

COURSE TITLE	NON-VA OWNED / VA OWNED
CRITICAL THINKING	
Foundation of Good Judgment	VA Owned
Advanced Decision Making and Problem Solving	VA Owned
Analytics Boot Camp	Non-VA Owned
Strategic Concepts to Solve Problems	VA Owned
Identifying and Solving Problems	VA Owned
Creative Solutions to Overcome Workplace Obstacles	VA Owned
WRITTEN COMMUNICATION LEARNING PROGRAM	
Building Writing Skills	VA Owned
Writing and Editing for Accuracy	VA Owned
Formal Writing Using Plain Language Virtual Series	VA Owned
Communicating Complex Issues Clearly	VA Owned
VETERAN CUSTOMER FOCUS LEARNING PROGRAM	
Understanding Customer Service	VA Owned
Communicating Positive Customer Service	VA Owned
Preventing and Resolving Customer Service Breakdowns	VA Owned
Advocating for Your Customer	VA Owned
PERSONAL MASTERY LEARNING PROGRAM	
Empowering Yourself and Others	VA Owned
Bringing Out Your Personal Best	VA Owned
Being Flexible and Resilient at Work	VA Owned
Managing Uncertainty to Maximize Outcomes	VA Owned
From Stress to Success	VA Owned
ORGANIZATIONAL STEWARDSHIP LEARNING PROGRAM	
Demonstrating Ethical Behavior	VA Owned
Ethical Dilemmas – Balancing Customer Needs at VA	VA Owned
Building an Ethical Environment at VA	VA Owned
Accountability and You – Demonstrating Responsible Work Behavior	VA Owned
Leveraging and Optimizing VA and Federal Resources	VA Owned
Balancing Requirements – Project Management at VA	VA Owned
Establishing Priorities and Achieving Work Goals	VA Owned
System Thinking - Seeing the Big Picture at VA	VA Owned
ORAL COMMUNICATION LEARNING PROGRAM	
Speaking with Confidence	VA Owned


Refining Your Communication Style	VA Owned
Enhancing Your Influencing Skills	VA Owned
Creating and Delivering Engaging Presentations	Non-VA Owned
Organizing and Conducting Effective Meetings	VA Owned
Influencing Strategies to Get Results	VA Owned
Communicating with Executives	VA Owned
Influencing Decisions and Gaining Buy-in	VA Owned
INTERPERSONAL EFFECTIVENESS LEARNING PROGRAM	
Communicating with Empathy	VA Owned
Building Positive Work Relationships	VA Owned
Sharpening Your Emotional Intelligence	VA Owned
Communicating in Difficult Situations	VA Owned
High-Performing Teams	VA Owned
Valuing Diversity in the Workplace	VA Owned
Contributing to Team Excellence	VA Owned
Teamwork Essentials	VA Owned
Working with Diverse Teams	VA Owned
Fostering an Inclusive Culture	VA Owned
FINANCIAL MANAGEMENT	
Appropriation Refresher	Non-VA Owned
Budget Analyst's Essential Guide to Formulation, Justification, and Execution	Non-VA Owned
Budget Formulation	Non-VA Owned
Budget Justification	Non-VA Owned
Budget Execution	Non-VA Owned
Federal Budget Process	Non-VA Owned
Appropriations Law for Business Operations in Government	Non-VA Owned
Federal Budget Process and Appropriation Law Executive Overview	Non-VA Owned
Performance Budgeting	Non-VA Owned
Performance Auditing	Non-VA Owned
Overview of Internal Controls	Non-VA Owned
Government Purchase Card	Non-VA Owned
Program and Budget Analysis Using Microsoft Excel	Non-VA Owned
Audit Boot Camp	Non-VA Owned
PPBE Workshop: Defense Planning, Programming, Budgeting, and Execution,	Non-VA Owned
Budgeting and Accounting	Non-VA Owned
Budget Estimating Using Microsoft Excel	Non-VA Owned
Appropriation Law Seminar	Non-VA Owned

Critical Thinking Learning Program

The Critical Thinking Learning Program presents systematic approaches for gathering and analyzing information in order to make well-informed and timely decisions. In these courses, you'll learn how to demonstrate good judgment and solve problems creatively. Having these skills will prepare you to help solve VA's toughest challenges.

Competency description: Demonstrates good judgment, and creative problem solving skills

The graphic below shows the courses that make up the Critical Thinking Learning Program, along with the proficiency level, format, and duration. Mouse over the icon to see the course description and behavioral indicators for each course. Select the course title to register in TMS.


