GAO

Catalog of Human Resource Development Activities, 1988

The success of the United States General Accounting Office in carrying out its mission depends on qualified, well-trained people. The personal and professional development of employees is a responsibility shared by both the individual and the organization, and GAO remains committed to employee development at all levels of the agency.

This catalog will help you learn more about the variety of training and career development opportunities available to you. I hope you will use this information to plan your personal and professional development at GAO.

Charles A. Bowsher

Comptroller General of the United States

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GAO'S COMMITMENT TO TRAINING

We the leadership have to provide...a program of training...that is going to allow staff to develop as individuals.

...all of our actions must demonstrate a sense of caring in the training and development of our people, in helping them achieve their goals and aspirations, and in dealing with their successes and failures...

We have to make sure we have the right people with the right skills to work on the job...emphasizing the importance of recruiting, training, utilizing, evaluating, and rewarding our staff...

-- Charles Bowsher
   Comptroller General

The Comptroller General, in this statement, articulates GAO's fundamental philosophy on training and developing its employees. This philosophy emphasizes that as a member of GAO's staff, you have the opportunity to learn new skills and to enhance existing ones through participating in our numerous human resource development activities.

We provide intensive training activities to new employees to orient you to our organization and to enable you to become productive staff as quickly as possible. For experienced employees, we provide refresher training and training in new technical skills as well as management development. Experienced employees also become part of the training program by serving as technical experts and instructors.

GAO awards Continuing Education Units (CEUs) to staff participating in our human resource development programs. Where appropriate, we list the number of CEUs with corresponding courses or workshops.

This catalog outlines GAO's courses and workshops. We hope you will find it useful and will agree that GAO's commitment to its staff development is indeed outstanding.

Instructors

We draw our instructors from among GAO's best professionals. They receive training in instructional techniques and are given practice teaching opportunities. External consultants and experts complement our instructional staff by teaching some advanced and/or highly specialized courses.

Each instructor's effectiveness is evaluated by course participants and educational specialists. Only the instructor who maintains enthusiasm for the educational process and expands his or her own technical proficiency remains in the program.

Training and Development
For the New Employee

For those of you who have recently joined us, training is the key to your career development. Training occurs in four ways:

-- Self-paced training packages (printed, audio-visual, or computer assisted);

-- Formal classroom training;

-- On-the-job training with your supervisor; and

-- External conferences and training programs.

As a first-year employee, you will benefit from training in the first three categories. The fourth will be added after your probationary year. You are also encouraged to seek out training and development opportunities on your own.

You will be taking specific courses based on your grade and series, according to carefully designed curricula. For example, those of you who join GAO as new evaluators are brought to Headquarters for an intensive 7-day Specialized Entry-Level Training program. Then you will receive structured on-the-job training in those areas where mastery is required. Subsequent programs in writing, computers, statistics, or special programs follow.

Those of you in support staff positions have a similarly structured series of courses available to you.

Those of you in non-evaluator positions will have generic courses such as orientation and computers available within GAO. Your specialized training, however, is best sought from institutions such as the Office of Personnel Management and those organizations skilled in your specialty.

Training Beyond
The First Year

Everyone who joins GAO does so after, in most cases, years of formal education at the graduate and/or undergraduate levels. However, this formal education and the first-year GAO training are only the foundations on which to build a career-long program of self-development.

We encourage self-improvement because only with continually developing staff can GAO as a whole improve the quality of its work and maintain its leadership role in the audit/evaluation community. Your continuing development is clearly a shared experience between GAO and you. GAO provides the framework, the courses, and the encouragement. You provide the commitment and dedication.

As a general rule, GAO expects you to devote at least 40 hours a year to formal continuing education and training. You should allocate these hours to GAO's internal courses and GAO-supported external training or self-study.

You have four avenues by which you can pursue your development:

-- GAO's internal courses. We teach audit/evaluation methodology, automatic data processing and computers, interpersonal skills, management skills and practices, secretarial skills, and writing.

-- On-the-job training. Experience in a wide variety of areas is the best teacher of actual procedures and techniques you will use on the job.

-- Self-study training. You can supplement classroom training either through our own Learning Center or by taking programs offered by other educational institutions on your own time.

-- External training sponsored by GAO. Refer to GAO Order 2410.1 for more information. Each division, office, and region has a limited budget for funding attendance at job-related courses, conferences, and conventions.

In addition to these opportunities, GAO has its own internal Management Development System sponsored by the Executive Resources Internal Board, and holds regularly scheduled managerial (GS-13/15) and executive (Senior Executive Service) programs. Also, GAO sends selected managers and executives to external programs sponsored by universities and other institutions.

GAO expects senior staff to become intimately involved in the training of their own staff members. This involvement can be accomplished by doing formal instruction, and certainly by doing on-the-job training, and by encouraging staff to prepare individual development plans. In this way, your knowledge, experience, and expectation of excellence can be communicated to those following you.

Introduction

CCD is a branch unit within OOHD dedicated to promoting the personal well-being, growth, and development of GAO employees. CCD is staffed by an interdisciplinary team of professionally trained counselors and experts in career and life management.

CCD offers a variety of resources and services to assist individual employees and managers in understanding and taking action to deal with personal life and career development issues that may be affecting the motivation or job performance of GAO employees and work groups. CCD resources and services are available to all GAO employees.

Career Resource Center

The Career Resource Center includes a library of career development, life planning, and education materials, and a set of self-paced information services to assist individuals with career and life planning. The Center is located in GAO's Training and Career Development Center, Room 7536, and is open daily from 8:30 to 4:30 for browsing. CCD staff members are available to offer assistance in making use of the Center materials.

*Workshops
and Seminars*

Workshops and seminars are presented on career, personal growth, personality, interpersonal communication, and life management topics. CCD workshops are described below. Monthly lunchtime seminars on additional topics of interest to GAO staff are also offered at GAO headquarters. Upcoming workshops and seminars are listed in the GAO Management News each quarter. Register through your training coordinator for CCD workshops; no registration is needed to attend lunchtime seminars. Regional offices and intact work groups may request special offerings of CCD workshops. For more information contact CCD at 275-8992.

Individual Assistance

Individual consultation, counseling, referral, and assessment services are also available to all GAO employees. Individualized services may be particularly valuable to those who would like further assistance in defining career interests, exploring career options, discussing personal, family, job, career, relationships, and life-stage issues and concerns, exploring major career and life decisions, and identifying additional helping resources and services. Managers and supervisors may contact CCD for consultation services in the areas of conflict resolution, problem recognition and referral, performance counseling, and employee career development. Individual services through personal appointment or through telephone consultation can be arranged by calling CCD at 275-8992.

Your supervisor is the first person with whom you should discuss your career goals and desired training and development plans. If you are uncertain about your career goals, the Counseling and Career Development Branch of the Office of Organization and Human Development has a staff of professional counselors ready to assist you in assessing and clarifying your career plans. Once you and your supervisor have reached an agreement, the Training Coordinator for your division, region, or office will register you and then direct precourse information to you and your supervisor.

Some courses have special requirements, such as prerequisites or precourse work (most writing courses require some writing samples to be submitted in advance). Similarly, certain management courses require approval by the division, region, or office head.

Introduction

The GAO Learning Center is a resource area for self-instructional study. It uses the concept of individualized learning--a method by which individuals direct their own learning at a self-established pace. The Learning Center provides GAO staff with the flexibility to select and individually schedule job-related training courses and/or self enrichment activities to help achieve organizational and personal goals. The Learning Center has been specifically designed to help participants satisfy their individual learning needs in a pleasant environment through a variety of media: programmed text, audio cassette tape, videotape, film, slide-tape, interactive video disk, and computer-based training.

While the Learning Center does not replace classroom training, its offerings complement the current GAO curriculum as prerequisites to, modules in, or follow-ups to existing courses. Some Learning Center materials are independent of the existing curriculum, but have been selected to meet specifically identified training needs or interests. Courses can be taken to improve job performance in a particular area, to review an area previously studied, to develop skills in a new area, or for self-enrichment. The Learning Center materials provide excellent opportunities for individual employees to take the initiative in their own professional development without the constraints of formal training classes.

Administration

The Learning Center is located in the Training and Career Development Center, Room 7536 in the main GAO building, and is staffed Monday through Friday from 7:30 a.m. to 5:30 p.m. (the telephone number is 275-9648). The Learning Center Director and Administrative Assistants are responsible for general supervision of Center operation, and for giving individual attention to participants using the facility.

Registration

An employee who wants to receive a certificate or Continuing Education Units (CEUs) for job-related training at the Learning Center must complete a Learning Center Registration Form available from Training Coordinators or the Learning Center staff. This form must be signed by the individual's Training Coordinator and supervisor and sent to the Learning Center. The Learning Center staff will try to accommodate individual time requests and will notify Training Coordinators when schedules have been approved. (If no credit is desired, no form is needed.)

