Series
MAN	Multivariate Analysis
MAP	Managerial Assessment and Planning
MBT1	Introduction to MBTI
MBT2	Working With Others
MCM	Media Communications for Managers
MCX	Media Communications for Executives
MD	Managerial Decisionmaking
MEET	Meeting Effectively Every Time (formerly Running Effective Meetings (REM))
META	Meeting Effectively Every Time for APSS
MFP	Managing for Productivity
MI	Managing Involvement (formerly Managerial Leadership (ML))
MIT	Managing Interdisciplinary Teams
MITE	Managing Information Technology
MMR	Managing Multiple Responsibilities
MOC	Managing Organizational Change
MW	Managing Writing
NEO	New Employee Orientation
NET	Networking
OIMT	Overview of Information Management and Technology
OTNT	Overview of Telecommunications and Networking Technology
OWB	Strategies for Overcoming Writer's Block

PA	Policy Analysis
PAL	Principles of Appropriations Law
PANS	Principles of Acquisition for Non-Procurement Staff
PAX	Policy Analysis for Executives
PBPA	Principles of Budgetary and Proprietary Accounting
PE	Program Evaluation
PEP	Preparing Effective Presentations
PEPA	Preparing Effective Presentations for APSS
PEPR	Preparing Effective Presentations Refresher
PICS	Practical Internal Control Studies
PMT	Performance Management Training
POWR	Producing Organized Writing and Effective Reviewing
POWU	Producing Organized Writing and Effective Reviewing for Upper Level Hires
PPPI	Public Policy Processes and Issues
PRFP	Preparing Report Processing Forms and Packages
PRRB	Problem Recognition and Referral Briefing
PSD	Problem Solving and Decisionmaking
PSX	Public Service for Executives
PT	Proofreading Techniques
PW	Principles of Writing
PWH	Productive Work Habits
QFT	Facilitator Training
QM	Qualitative Methods
QMQUI	Managing Quality Improvement
QMX	Qualitative Methods for Executives
QQCW	Quality Council Workshop
QSIE	Questionnaires and Structured Interviews
QTL	Team Leader Training
REAP	Referencing Financial Management Reports
RECR	Recruiting for the 1990s
REGP	Referencing GAO Products
RESU	Resume/Letter Preparation
RIA	Recruitment Interviewing for Attorneys
ROOS	Regional Organization and Operations Seminar
RPS	Retirement Planning Seminar
RR	Report Review
RWMD	Report Writing and Message Development
S171	SF 171 Preparation
SAPC	SAS on the Personal Computer

SAS	SAS on the Mainframe
SAX	Sampling for Executives
SCTR	Service Connection: Telephone and Reception
SDLC	Systems Development Life Cycle Management
SELF	Self-Assessment
SES	Strengthening Expressive Skills
SHW	Preventing Sexual Harassment
SLS	Strengthening Listening Skills
SOS	Senior Orientation Seminar
SPSP	Statistical Package for the Social Sciences on the PC
SPSS	Statistical Package for the Social Sciences
SSQA	Spreadsheet Quality Assurance
SSS	Skills and Strategies for Supervisors
SSSO	Supervisory Skills in Service Organizations
STEP	Step Up to Wellness
STOP	Stopping Stress in Its Tracks
STRS	Managing Stress in Today's World
SVX	Survey Methods for Executives
TAR	Time and Attendance Reporting
TBP	Transforming Barriers to Productivity
THNK	Rethinking to Prevent Stress
TM	Time Management
TMM	Time Management for Managers
TRA	Travel
TSA	Time Series Analysis
TW	Teamwork
UCOC	Understanding and Coping With Organizational Change
VWD	Valuing Workforce Diversity
WIN	Windows Introduction Version 3.1
WM	Workplace Math
WP51	WordPerfect 5.1 from WordPerfect 4.2
WPE1	Writer-Editor WordPerfect Seminar I
WPE2	Writer-Editor WordPerfect Seminar II
WPR	Workpaper Review
WPUW	WordPerfect Used in Windows
WRC	Workplace Relations and Communication
WS	Writing Seminar
WT	Writing Testimony
ZBMT	Business Mathematics

ZCAG	Communicating Analysis Graphically
ZDOS	DOS 3.3
ZEXE	Executive Guide to Grammar
ZLAN	Computer Communication and Connectivity
ZLIT	Personal Computer Hardware and Software Introduction
ZLTA	Lotus 1-2-3 Advanced
ZLTB	Lotus 1-2-3 Basic
ZNET	Local Area Network
ZPWP	Preparing Workpapers
ZTME	Typing Made Easy
ZTRP	Troubleshooting and Maintaining Your PC
ZTSB	Typing Skill Builder
ZWPA	WordPerfect 5.1 Advanced
ZWPB	WordPerfect 5.1 Basic
ZYEL	Yellow Book on Government Auditing Standards

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 Employee Relations, Health, and

Safety (KERS); Executive Guide to Grammar (ZEXE); Human Resource Management Practices (KMGP); Human Resource Planning (KHRP); Keypad Instruction for Numeric Data Entry (KKEY); Local Area Network (ZNET); Lotus 1-2-3 Advanced (ZLTA); Lotus 1-2-3 Basic (ZLTB); Make the Telephone Work for You (KTEL); PageMaker (KPGM); Personal Computer Hardware and Software Introduction (ZLIT); Preparing Workpapers (ZPWP); Put It in Writing (KPUT); Quattro Pro (KQAT); Situational Leadership (KSIT); Statistics and Human Resource Management (KSHR); Strategic Planning (KSTP); Teaching Adults (KHTG); Training and Development (KTGD); Troubleshooting and Maintaining Your PC (ZTRP); Typing Made Easy (ZTME); Typing Skill Builder (ZTSB); Using Personal Computers (KUPC); WordPerfect 5.1 Advanced (ZWPA); WordPerfect 5.1 Basic (ZWPB); Yellow Book on Government Auditing Standards (ZYEL).

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