Mouse over the icons to view course descriptions

Foundations of Good Judgment

Proficiency Level:
Foundational
Format: Virtual Instructor-led Training
Duration: 10 hours 30 minutes across 3 weeks

Advanced Decision Making and Problem Solving

Proficiency Level:
Advanced
Format: Virtual Instructor-led Training
Duration: 8 hours

Analytics Boot Camp

Proficiency Level:
Intermediate
Format: Instructor-led Training
Duration: 5 days



Critical Thinking Learning Program

Strategic Concepts to Solve Problems

Proficiency Level:
Intermediate
Format: Virtual Instructor-led Training
Duration: 6 hours 30 minutes

Identifying and Solving Problems

Proficiency Level:
Intermediate
Format: Virtual Instructor-led Training
Duration: 9 hours

Creative Solutions to Overcome Workplace Obstacles

Proficiency Level:
Foundational
Format: Blended (Web-based Training and Virtual Instructor-led Training)
Duration: 6 hours



Critical Thinking Learning Program

The Critical Thinking Learning Program is sponsored by VALU's Career and Employee Development (CED) Directorate. The courses in this learning program focus on essential knowledge and skills that are important for all VA employees, regardless of your occupation or career field. With most courses now available in engaging virtual formats, it's easier than ever to get the training you need. Courses are offered at the foundational, intermediate and advanced levels to help you improve job performance at every stage of your career. The courses in the Critical Thinking Learning Program align with VA's All Employee Competencies.

Critical Thinking Overview

The Critical Thinking Learning Program presents systematic approaches for gathering and analyzing information in order to make well-informed and timely decisions. The learning program focuses on four concentration areas: Decision Making, Analyzing, Problem Solving and Strategizing. In these courses you'll learn how to demonstrate good judgment and solve problems creatively. Having these skills will prepare you to help solve VA's toughest challenges.

Courses Available in FY 2014

Decision Making: Foundations of Good Judgment

Good judgment, which is based on critical thinking and decision-making skills, plays an important role in any workplace. This course explores good judgment as an essential element in VA's "I CARE" initiative, and its role in supporting VA's mission. Through interactive activities that simulate real VA scenarios, you'll learn ways to cultivate good judgment skills by practicing and applying decision-making strategies. The course covers the PROACTIVE decision-making model, which outlines ways to obtain, manage, and evaluate information; identify risks; and generate solutions from multiple angles.

Level: Foundational. **Format:** Virtual Instructor-led Training.

Duration: 10 hours 30 minutes across 3 weeks.

Decision Making: Advanced Decision Making and Problem Solving

There is a lot to consider when solving problems and making decisions in the workplace. This course introduces key concepts in problem solving. You'll use VA-specific examples to learn about the following topics: management decision styles, group think, stakeholder roles and influence, and how individuals receive and view information. You'll also learn about planning and executing meetings, asking good questions, facilitating discussion, personal and organizational values, and ethical approaches to decision making.

Level: Advanced. **Format:** Virtual Instructor-led Training.

Duration: 8 hours.

Analyzing: Analytics Boot Camp

Analysis is a critical step in problem solving and decision making. In this five-day intensive course, you'll gain in-depth knowledge and skills associated with the core tools and techniques used in modern analysis. It also covers the methodologies that support Microsoft Excel's most useful capabilities.

Level: Intermediate. **Format:** Instructor-led Training.

Duration: 5 days. **TMS Course ID:** NFED 1339220.

Problem Solving: Creative Solutions to Overcome Workplace Obstacles

All employees need the skills and discipline required to overcome obstacles in the workplace. This course introduces decision making and problem solving techniques, and discusses how to overcome barriers to decisiveness, personal productivity, and methods for self-organization. Through a collaborative environment, you'll learn ways to recognize and stop making excuses, strategies to overcome obsessive thinking, the four steps to avoiding information overload, and how to budget your time.

Level: Foundational. **Format:** Blended (Web-based Training and Virtual Instructor-led Training). **Duration:** 6 hours.

Problem Solving: Identifying and Solving Problems

This course addresses the barriers to problem solving in complex work environments, the importance of anticipating problems and planning appropriate responses, and the process for generating potential solutions. Using VA examples and scenarios, you'll learn best practices and skills for identifying and solving workplace problems.

Level: Intermediate. **Format:** Virtual Instructor-led Training.

Duration: 9 hours.

Strategizing: Strategic Concepts to Solve Problems

This course is designed to introduce you to the principles of critical thinking and problem-solving. Through individual and group activities, you'll explore how to define problems, identify the root cause of the problem, formulate decision criteria, determine and assess alternative solutions, implement the best alternative, and evaluate the implemented solution. In addition, you'll discuss obstacles to critical thinking. Throughout the course, you'll apply critical thinking and problem-solving methods to your own workplace situations.

Level: Intermediate. **Format:** Virtual Instructor-led Training.

Duration: 6 hours 30 minutes.

Critical Thinking: Analyzing: Analytics Boot Camp-Excel™ Essentials

Learning Hours/Class Duration: 32 hours

Modality: ILT

CEUs Offered: No

Course Description:

In this five-day course, participants gain in-depth knowledge of the tools and techniques used in modern analysis. This course leverages Microsoft Excel 2007 functionality in hands-on lessons focused on probability, analysis and presentation of data, and statistical concepts critical for analytical proficiency.

Target Audience: Non-managers and non-supervisors, including those who aspire to become managers, supervisors or leaders and anyone looking to improve their knowledge and skills. Competency Model: All Employees,

Competencies: Demonstrates Good Judgment and Demonstrates Creative Problem-Solving skills.

This course is part of the Critical Thinking Learning Program.