Individuals are encouraged to visit the Center to acquaint themselves with the available materials and resources and to discuss what programs meet their needs best. While "walk-ins" are welcome, it is advisable that visitors make an appointment with the Learning Center staff to ensure space availability and adequate time to discuss training options.

CURRICULUM PLANS
FOR GAO EMPLOYEES

Curriculum
Organization

Training courses and workshops are organized by curricula for:

-- Evaluators at the GS-7/12, GS-13/14, GS-15/- executive levels.

-- Non-evaluators, employees in any series other than Series 347.

-- Specialists in ADP and writer/editor positions.

-- Support staff at the GS-5 and below, GS-6 and above levels.

Course Categorization

Within each of the curricula defined above, courses and workshops have specific designations:

-- Core Technical Training identifies primary job-related training.

-- Supervisory and Management Training is for you if your core technical training needs are satisfied and your managerial responsibilities are increasing.

-- Special Training emphasizes special technical learning.

-- Elective Training identifies courses generally supportive of a given curriculum. You are not limited to the suggested electives and, as job-specific needs vary for GAO employees, elective guidelines may be tailored to meet your own needs.

-- Counseling and Career Development Workshops list courses and workshop offerings recommended for your growth and development.

Core Technical
Training

-- Entry-Level Training
-- Evidence: Issues and Applications
-- Intermediate Writing Workshop
-- Introductory microcomputer courses, where
   appropriate. See Microcomputer Training
   Supplement.
-- New Employee Orientation
-- Planning the Job
-- PPMA Overview (LC)*
-- Preparing GAO Workpapers (LC)*
-- Producing Organized Writing and Effective Review
-- Referencing GAO Products (LC)*
-- Statistical Auditing
-- Writing Seminar

* (LC) Learning Center package

Supervisory
& Managerial
Training

-- Elements of Supervision
-- Managing the Transition to Supervisor

Special
Training

-- Budgeting in Reviews
-- Control and Risk Evaluation
-- Fraud Awareness
-- Introduction to Procurement and Contracts
-- Operational Auditing
-- Practical Internal Controls Studies

Elective
Training

-- Cardiopulmonary Resuscitation
-- Ethics in the Federal Government
-- Office of Congressional Relations Workshop
-- On-the-Job Coaching
-- Preparing Effective Presentations
-- Preparing Effective Presentations Refresher
-- Proofamatics Revised
-- Skills for Performance and Career Development
-- Time Management for Evaluators

Counseling
and Career
Development

-- Career Planning for Employees
-- Individual Stress Management Workshop
-- Interpersonal Conflict Management for Employees
-- Marketing Career Skills
-- Myers-Briggs Type Indicator Workshop
-- Positive Communication Skills
-- Productive Self Management
-- Retirement Planning Workshop
-- Sexual Harassment Workshop

Core Technical
Training

-- Approach and Methodology Selection Workshop
-- Automated Project Management
-- Communicating Analysis Graphically
-- Introductory microcomputer courses, where appropriate. See Microcomputer Training Supplement.
-- Questionnaires and Structured Interviews
-- Report Review
-- Report Writing for Evaluators-in-Charge
-- Statistical Sampling Workshop
-- Writing Seminar

Supervisory
and Managerial
Training

-- Approach and Methodology Selection Workshop
-- Automated Project Management
-- Communicating Analysis Graphically
-- Introductory microcomputer courses, where appropriate. See Microcomputer Training Supplement.
-- Questionnaires and Structured Interviews
-- Report Review
-- Report Writing for Evaluators-in-Charge
-- Statistical Sampling Workshop
-- Writing Seminar

Special
Training

-- Budgeting in Reviews
-- Control and Risk Evaluation
-- Fraud Awareness
-- Introduction to Procurement and Contracts
-- National Recruitment Program Recruiter Training
-- Operational Auditing
-- Practical Internal Controls Studies

Elective
Training

-- Cardiopulmonary Resuscitation
-- Ethics in the Federal Government
-- Office of Congressional Relations Workshop
-- On-the-Job Coaching
-- Preparing Effective Presentations
-- Preparing Effective Presentations Refresher
-- Proofamatics
-- Skills for Performance and Career Development

Counseling
and Career
Development

-- Career Planning for Employees
-- Individual Stress Management Workshop
-- Interpersonal Conflict Management for Employees
-- Managerial Role in Employee Development
-- Marketing Career Skills for Evaluators
-- Myers-Briggs Type Indicator Workshop
-- Positive Communication Skills
-- Productive Self-Management
-- Retirement Planning Workshop
-- Sexual Harassment Workshop

Core Technical
Training

-- Delivering Testimony
-- Designing Evaluations
-- Executive Briefing Skills
-- GAO, Congress and the Environment
-- Introduction to Microcomputers for Executives
-- Introductory microcomputer courses, where appropriate. See Microcomputer Training Supplement.
-- Organizational Leadership in Human Resources Management*
-- Regional Organization and Operations*
-- Report Review
-- Understanding and Coping with Organizational Change*

* SES Candidate Course

Managerial
Training

-- Executive Speakers' Program
-- Managerial Decisionmaking
-- Managerial Leadership
-- Managing Personal and Organizational Change
-- Managing for Productivity
-- Running Effective Meetings
-- Time Management for Managers

Elective
Training

-- Cardiopulmonary Resuscitation
-- Fraud Awareness
-- Managerial Speakers' Program
-- Office of Congressional Relations Workshop

Counseling
and Career
Development

-- Career Planning for Employees
-- Individual Stress Management Workshop
-- Interpersonal Conflict Management for Employees
-- Managerial Role in Employee Development
-- Marketing Career Skills
-- Myers-Briggs Type Indicator Workshop
-- Positive Communication Skills
-- Productive Self-Management
-- Retirement Planning Workshop
-- Sexual Harassment Workshop

Technical Training	-- Introductory microcomputer courses, where appropriate. See Microcomputer Training Supplement. -- Job-specific external training -- New Employee Orientation

Supervisory *Managerial* *Training*	-- Advanced Supervision -- Elements of Supervision -- Managerial Decisionmaking -- Managerial Competencies Workshop -- Managerial Leadership -- Managing for Productivity -- Managing the Transition to Supervisor -- On-the-Job Coaching -- Performance Management -- Running Effective Meetings -- Time Management for Managers

Elective *Training*	-- Cardiopulmonary Resuscitation -- Communicating Analysis Graphically -- Executive Speakers' Program -- Managerial Speakers' Program -- Number Skills Workshop -- Preparing Effective Presentations Refresher -- Preparing Effective Presentations -- Proofamatics Revised -- Skills for Performance and Career Development -- Time Management for Managers -- Time Management for Evaluators -- Time Management for Secretaries and Administrative Staff -- Writing Seminar

Counseling and
Career Development
Workshops

-- Career Planning for Employees
-- Individual Stress Management Workshop
-- Interpersonal Conflict Management for Employees
-- Managerial Role in Employee Development
-- Marketing Career Skills
-- Myers-Briggs Type Indicator Workshop
-- Positive Communication Skills
-- Productive Self-Management
-- Retirement Planning Workshop
-- Sexual Harassment Workshop

*Automated
Data Processing
(ADP) Training*

-- DYL-280 (Basic and Advanced)
-- Introductory microcomputer courses, where appropriate. See Microcomputer Training Supplement.
-- SPSS-X
-- Statistical Analysis System
-- Statistical Analysis System on the PC
-- WYLBUR Orientation and Job Control Language

*Design Methodology
Technical Assistance
Group (DMTAG/TAG)
Training*

-- All ADP courses listed above
-- Job-specific external training
-- Training provided in responses to annual needs assessments

*Information Management
Technical (IMTEC)
Training*

-- All ADP courses listed above
-- Data Base Management
-- Data CommunicationsConcepts and Practices
-- Introduction to ADP and Data Communications
-- System Security for Computers
-- Systems Analysis
-- Systems Development and Implementation

*Writer/Editor
Training*

-- Entry-Level Training
-- Intermediate Writing Workshop
-- Job-specific external training
-- Producing Organized Writing and Effective Reviewing
-- Report Review
-- Report Writing for EICs

*Accounting and Financial
Management Division (AFMD)
Training*

-- Basic Financial Auditing
-- Budgeting in Reviews
-- Controls and Risk Evaluation

Core Technical
Training

-- Entry Level Secretarial/Clerical Training
-- Introduction to WordPerfect for Support Staff
-- New Employee Orientation
-- Proofreading
-- Saying What You Mean
-- Spell It Right
-- Telephone Communications
-- Travel
-- Working it Out--You and Your Workplace
-- Workplace Language
-- Workplace Writing
-- Writing Skills for Secretarial Employees

Special
Training

-- Typing Skills Refresher

Elective
Training

-- Cardiopulmonary Resuscitation
-- How to Deal with Secretarial Stress (LC)*
-- Number Skills Workshop**
-- Professional Skills for Secretaries (LC)*
-- Proofamatics Revised
-- Shorthand (LC)*
-- Skills for Performance and Career Development
-- Time Management for Secretaries and
   Administrative Staff

* (LC) - Learning Center package
**Will not be offered in 1988, except once if there is
enough demand.

Counseling and
Career Development
Workshops

-- Career Planning for Employees
-- Individual Stress Management Workshop
-- Interpersonal Conflict Management for Employees
-- Marketing Career Skills
-- Myers-Briggs Type Indicator Workshop
-- Positive Communication Skills
-- Productive Self-Management
-- Retirement Planning Workshop
-- Sexual Harassment Workshop

Core Technical
Training

-- Drafting and Revising Correspondence
-- Intermediate Writing Workshop*
-- Introduction to WordPerfect for Support Staff
-- New Employee Orientation
-- Office Management**
-- Proofreading
-- Travel
-- Working It Out--You and Your Workplace
-- Workplace Language
-- Writing Skills for Secretarial Employees

* Will be offered to secretarial staff upon demand.
** Will not be offered in 1988, except once if there
is enough demand.

Supervisory and
Managerial
Training

-- Managing the Transition to Supervisor
-- On-the-Job Coaching
-- Supervisory Skills for Secretaries

Special
Training

-- Specialized external training
-- Typing Skills Refresher

Elective
Training

-- Cardiopulmonary Resuscitation
-- How to Deal with Secretarial Stress (LC)*
-- Introduction to Microcomputers
-- Number Skills Workshop
-- Professional Skills for Secretaries (LC)*
-- Proofamatics Revised
-- Shorthand (LC)*
-- Skills for Performance and Career Development
-- Time Management for Secretaries and
   Administrative

* (LC) - Learning Center package

Counseling and
Career Development
Workshops

-- Career Planning for Employees
-- Individual Stress Management Workshop
-- Interpersonal Conflict Management for Employees
-- Marketing Career Skills
-- Myers-Briggs Type Indicator Workshop
-- Positive Communication Skills
-- Productive Self-Management
-- Retirement Planning Workshop
-- Sexual Harassment Workshop

CURRICULUM

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COMPLETED
COURSES _____ *DATE* _____

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TRAINING
PLAN, 1988

COURSE _____   _____

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COURSE DESCRIPTIONS

COURSE DESCRIPTIONS

ADVANCED DYL-280 (ADYL)

Description

You will be able to apply advanced principles of records storage and retrieval with the capabilities of the DYL-280 (with JCL) to store, retrieve, compute, and analyze data for audit assignments. You will also write, enter, and test programs of advance complexity. Topics covered include library maintenance, indexing, callable subroutines, fixed position printing, multiple report printing, error analysis, and GAO experience using data retrieval systems. Hands-on computer experience included.

Length: 4 days

Prerequisites

Basic DYL-280 and JCL or equivalent knowledge.

Who Should Attend

Specialists and Technical Assistance Group ADP staff that use a mainframe computer system.

Job Code: 993073   CEUs: 2.8

ADVANCED SUPERVISION (AS)

Description

Increase the understanding of your strategic role as a supervisor and learn various methodologies and techniques in positively managing, motivating, and developing human resources. You will develop skills to identify specific characteristics of effective work groups, use the process of "force-field" analysis to diagnose problems, examine two motivational strategies that can improve employee behavior, identify a corrective discipline model, and analyze various types of conflict. The course includes use of videotapes and assessment instruments.

Length: 5 days

Prerequisites

Elements of Supervision (EOS).

Who Should Attend

GAO staff (GS-13/14) who are experienced supervisors.

Job Code: 993161   CEUs: 3.2

ANALYZING QUESTIONNAIRES AND
STRUCTURED INTERVIEW DATA (AQ)

Description	Examine the techniques employed to analyze data obtained from structured interviews and questionnaires, including both response rates and results. Emphasis is placed on understanding and interpreting the results of statistical analyses (not on calculating statistics) and techniques for assessing the reliability and validity of survey instruments.

Length: 2 days

Prerequisites	Designing Evaluations, Sampling Methods, and Survey Methods.
Who Should Attend	Executives and GS-15s.

Job Code: 993190   CEUs: TBA

APPROACH AND METHODOLOGY SELECTION WORKSHOP (AMSW)

Description	Recognize the effect of question formulation on data gathering and analysis. Also be able to identify the advantages and disadvantages of alternative methodologies to GAO assignments. The course provides you with a model for planning GAO assignments. It covers examining the assignment question, formulating how to measure the answer, and stating how the data will be analyzed. Using your own assignment, you will apply the information presented to develop an approach and methodology.

Length: 3 days.

Prerequisites	None.
Who Should Attend	Evaluators-in-charge (the course is most helpful when just beginning a job or in the planning stages).

Job Code: 993377   CEUs: 2.1

AUTOMATED PROJECT MANAGEMENT (APM)

Description

You will be able to use the software package Total Harvard Project Manager, including entering project data and producing management reports. You will use an example of a GAO assignment plan to learn the software package, then enter your own assignment data so that you leave the course with a copy of your automated job plan.

Length: 2 days

Prerequisites

Be able to boot a computer and have knowledge of computer keyboard equivalent to the INSTRUCTOR self-paced package in the GAO Learning Center.

Who Should Attend

Evaluators-in-charge and other staff who wish to plan and monitor large assignments using computer software.

Job Code: 993174   CEUs: 1.4

BASIC DYL-280 (BDYL)

Description

You will be able to apply the basic principles of data storage and retrieval with the capabilities of the DYL-280 (with JCL), and restore, retrieve, compute, and analyze data for audit assignments. You will also write, enter, and test programs of modest complexity. Topics covered include data retrieval concepts, DYL-280 capabilities, computer operating system concepts, job control language commands, DYL-280 routines, case problems, and GAO experience using data retrieval systems. Hands-on computer experience included.

Length: 5 days

Prerequisites

A basic knowledge of computers, Job Control Language (JCL) or equivalent, knowledge of a text editor (i.e., WYLBUR, ALPHA, etc.).

Who Should Attend

Technical Assistance group staff and ADP specialists.

Job Code: 993061   CEUs: 2.8

BASIC FINANCIAL AUDITING (BFA)

Description	You will gain an understanding of the basic concepts applied to financial statement audits, including control, compliance, and substantive testing. You will have the opportunity to demonstrate workpaper preparation, organization, basic audit procedures, and conducting a financial audit.

Length: 5 days

Prerequisites   None.

Who Should Attend   AFMD staff and other staff involved in financial management systems.

Job Code: 993052   CEUs: 3.2

(Formerly called Control and Risk Evaluation.)

BUDGETING IN REVIEWS (BIRE)

Description   Participants will be able to understand the Federal budget process and how it relates to GAO work, and also be able to use budget-related documents to develop audit findings.

Length: 3 days

Prerequisites   None.

Who Should Attend   All GAO evaluators.

Job Code: 993046   CEUs: 2.1

CARDIOPULMONARY RESUSCITATION (CPR)

Description

Receive instruction, demonstration, and practice in employing basic life-saving techniques. Lectures, demonstrations, mannequin exercises, and films prepare you for a written life support examination.

Length: 3 half days

Prerequisites

None.

Who Should Attend

All interested employees.

Job Code: 993080   CEUs: None.

CAREER PLANNING FOR EMPLOYEES (CPFE)

Description

Set goals for effective career planning based on an assessment of interests, skills, values, and preferences. Explore the elements of the career planning process and identify roles and responsibilities. Skills for both job enrichment and job seeking will be covered.

Length: 2 days

Prerequisites

None.

Who Should Attend

All GAO employees.

Job Code: 993315   CEUs: 1.4

COMMUNICATING ANALYSIS GRAPHICALLY (CAG)

Description

You will be able to select graphs that illustrate thinking graphically, identify reasons why graphic displays are effective, identify graphic presentation guidelines and select graphics that illustrate correct use of these guidelines, choose and create appropriate graphic displays to facilitate data analysis, and match appropriate messages and graphics.

Length:

Prerequisites

A basic understanding of the computer and the ability to boot it.

Who Should Attend

All evaluator, DMTAG, and writer/editor staff interested in building analysis skills using graphics.

Job Code: CEUs:

DATA BASE MANAGEMENT (DBM)

Description

You will gain an understanding of concepts, tools, and principles of operations in a data base management environment. The following topics are covered: data base concepts and terminology, types of DMBs, data base structure, data base query languages, and report writers.

Length: 2 days

Prerequisites

Introduction to ADP and Data Communications (ADPC), or any information processing course.

Who Should Attend

GAO evaluators, technical assistance group staff, IMTEC staff, and staff working in a data base environment.

Job Code: CEUs: 1.4

New Course

DATA COMMUNICATIONS--CONCEPTS AND PRACTICES (DCCP)

Description

You will better understand data communications terminology, technology, system components, and network configuration. Course topics include: data communications terminology, technology, and system components; basic hardware and software components of a data communications system; electrical characteristics of a communications circuit affecting data transmission; asynchronous and synchronous communications and how they differ in the areas of timing, coding, protocols, error detection, speed, and hardware; role of the various common carriers; and a close look at some government (civil and defense) networks.

Length: 3 days

Prerequisites

You must be familiar with basic data communications terminology and techniques and must have taken an ADP technology overview course or an information processing course.

Who Should Attend

GAO technical assistance group staff, IMTEC staff, and specialists who desire more than a working knowledge in data communications.

Job Code: N/A   CEUs: 2.1

New Course

DELIVERING TESTIMONY (DT)

Description

You will be able to describe the process of planning, preparing and delivering testimony; identify qualities of effective testimony; recognize strengths and weaknesses of taped testimony; display skills in delivering testimony and answering questions; and develop strategies to overcome problems with written testimony and with problems of delivering testimony. Videotaping exercises included.

Length: 2 days

Prerequisites

None.

Who Should Attend

GS-15s who deliver testimony; GS-13s/14s who prepare testimony.

Job Code: 993190   CEUs: 1.4

DESIGNING EVALUATIONS (DEV)

Description

Explore strategies for designing evaluations. A significant portion of time is devoted to examining the relationship between the questions driving an evaluation and choosing an appropriate design. The characteristics of survey, case study, correlational, and field research designs are examined, as well as design options that employ using available or existing data. Special attention is paid throughout the seminar to management implications associated with each of the design choices. GAO jobs are used as examples of design options.

Length: 1 day

Prerequisites

This seminar is the first of four methodology seminars for senior managers. The seminars build upon one another and are most beneficial if attended in the following order: (1) Designing Evaluations, (2) Sampling, (3) Survey Methods, (4) Analyzing Questionnaire and Structured Interview Data.

Who Should Attend

Executives and GS-15s.

Job Code: 993361   CEUs: TBA

ETHICS IN THE FEDERAL GOVERNMENT (EFG)

Description

Learn how to avoid ethical conflicts as a GAO employee; identify violations of ethical statutes and standards when conducting audits. The course covers ethical statutes (violations of which result in administrative sanctions).

Length: 1/2 day

Prerequisites

None.

Who Should Attend

All GAO employees.

Job Code: 993094   CEUs: None.

EVIDENCE: ISSUES AND APPLICATIONS (EVID)

Description

"Sufficient, competent, and relevant evidence is to be obtained to afford a reasonable basis for the auditors' judgments and conclusions..." What does this Yellow Book evidence standard really mean? How do you implement it? By the end of this course you will have reviewed this standard and how it is applied on the job. Issues discussed include assuring quality of GAO work, workpaper documentation, and review techniques, computer-based evidence, and sufficiency of evidence.

Length: 2 days

Prerequisites

Specialized Entry-Level Training (SELT).

Who Should Attend

GS-11/12 evaluators.

Job Code: 993371   CEUs: 1.4

EXECUTIVE BRIEFING SKILLS (EBS)

Description	You will be able to assess and critique your oral presentation strengths and weaknesses, identify and analyze the steps for and the principles of effective presentations to your own briefings/presentations. The workshop emphasizes skill development using audiovisual equipment and individual assessment. Length: 2 days
Prerequisites	None.
Who Should Attend	GS-15s.

Job Code: 993188   CEUs: 1.4

EXECUTIVE SPEAKERS' PROGRAM (ESP)

Description	Meet organizational and career development needs by improving executive effectiveness in policy formulation and interpersonal relations, and keep current in technical, managerial, sociological, economic, and political areas. Outside experts will address you on a predetermined topic followed by a panel discussion and/or question-and-answer session. Length: 1/2 to 1 day
Prerequisites	None.
Who Should Attend	GAO executives, SES members, and GS-15s.

Job Code: 993170   CEUs: None.

DRAFTING AND REVISING CORRESPONDENCE (DRC)

Description

You will be able to analyze memoranda and letters to determine if they meet the criteria for effective correspondence, revise correspondence to reduce problems in organization, word choice, sentence structure, and provide more effective beginnings and endings.

Length: 1 day

Prerequisites

Entry-Level Secretarial/Clerical Training (ELSC).

Who Should Attend

Secretarial and other administrative staff GS-5 and above with writing responsibility.

Job Code: 993002   CEUs: None.

ELEMENTS OF SUPERVISION (EOS)

Description

This course illustrates ways you as a supervisor can improve, through a better understanding of yourself, your effectiveness with individuals and work groups from a behavioral point of view. Increase your understanding of performance management, problem recognition and referral, and equal employment opportunity. Subject matter includes new management competencies/skills application of situational leadership, awareness of social styles, application of rational decisionmaking adaptability and conceptualization.

Length: 5 days

Prerequisites

None.

Who Should Attend

Evaluators and non-evaluators (GS-12) who are moving into a supervisory position.

Job Code: 993160   CEUs: 3.2

ENTRY-LEVEL SECRETARIAL/CLERICAL TRAINING (ELSC)

Description

You will be able to acquire or refresh your skills in office reception, use oral and written communication skills, develop good working relationships, type correspondence according to GAO style and format, learn GAO methods of filing and retrieving documents, and discuss personal and professional development. You will also take 3 days of WordPerfect training.

Length: 10 days

Prerequisites

None.

Who Should Attend

All new secretaries and clerk typists, GS-2 through GS-5.

Job Code: 993000   CEUs: 6.1

ENTRY-LEVEL TRAINING (ELT)

Description

Course goals are to provide new evaluators, accountants, and specialists with an understanding of and orientation to the GAO audit process, how GAO functions, technical audit skills, and their entry level role in the larger organization. Each class member will work on a segment of a simulated class audit, contribute to a written team workplan, be videotaped while leading a data gathering interview, receive feedback on the interview, prepare a workpaper bundle documenting his or her portion of the class audit, and present findings on the last morning.

Length: 7 days

Prerequisites

None.

Who Should Attend

Full-time or co-op student/intern evaluators, accountants, computer scientists, social scientists, DMTAG/TAG, TIS, and other technical specialists employed by GAO less than 45 days.

Job Code: 993058   CEUs: N/A

FRAUD AWARENESS (FRAD)

Description	You will examine the elements of fraud statutes in the U.S. Code; discuss the role of GAO's Office of Special Investigations and how it does its work; address answers to recurring questions about GAO's access to information the effect on our work of the Freedom of Information Act and the Privacy Act; and address studies of GAO audits and experiences related to contract fraud and fraud detected by using computer matching techniques.

Length: 3 days |
| *Prerequisites* | None. |
| *Who Should Attend* | GS-11/15 evaluators involved in fraud-related work and with at least 2 years of experience in GAO.

Job Code: 993047   CEUs: 2.1 |

GAO, CONGRESS, AND THE ENVIRONMENT (GCE)

Description	Gain greater understanding of GAO's role and performance as viewed by a number of informed and critical observers, including political experts, representatives of Congressional committees, the media, executive agencies, and others; learn about current and future goals of GAO's top management regarding ways GAO can be sensitive to Congress and the environment. The course is conducted on Capitol Hill.

Length: 3 days |
| *Prerequisites* | None. |
| *Who Should Attend* | GS-15s.

Job Code: 993174   CEUs: None. |

INDIVIDUAL STRESS MANAGEMENT WORKSHOP (ISMW)

Description

Identify the stress response and the types of stress of work, home, and social environments. Identify your own reactions to stress and apply stress management techniques such as meditation/relaxation, time management, and conflict resolution. Develop your own stress management plan for use both on and off the job.

Length: 2 days

Prerequisites

None.

Who Should Attend

All GAO employees.

Job Code: 993118   CEUs: 1.2

INTERMEDIATE WRITING WORKSHOP (IWW)

Description

Be able to use the composing process effectively; use brainstorming, charting, and outlining; apply principles of audience and purpose to your writing; and practice strategies that contribute to effective GAO writing. You will work in groups to write a product and revise it, then get an opportunity to critique it and other groups' products.

Length: 2 days

Prerequisites

Specialized Entry-Level Training

Who Should Attend

GS-7/9 evaluator staff.

Job Code: 993023   CEUs: 1.4

INTERPERSONAL CONFLICT MANAGEMENT FOR EMPLOYEES (ICME)

Description

Identify the advantages, disadvantages, and appropriate uses of conflict management styles, and practice applying a collaborative conflict resolution model. The model is applicable in both work and personal life.

Length: 1 day

Prerequisites

None.

Who Should Attend

All interested employees.

Job Code: 993109   CEUs: 0.6

INTRODUCTION TO ADP AND DATA COMMUNICATIONS (ADPC)

Description

You will gain an understanding of the basic concepts and terminology of automatic data processing and data communications. The following topics will be covered: computer processing, concepts and terms, phases of computer system development and the implementation cycle; microcomputer components, operating systems and mainframe software, data base management systems, concepts and terminology of voice and data communications, the role of telecommunications in information management and information transfer, the importance of systems security and techniques associated with system security.

Length: 3 days

Prerequisites

None.

Who Should Attend

GAO evaluators and specialists.

Job Code: CEUs: 2.1

Revised Course

INTRODUCTION TO PROCUREMENT AND CONTRACTS (IPC)

Description

You will be able to identify the functions of the procurement process and determine the organizations and personnel with the responsibility and authority to perform the functions, and determine the laws, regulations, and procedures to be followed in the procurement process.

Length: 3 days

Prerequisites

None.

Who Should Attend

Evaluators who are beginning work in procurement or who need a basic refresher course on the procurement process.

Job Code: 993048   CEUs: 2.1

MANAGERIAL COMPETENCIES WORKSHOP (MCW)

Description

You will have the opportunity to assess your own strengths. You will be exposed to the nine managerial competencies, learn to recognize specific behaviors which define managerial competencies, and develop an action plan to strengthen your own competencies in the work setting. In-basket exercise and simulations included.

Length: 3 days

Prerequisites

None.

Who Should Attend

GS-13/14 managers who wish to expand their understanding of managerial competencies and have their competencies assessed. Needs office head approval.

Job Code: 993181   CEUs: 2.1

MANAGERIAL DECISIONMAKING (MD)

Description

You are provided with an overview in the principles and practices of decisionmaking; and will become acquainted with skills necessary to use logical, sound judgment in using resources, determining courses of action, and defining solutions to problems. The course will cover areas pertaining to decisionmaking in planning, identifying and evaluating available alternatives, integrating new information before final decisionmaking, decision ramification and decisionmaking to plan for change.

Length: 3-1/2 days

Prerequisites

Elements of Supervision (EOS) and Advanced Supervision (AS).

Who Should Attend

GS-13/14 managers who are interested in fine-tuning their decisionmaking skills. Needs office head approval.

Job Code: 993180　　　　　CEUs: 2.5

MANAGERIAL LEADERSHIP (ML)

Description

You will be able to determine the structure involved in making decisions, assess approaches from leader to group decisionmaking in given situations, analyze how to gain commitment from those implementing decisions, and develop a plan to assess and carry through decisions that affect work at GAO. This course is designed to define your awareness, as a manager, of leadership competency and to provide you with a model for effective group interaction.

Length: 2-1/2 days

Prerequisites

Elements of Supervision (EOS) and Advanced Supervision (AS).

Who Should Attend

GS-13/14/15 managers who need to refresh or improve their leadership skills. Needs office head approval.

Job Code: 993176　　　　　CEUs: 1.8

MANAGERIAL ROLE IN EMPLOYEE DEVELOPMENT (MRED)

Description

Explore ways in which personal life and career issues can affect the productivity of GAO employees. Approaches for identifying and assessing the magnitude of issues, offering assistance and referrals, and using the Counseling and Career Development Center are explored. Identify roles that you can play in responding to employees and in supporting career management planning.

Length: 2 days

Prerequisites

None.

Who Should Attend

GAO supervisors and managers.

Job Code: 993119   CEUs: 1.2

MANAGERIAL SPEAKERS' PROGRAM (MSP)

Description

Exchange information with experts from the public and private sectors on issues relevant to GAO. Interact and mutually broaden your managerial perspectives on topics which relate to technical, managerial, sociological, economic, and political developments relevant to your position.

Length: 1/2 to 1 day

Prerequisites

None.

Who Should Attend

GS-13/15 managers and SES members.

Job Code: 993187   CEUs: None.

MANAGING FOR PRODUCTIVITY (MFP)

Description

Develop skills to identify variables such as communication, motivation, and interdepartmental cooperation when organizationally dysfunctional, causes of organizational conflict, methods to implement participative management, force field analysis, and develop objectives for yourself and subordinates which are time-bounded, measurable, realistic, and specific. Bridge the gap between theory and practice by developing personal action plans for improving productivity through more effective use of human resources.

Length: 3-1/2 days

Prerequisites

None.

Who Should Attend

Managers GS-13 and above.

Job Code: 993179   CEUs: 2.6

MANAGING PERSONAL AND ORGANIZATIONAL CHANGE (MPOC)

Description

You will be able to: have a greater understanding of managerial competencies, personal strengths and developmental needs through using self-assessment exercises; understand and be able to apply an organizational change model to specific job-related issues, establish action plans designed to integrate individual and organizational goals for change.

Length: 5 days

Prerequisites

None.

Who Should Attend

GS-15 managers.

Job Code: 993174   CEUs: 3.5

MANAGING THE TRANSITION TO SUPERVISOR (MTTS)

Description	This course covers the psychological effect associated with being a supervisor and strategies for effective transition. You will identify and discuss issues related to transitioning from staff member to supervisor. You will also explore options and strategies for dealing with supervisory concerns.
	Length: 2 days
Prerequisites	None.
Who Should Attend	First-time supervisor with no prior supervisory experience in GAO. You should be in your first 8 months of your new role.
	Job Code: 993182 CEUs: 1.4

MARKETING CAREER SKILLS (MCS)

Description	Assess career skills, use federal and other resources for identifying current and needed skills, and practice the preparation of interviews, resumes, and SF-171s. The course will provide you with occupational and job search information and techniques needed to systematically market your career skills for career advancement and career change.
	Length: 2 days
Prerequisites	None.
Who Should Attend	All GAO employees.
	Job Code: 996116 CEUs: None.

MICROECONOMICS FOR POLICY ANALYSIS
AND MANAGEMENT (EA)

Description

Examine the concepts and analytical techniques of microeconomics to illustrate how you can use these concepts and techniques to answer congressional requests. Topics covered include: demand and supply analysis, perfect competition and market imperfections, welfare economics, cost-benefit analysis, and cost-effectiveness analysis. Policy applications of the concepts and techniques will be emphasized using GAO reports.

Length: 2-1/2 days

Prerequisites

None.

Who Should Attend

Executives and GS-15s.

Job Code: 993190   CEUs: 1.8

MYERS-BRIGGS TYPE INDICATOR WORKSHOP (MBTI)

Description

Gain self-understanding through using the Myers-Briggs Type Indicator. Explore how your preferences relate to other individuals in GAO and work generally. Exercises help you better appreciate differences between yourselves and others in the workplace and in personal relationships.

Length: 1 day

Prerequisites

None.

Who Should Attend

All interested employees.

Job Code: 993112   CEUs: None.

NATIONAL RECRUITMENT PROGRAM RECRUITER TRAINING (NRPT)

Description

You will be able to describe overall objectives of the National Recruitment Program, identify actions necessary to interface with academic institutions, practice requisite skills to conduct interviews, and screen and evaluate candidates. You will also review and discuss steps involved in the selection process. Topics covered include marketing GAO, preparing for and conducting campus interviews, interpreting interview data, examining the selection process.

Length: 3 days

Prerequisites

None.

Who Should Attend

Newly designated recruiters (generally GAO evaluators) primarily from the regional offices and at the GS-12/13 level.

Job Code: 993093   CEUs: None.

NEW EMPLOYEE ORIENTATION (NEO)

Description

You will gain a knowledge of GAO as an organization and how it does its work. The following topics are covered: organization issues such as GAO and Congress, GAO's mission, organization, and history; an introduction to the evaluator's job and how all other jobs in GAO support the evaluator's role; an introduction to the vocabulary of GAO; and a tour of the GAO building.

Length: 1 day

Prerequisites

None.

Who Should Attend

All newly hired GAO staff.

Job Code: 993040   CEUs: None.

NUMBER SKILLS WORKSHOP (NSW)

Description

Establish a uniform pattern by which to remember numbers and use whatever patterns are already built into the numbers; avoid transposed digits and other common errors; locate the right number quickly and transfer it to the right place without error.

Length: 5 2-hour sessions (consecutive days)

Prerequisites

None.

Who Should Attend

Administrative staff, secretarial/clerical staff, or anyone who keypunches, keyboards, types, or handwrites numbers form one place to another.

Job Code: 993335   CEUs: None.

(This course will not be offered in FY 1988.)

OFFICE MANAGEMENT (OM)

Description

You will be able to: design and implement work systems to increase individual and team productivity, plan time and set priorities to achieve specific objectives and meet deadlines, practice procedures designed to file and locate documents more efficiently, use reference guides to locate needed information.

Length: 3 days

Prerequisites

Proofreading (PR) or Entry-Level Secretarial/Clerical Training (ELSC).

Who Should Attend

Administrative staff or secretaries GS-5 or above who supervise or who will soon supervise others and are responsible for office work flow.

Job Code: 993018   CEUs: None.

(This course will not be offered in FY 1988.)

OFFICE OF CONGRESSIONAL RELATIONS WORKSHOP (OCRW)

Description

You will be able to discuss how the legislative process works and how GAO staff work affects this process.

Length: 1/2 day

Prerequisites

None.

Who Should Attend

GS-13/15 evaluators. Upon request, exceptions may be made. Classes may be scheduled on a unit-dedicated basis.

Job Code: 993089   CEUs: None.

ON-THE-JOB COACHING (OJC)

Description

You will be able to: identify different coaching techniques, demonstrate individually or as a group functional and dysfunctional on-the-job coaching techniques; understand adult learning concepts, theories, and practice, and how they relate to on-the-job coaching; list the purpose of a job/task analysis and ways for conducting such an analysis; conduct a job/task analysis breakdown of your current position; discuss how to plan for and identify the components of on-the-job coaching sessions; discuss methods and practices for insuring that results occur following the coaching session.

Length: 3 days

Prerequisites

None.

Who Should Attend

Administrative staff, secretarial, clerical, evaluator, and non-evaluator professional staff.

Job Code: 993000   CEUs: 1.4

OPERATIONAL AUDITING (OA)

Description

You will be able to use basic audit evidence to develop and report findings; prepare audit programs designed to accomplish audit objectives; conduct interviews with agency officials using videotaping sessions; evaluate workpapers during each phase of an operational audit to determine needed information; discuss relevant legislation with a senior attorney from OGC: determine and discuss the results of the audit; and determine and prepare information needed to report the results of the audit. A case study is used which simulates the experience of conducting an operational audit.

Length: 5 days

Prerequisites

None.

Who Should Attend

GS-12/13 evaluators.

Job Code: 993043   CEUs: 3.5

ORGANIZATIONAL LEADERSHIP IN HUMAN RESOURCES MANAGEMENT (LHRM)

Description

You will be able to: identify responsibilities of an executive in implementing human resource management; understand how human resource management is operationalized in GAO; develop strategies for successfully resolving human resource management problem situations; explore the role between staff development as a human resource management function and the accomplishment of organizational goals; apply skills required of an executive in successfully resolving human resource situations; and understand the process and skills required of a manager in making the transition into an SES position.

Length: 2-1/2 days

Prerequisites

None.

Who Should Attend

Members of the Executive Candidate Development Program.

Job Code: 999189   CEUs: 2.1

PERFORMANCE MANAGEMENT (PFM)

Description

This course explores ways of managing performance that will improve organizational effectiveness and enhance satisfaction. It provides you with the opportunity to gain knowledge and skill to better manage three interrelated activities: (1) setting expectations, (2) maintaining performance, and (3) writing and communicating the final appraisal.

Length: 3 days

Prerequisites

None.

Who Should Attend

All evaluators who are responsible for managing staff under the BARS system.

Job Code: 993192   CEUs: 2.1

PLANNING THE JOB (PJ)

Description

You will be able to describe the process for formulating and developing jobs--the issue area planning process; identify the relevance and application of audit and evaluation research to GAO's work; identify the advantages and disadvantages of using selected approaches of GAO's work; identify and explain the components of an approach methodology; identify and apply work planning techniques (segmenting, sequencing, and estimating resource requirements); and write and revise a work plan for a segment of an assignment.

Length: 3 days

Prerequisites

Specialized Entry-Level Training (SELT).

Who Should Attend

GS-11 and new GS-12 evaluators (up to 3 years in grade; GS-12s with extensive GAO planning experience should consider taking the Approach and Methodology Selection Workshop (AMSW).

Job Code: 993376   CEUs: 2.1

POSITIVE COMMUNICATION SKILLS (PCS)

Description	Identify barriers to effective communication and practice both receptive and expressive communication skills. An approach to addressing difficult communication situations is presented, and you have an opportunity to practice the approach in common situations.

Length: 2 days

Prerequisites   None.

Who Should Attend   All GAO employees.

Job Code: 993117   CEUs: 1.2

PRACTICAL INTERNAL CONTROL STUDIES (PICS)

Description	You will learn how to strengthen report messages by applying internal control concepts in a practical way to assignment plans and reports. You will see the importance GAO is placing on such an approach and the resources available, and will learn that "internal controls" is simply another way of approaching what we are all already familiar with--management controls in the form of agency and program policies and procedures. You will accomplish these objectives by working through real GAO case studies and your current jobs. In each case internal controls will be related to the elements of a finding (e.g., showing how a weak or non-existent internal control usually contributes to the cause of a problem.)

Length: 1 day

Prerequisites   None.

Who Should Attend   GS-12, -13, and -14 evaluators and report review staff.

Job Code: 993379   CEUs: None.

PREPARING EFFECTIVE PRESENTATIONS (PEP)

Description

Be able to improve presentation skills so that briefings are clear, logical, and conducted efficiently; identify specific presentation skills you need to develop; and design a long-range personal development program. Workshop includes using audiovisual equipment.

Length: 3 days.

Prerequisites

None.

Who Should Attend

Evaluators and other staff GS-12 and above who are giving briefings or who will soon be involved in a briefing.

Job Code: 993031   CEUs: 2.1

PREPARING EFFECTIVE PRESENTATIONS REFRESHER (PEPR)

Description

Be able to reinforce and strengthen oral communication skills, and practice these skills and receive constructive feedback on oral presentations. Workshop includes using audiovisual equipment.

Length: 1 day

Prerequisites

Preparing Effective Presentations (PEP).

Who Should Attend

GS-12 and above evaluators who wish to brush up on their oral presentation skills.

Job Code: 993031   CEUs: 0.7

PRODUCING ORGANIZED WRITING AND
EFFECTIVE REVIEWING (POWR)

Description

Learn how to organize your material into an effective report by conveying your message as quickly and easily as possible. Learn ways of writing unified and smoothly flowing sentences and paragraphs, techniques for organizing sections and chapters, and methods for writing headings, side captions, and a table of contents. Learn how to review the writing of others and discuss writing in language common to the whole agency. You must submit a writing sample 3 weeks before the course begins.

Length: 2 days

Prerequisites

Intermediate Writing Workshop. You should have experience drafting sections of GAO reports.

Who Should Attend

GS-9/12 evaluators, reviewers, and writer/editors.

Job Code: 993024   CEUs: 1.4

PRODUCTIVE SELF-MANAGEMENT (PSM)

Description

Assess your own level of personal productivity and identify ways it might be increased. Identify the factors that motivate or demotivate you, given your own personality and work preferences. Set goals for your own personal productivity, identify resources to be applied to these goals, and develop an individual plan for self management.

Length: 2 days

Prerequisites

None.

Who Should Attend

All GAO employees.

Job Code: 993106   CEUs: 1.2

PROJECT MANAGEMENT (PM)

Description

Develop skills to manage staff assigned to a project, design an effective reporting system, and integrate organization and planning concepts and tools for on-the-job application.

Length: 2 days

Prerequisites

None.

Who Should Attend

Relatively inexperienced evaluators-in-charge. Needs office head approval.

Job Code: 993177   CEUs: 1.4

PROOFAMATICS REVISED (PRMR)

Description

You will be able to use a concise, systematic approach to assessing errors in a document or on a video display monitor. The course is divided into a 3-phase system of scanning: (1) examining the general appearance of a document for: accuracy, clean typing, and proper margins; spacing and acceptable format; correct spelling of names and places; and numerical accuracy of dates and monies; (2) checking for specific mistakes: typos, proper capitalization, punctuation, spelling, and grammatical errors; (3) scanning for omissions, deletions, and repetitions.

Length: four 2-1/2 hour sessions

Prerequisites

None.

Who Should Attend

Anyone interested in improving proofreading skills.

Job Code: 993004   CEUs: None.

PROOFREADING (PR)

Description	You will be able to employ a wide variety of techniques and standards for identifying errors in typed, statistical, or graphic work with greater efficiency and accuracy.
	Length: 2 days
Prerequisites	None. (Staff in the GS-312, GS-318, and GS-322 series should take Entry-Level Secretarial/Clerical Training before attending this course.)
Who Should Attend	Staff who are required to identify errors in "final" copy of typed or printed materials.
	Job Code: 993010 CEUs: 1.2
	Revised Course

QUESTIONNAIRES AND STRUCTURED INTERVIEWS (QSI)

Description	You will be able to draft an acceptable set of questions for a questionnaire or structured interview that responds to a GAO assignment objective. You will also be able to conduct and instruct others to conduct a structured interview. The course reviews GAO's basic principles and practices in using questionnaires and structured interviews. Using an independent study package, you draft a series of questions for an actual assignment. In the classroom, the instructor provides you with feedback on your work, discusses GAO applications, and guides you through practice in conducting structured interviews.
	Length: 3 days (including one day of independent study to be completed at the Learning Center).
Prerequisites	None.
Who Should Attend	Any evaluator or manager who is responsible for developing a questionnaire for use in a GAO assignment. Non-evaluator managers who also develop questionnaires may also benefit. This course is most useful when the participants are designing a questionnaire.
	Job Code: 993342 CEUs: 1.4

REGIONAL ORGANIZATION AND OPERATIONS (ROO)

Description   You will receive an in-depth understanding of how the regional office functions and how it relates to GAO headquarters' organizations and activities. You will learn about major activities in three regions including the roles and responsibilities of regional management officials and key regional staff; 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.

Length: 7 days

Prerequisites   None.

Who Should Attend   Members of the Executive Candidate Development Program.

Job Code: 999306   CEUs: None.

REPORT REVIEW (RRO)

Description   You will be able to apply GAO's report quality principles and standards in reviewing reports, discuss the roles and responsibilities of the different report review levels in GAO, communicate deviations from reporting standards to staff in a constructive, nonthreatening manner, and help correct problems identified in reports.

Length: 2 days

Prerequisites   None.

Who Should Attend   Report review staff and EICs, project managers, and group directors.

Job Code: 993378   CEUs: 1.4

REPORT WRITING FOR EICS (RWE)

Description	You will focus on the process of report writing and learn techniques for making the process work better. Learn the importance of planning documents, analyze the writing situation, construct a model for organizing the report, and develop strategies to anticipate and overcome writing problems.
	Length: 2 days
Prerequisites	Producing Organized Writing and Effective Reviewing (POWR).
Who Should Attend	Evaluators-in-charge (GS-13/14).
	Job Code: 993027 CEUs: 1.4

RETIREMENT PLANNING WORKSHOP (RPW)

Description	You will explore and evaluate various options and resources available for retirement. You will formulate goals and objectives for life-work planning, assess the cost-benefits of various work and retirement options, and identify resources that can assist in further decisionmaking and planning.
	Length: 2 days
Prerequisites	None.
Who Should Attend	All GAO employees.
	Job Code: 993108 CEUs: None.

RUNNING EFFECTIVE MEETINGS (REM)

Description

This seminar emphasizes the practical aspects of planning a meeting, beginning with defining objectives and considering alternative ways of achieving those objectives. To assist in applying the planning concepts, you will complete a sample agenda and role play portions of one of your upcoming meetings. Included in the course is a segment on dealing with "problem people."

Length: 2 days

Prerequisites

None.

Who Should Attend

Supervisors and managers who are responsible for planning and managing meetings.

Job Code: 993092   CEUs: 1.4

SAMPLING METHODS (SAMP)

Description

You will develop knowledge of sampling methodology and review experience managing jobs that require sample respondents or records. You will focus on both probability and nonprobability sampling methods, with special emphasis on understanding the issues of precision and bias and the steps to be taken in selecting a sample.

Length: 1 day

Prerequisites

Designing Evaluations.

Who Should Attend

Executives and GS-15s.

Job Code: 993190   CEUs: TBA

SAS ON THE PERSONAL COMPUTER (SAPC)

Description

You will be able to read and convert SAS data files, use SAS procedures, and write SAS PC programs. Topics covered include: reading, modifying, displaying, sorting, and charting data; selecting cases and creating files; applying frequencies in statistical techniques; and using questionnaire analysis. Hands-on computer experience included.

Length: 3 days

Prerequisites

Basic knowledge of the computer, DOS operating system, and statistical concepts.

Who Should Attend

Technical Assistance Group staff and specialists who use SAS on personal computers for data analysis.

Job Code: 993363   CEUs: 2.1

SAYING WHAT YOU MEAN (SWYM)

Description

You will be able to: identify your own weaknesses in written and spoken English; identify and use the basic rules of English grammar; use correct punctuation; recognize and use common proofreading marks; apply the rules of capitalization; and learn how to become more assertive and sure of yourself when communicating with others.

Length: 3 days

Prerequisites

None.

Who Should Attend

Entry-level secretaries, clerk-typists, and administrative staff or anyone who wishes to improve his/her English skills.

Job Code: 993000   CEUs: None.

SEXUAL HARASSMENT WORKSHOP (SHW)

Description	Identify sexual harassment in the workplace, based on Equal Employment Opportunity Commission guidelines and court decisions. Review case studies to assess your understanding of the guidelines. If you are a manager or supervisor, you will identify your responsibilities for preventing sexual harassment in GAO.

Length: 1 day

Prerequisites	None.
Who Should Attend	All GAO employees.

Job Code: 993107   CEUs: 0.6

SKILLS FOR PERFORMANCE AND CAREER DEVELOPMENT (SPCD)

Description	Be able to assess interpersonal problem-solving communication skills; practice interpersonal problem-solving skills; and apply interpersonal problem-solving skills to performance coaching, performance counseling (including personal problem identification), performance appraisal, and small group problem-solving. Workshop includes using audiovisual equipment.

Length: 3 days

Prerequisites	None.
Who Should Attend	Any GAO employee.

Job Code: 993020   CEUs: 2.1

SPELL IT RIGHT (SIR)

Description

You will be able to employ a methodology for identifying incorrectly spelled words, use job aids and standard references, spell according to GAO guidelines and standards, and use accepted standards for hyphenation and abbreviation.

Length: 2 days

Prerequisites

None.

Who Should Attend

Entry-level secretaries and clerk/typists, administrative staff, or anyone who needs to improve spelling skills.

Job Code: 993000   CEUs: None.

SPSS-X (SPSS)

Description

You will be able to demonstrate basic and advanced computer data analysis concepts and skills related to evaluator assignments requiring manipulation and analysis of complex data. Topics covered include computer data analysis and the Statistical Package for the Social Sciences (SPSS-X). Hands-on computer experience included.

Length: 4 days

Prerequisites

Job Control Language (JCL) or equivalent knowledge, and WYLBUR text editor.

Who Should Attend

Technical Assistance Group staff and ADP specialists who are or will be using a statistical package to analyze data.

Job Code: 993065   CEUs: 3.2

STATISTICAL ANALYSIS (SA)

Description	You will be able to explain the systems analysis process and use the tools of the system analyst. Topics covered include systems analysis process and terminology. You will also discuss alternative systems concepts and requirements. Length: 5 days
Prerequisites	Systems Development and Implementation (SDI).
Who Should Attend	IMTEC staff and other staff assigned to IMTEC audit work. Job Code: 993362 CEUs: 3.5

STATISTICAL ANALYSIS SYSTEM (SAS)

Description	You will be able to solve statistical and data retrieval problems with the aid of SAS, access simple and complex agency files, and analyze questionnaires and other data collection instruments. You will also apply SAS to regression, correlation, and analysis of variance techniques. Topics covered include: reading, modifying, and displaying data with SAS; selecting cases and sorting files; charting and plotting data; identifying categorical data; and applying statistical techniques. Hands-on computer experience on the NIH mainframe included. Length: 3 days
Prerequisites	Basic knowledge of computers, data communications, Job Control language (JCL), WYLBUR text editor, and basic statistical concepts.
Who Should Attend	Technical Assistance Group staff and specialists who are using mainframe and minicomputers for data analysis. Job Code: 993363 CEUs: 2.1

STATISTICAL AUDITING (STR)

Description

After the course, you will be able to explain and interpret a frequency distribution; recognize the principle measures of centering for an interval variable; define the standard deviation of an interval variable and explain why it is so useful; know when to use a probability sample and what benefits a probability sample conveys; explain what a confidence interval is and what the limits are for confidence intervals of population mean and proportion; use a statistical computer package; recognize six basic principles of good statistical sampling; select units for a statistical sample; select the most useful basic method of sample selection in a given situation; and know the documentation required for sampling.

Length: 4 days

Prerequisites

A basic knowledge of statistics.

Who Should Attend

GS-11/12 evaluators who will be applying statistics on the job.

Job Code: 993375   CEUs: 2.8

STATISTICAL SAMPLING WORKSHOP (SSW)

Description	This workshop will provide you with guidelines on how and when to use statistical sampling, practical training in effectively using this technique, and an appreciation of the benefits obtained from using it. Using exercises, you apply this technique to practical problems encountered during GAO assignments. Computers are used throughout the course to help you work through the problems.

Length: 3 days

Prerequisites	Statistical Auditing (SA), if you do not have a background in statistics.
Who Should Attend	GS-13/14 generalist evaluators or others who need a basic understanding of statistical sampling.

Job Code: 993343   CEUs: 2.1

Pilot for a New Course

STRUCTURED SYSTEMS ANALYSIS (SSA)

Description	You will be able to explain the systems analysis process and use the tools of the systems analyst. The following topics will be covered: systems analysis process and terminology; systems analysis life cycle phases; systems analysis tools and techniques; evaluation of alternative systems concepts and requirements; develop or purchase decisions.

Length: 3 days

Prerequisites	Systems Development and Implementation (SDIC)
Who Should Attend	GAO technical assistance group staff, IMTEC staff, and specialists who desire knowledge in the phases of systems development life cycle.

Job Code: 993362   CEUs: 2.1

Revised Course

SUPERVISORY SKILLS FOR SECRETARIES (SSFS)

Description

You will be able to: demonstrate an understanding of how to effectively work with groups to enhance productivity and job satisfaction; plan a positive motivational environment for employees; review and apply basic principles of communication and conflict management; understand the uses of performance appraisal and career development as management tools, understand EEO and affirmative action in GAO and how it affects your role as a supervisor; understand and apply the principles involved in supervising users of technology; demonstrate an understanding of the principles and practices of effective delegation; identify your own social interaction style; discuss the pitfalls and means for overcoming the difficulties of indirect supervision.

Length: 4 days

Prerequisites

Proofreading (PR) or Entry-Level Secretarial/Clerical Training (ELSC).

Who Should Attend

Mid- and senior-level secretaries or administrative staff either directly or indirectly supervising others.

Job Code: 993000   CEUs: 2.8

SURVEY METHODS (SURV)

Description

Examine technical issues associated with survey development to facilitate quality control. Emphasis is placed on how both structured interviews and questionnaires are developed, validated, and administered; and the management considerations associated with each step.

Length: 2 days

Prerequisites

Designing Evaluations and Sampling Methods.

Who Should Attend

Executives and GS-15s.

Job Code: 993190   CEUs: TBA

SYSTEMS DEVELOPMENT AND IMPLEMENTATION (SDIC)

Description

You will be able to explain the systems development life cycle process, the applicable federal requirements, and the importance and need for documentation. The following topics will be covered: systems development life cycle and terminology; documentation requirements and guidelines; elements of detailed system design; acceptance testing methods; develop or purchase decisions.

Length: 3 days

Prerequisites

You must be familiar with basic data ADP technology processing.

Who Should Attend

GAO technical assistance group staff, IMTEC staff, and specialists who desire knowledge in the phases of systems development life cycle.

Job Code: 993070   CEUs: 2.1

Revised Course

SYSTEM SECURITY FOR COMPUTERS (SSC)

Description	You will gain an understanding of physical security, software/hardware security, risk analysis, and contingency planning. The following topics are covered: importance of system security; techniques associated with system security; risk analysis and contingency planning; system security precautions.

Length: 2 days

Prerequisites	Introduction to ADP and Data Communications (ADPC), or an information processing course.
Who Should Attend	GAO technical assistance group staff, IMTEC staff, specialists, and others working in a computer environment.

Job Code: CEUs: 1.4

New Course

TELEPHONE COMMUNICATIONS (TC)

Description	You will be able to project positive images of your office, use effective vocal expression and develop proper telephone etiquette. Course includes videotaped role plays and tape recordings.

Length: 1/2 day

Prerequisites	None.
Who Should Attend	All employees whose duties include reception.

Job Code: 993017   CEUs: None.

TIME MANAGEMENT FOR EVALUATORS (TM)

Description

You will be able to more effectively manage your time for greater job-related effectiveness by identifying and diagnosing personal time wasters and by using various time management techniques.

Length: 1 day

Prerequisites

None.

Who Should Attend

Evaluators (GS-12 and below) who would like to gain more control of their time and are willing to examine proven methods and techniques.

Job Code: 993032   CEUs: 0.7

TIME MANAGEMENT FOR MANAGERS (TMM)

Description

Conduct a job analysis, identify what gets in the way of doing a job, identify priorities, use a time log, set job-related objectives, and learn how to plan and direct productive meetings.

Length: 1 day

Prerequisites

None.

Who Should Attend

GAO managers.

Job Code: 993168   CEUs: 0.7

TIME MANAGEMENT FOR SECRETARIES AND ADMINISTRATIVE STAFF (TMS)

Description	You will be able to more effectively manage your time for greater job-related effectiveness by identifying and diagnosing personal time wasters, and by using various time management techniques. This course will examine problems unique to secretaries.

Length: 1 day

Prerequisites None.

Who Should Attend Secretaries, administrative staff, and clerk-typists who would like to gain more control of their time and are willing to examine proven methods and techniques.

Job Code: 993035 CEUs: 0.7

(This course will not be offered in FY 1988.)

TRAVEL (TRAV)

Description Be able to identify and use the various travel order and travel voucher forms; define the basic terminology as used in the travel regulation; refer to proper paragraphs in the travel order when seeking authority for travel, per diem, and actual subsistence; prepare the travel order; prepare the travel voucher; complete Form 1164 for a local travel situation.

Length: 3 days

Prerequisites None.

Who Should Attend Administrative staff, secretarial/clerical, evaluators, or anyone who must complete travel order and travel voucher forms.

Job Code: 993012 CEUs: None.

TYPING SKILLS REFRESHER (TSF)

Description

You will be able to increase your production rate by 50 percent of your entry-level skill, prepare typewritten copy with greater accuracy, improve your ability to proofread. You are required to keep a set of charts and graphs that are upgraded daily to show your progress. This course covers methods on using various diagnostic tests, improving typing skills proficiency by 50 percent, and proofreading abilities.

Length: 2 hours each day (Mon-Fri) for 4 weeks.

Prerequisites

Minimum typing speed of 30 words per minutes.

Who Should Attend

Staff in the GS-312, GS-318, and GS-322 and other series who type on the job and who want to increase their typing production rate.

Job Code: 993000   CEUs: None.

(This revised course will not be offered in FY 1988.)

UNDERSTANDING AND COPING WITH ORGANIZATIONAL CHANGE (UCOC)

Description

This seminar addresses key concepts and issues related to the dynamics of organizational change. A research-based model of change, the organizational performance model, is used to focus attention on the significant factors affecting change and the transition state.   Among the topics covered are biases toward change, techniques for managing change, and conditions for successfully implementing change.

Length: 2 days

Prerequisites

None.

Who Should Attend

Members of the Executive Candidate Development Program.

Job Code: 999114   CEUs: None.

WORKING IT OUT--YOU AND YOUR WORKPLACE (WIO)

Description   You will be able to demonstrate conflict resolution techniques, deal with problem situations, identify personal strengths and weaknesses affecting work, give or receive feedback, practice assertiveness techniques, demonstrate positive communications skills, and describe the importance of establishing effective work relationships with people at all levels in the organization. This course covers techniques for coping and managing stress in a variety of common workplace situations.

Length:

Prerequisites   None.

Who Should Attend   Administrative staff, secretaries, and clerk-typists or anyone who wishes to improve his or her human relations skills.

Job Code: 993000   CEUs: 0.7

WORKPLACE LANGUAGE (WL)

Description

You will be able to master the standard "9 to 5" speech, demonstrate an awareness of the differences between workplace English and the English spoken in more casual circumstances; understand your own strengths and weaknesses; perceive appropriate and inappropriate forms of English when spoken by people around you; and speak more precisely, carefully, slowly, and when necessary, louder or softer. The course will explain correct forms of grammar and pronunciation, and analyze problems common to most of the participants.

Length: Half-day sessions, 2 times a week for 6 weeks.

Prerequisites

None.

Who Should Attend

Administrative and secretarial/clerical staff.

Job Code: 993000   CEUs: None.

Revised Course

WORKPLACE WRITING (WPW)

Description	You will be able to use proper English, both oral and written; expand on and review the listening and speaking skills learned in Workplace Language (WPL); write more clearly, precisely, and understandably; write acceptable business English sentences, paragraphs, or essays. This course covers assessing weaknesses and improving abilities in standard business prose writing. Course includes oral presentations, and writing a 250-300 word typed composition.

Length: Half-day sessions, 2 times a week for 6 weeks.

Prerequisites   Entry-Level Secretarial/Clerical Training (ELSC), Up With English (UWE), or Workplace Language (WPL).

Who Should Attend   Administrative and secretarial/clerical staff.

Job Code: 993000   CEUs: None.

WRITING SEMINAR (WS)

Description   The focus of this course will be your writing sample. After reviewing writing and reviewing principles for 1-2 hours, you will have the opportunity to review others' samples, as well as receive constructive feedback on your own writing. You must submit a writing sample 3 weeks before the course begins.

Length: 1 day

Prerequisites   For GS-7/9s, Intermediate Writing Workshop (IWW). For GS-11/14s, Producing Organized Writing and Effective Reviewing (POWR).

Who Should Attend   GS-7/14 evaluator staff (each seminar will contain evaluators of the same grade range: GS-7/9, GS-11/12, GS-13/14).

Job Code: 993000   CEUs: None.

New Course

WRITING SKILLS FOR SECRETARIAL EMPLOYEES (WSSE)

Description

You will be able to improve your skills in writing routine correspondence and office memoranda. This course combines a review of the basic grammatical concepts with an introduction to a step-by-step method for drafting letters, memos, and other short pieces of writing. You will study basic sentence structure, punctuation, and paragraph organization as well as revising your own and others' writings. The workshop includes practice exercises from class work, instructor examples, and an individual conference of your own writing.

Length: Five 2-hour sessions (Tues.-Thurs.) plus out-of-class assignments.

Prerequisites

Entry-Level Secretarial/Clerical Training (ELSC).

Who Should Attend

Administrative staff or secretaries GS-5 and above with writing responsibility.

Job Code: 993000   CEUs: None.

Revised Course

WYLBUR ORIENTATION AND JOB CONTROL LANGUAGE (WLJC)

Description

You will be able to create, modify, and submit SAS, SPSS-X, and DYL-280 jobs. You will also retrieve and examine output from jobs; dump tapes, list files, and copy tapes to disks. Topics covered include WYLBUR orientation, tape management systems, and Access Control Facility Security Implementation System (ACF2). Hands-on computer experience included.

Length: 2 days

Prerequisites

None.

Who Should Attend

Technical Assistance Group staff and other ADP specialists who will use the NIH mainframe system.

Job Code: 993078   CEUs: 1.2

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