

Organizational Stewardship Learning Program

The Organizational Stewardship Learning Program addresses your impact on VA's success. As a VA employee, your decisions and performance determine how well VA meets its commitments to our Veterans and the American taxpayer. The courses in this learning program cover four important elements of organizational stewardship: Integrity, Accountability, Organizing and Prioritizing Work, and Using Resources. You'll learn important tools and techniques for taking initiative, setting and meeting priorities, following through on commitments, safeguarding information, and using time and resources to achieve desired results. By advancing your skills in this core area, you're promoting a more responsible and effective VA.

Competency description: Exemplifies integrity, demonstrates accountability, organizes and prioritizes work and makes effective use of resources

The graphic below shows the courses that make up the Organizational Stewardship 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

Demonstrating Ethical Behavior

Proficiency Level:
Foundational
Format: Blended (Web-based
Training and Virtual
Instructor-led Training)
Duration: 5 hours

Ethical Dilemmas – Balancing Customer Needs at VA

Proficiency Level:
Intermediate
Format: Virtual Instructor-led Training
Duration: 3 hours

Building an Ethical Environment at VA

Proficiency Level:
Advanced
Format: Blended (Web-based
Training and Virtual
Instructor-led Training)
Duration: 5 hours

Accountability and You - Demonstrating Responsible Work Behavior

Proficiency Level:
All Levels
Format: Blended (Web-based
Training and Virtual
Instructor-led Training)
Duration: 10 hours



Organizational Stewardship Learning Program

Leveraging and Optimizing VA and Federal Resources

Proficiency Level:
Foundational
Format: Virtual Instructor-led Training
Duration: 2 hours 30 minutes

Balancing Requirements - Project Management at VA

Proficiency Level:
Advanced
Format: Virtual Instructor-led Training
Duration: 14 hours

Establishing Priorities and Achieving Work Goals

Proficiency Level:
All Levels
Format: Blended (Web-based
Training and Virtual Instructor-
led Training)
Duration: 7 hours 45 minutes

Systems Thinking - Seeing the Big Picture at VA

Proficiency Level:
All Levels
Format: Virtual Instructor-led Training
Duration: 3 hours



Organizational Stewardship Learning Program

The Organizational Stewardship 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 Organizational Stewardship Learning Program align with VA's All Employee Competencies.

Organizational Stewardship Overview

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Courses Available in FY 2014

Integrity: Demonstrating Ethical Behavior

All VA employees are responsible for maintaining high ethical standards. This course addresses workplace ethics at VA. It focuses on defining workplace ethics and highlights important points to consider when faced with an ethical dilemma. You'll discuss the personal and professional impact of ethical behavior and will identify VA resources to help you deal with ethical challenges. You'll also work with other participants to solve an ethical dilemma using an ethical decision making process.

Level: Foundational. **Format:** Virtual Instructor-led Training.
Duration: 5 hours. **TMS Course ID:** VA 3868127.

Integrity: Ethical Dilemmas – Balancing Customer Needs at VA

Ethical decision making is important in your interactions with VA customers. This course focuses on the challenges and ethical considerations of balancing customer needs at VA. You'll

gain awareness of the following concepts: common customer service mistakes and ways to take responsibility, how to handle customer challenges, and active listening techniques. Using VA examples, you'll also discuss best practices and techniques for maintaining integrity while meeting customer needs.

Level: Intermediate. **Format:** Virtual Instructor-led Training.
Duration: 3 hours. **TMS Course ID:** VA 3868140.

Integrity: Building an Ethical Environment at VA

Maintaining and demonstrating ethical behavior is a priority for all VA employees. For this course, you'll complete the Office of General Counsel (OGC) online government ethics training prior to attending a virtual instructor-led session. In the virtual session, you'll discuss VA ethical standards, how to apply these standards throughout your career, and how to encourage others and lead by example.

Level: Advanced. **Format:** Virtual Instructor-led Training.
Duration: 5 hours. **TMS Course ID:** VA 3868142.

Accountability: Accountability and You - Demonstrating Responsible Work Behavior

Building a commitment to results allows employees at any level to implement accountability that works. This course focuses on the accountability cycle – a three-stage process supported by a specific, clear agreement. You'll discuss how being accountable and owning your results, whether successful or not, fosters a work environment of responsibility and individual empowerment. You'll also learn how personal accountability helps you achieve successful task results and increase your professional growth.

Level: All Levels. **Format:** Blended (Web-based Training and Virtual Instructor-led Training). **Duration:** 10 hours.
TMS Course ID: VA 3868130.

Accountability: Systems Thinking - Seeing the Big Picture at VA

This course provides an overview of systems thinking and its methodologies as they apply to VA. You'll define systems thinking and discuss how demonstrating VA's core values fosters a systems thinking approach in the workplace. The course also identifies how sharing workforce knowledge and applying systems thinking to knowledge management improves our service to Veterans and their families. You'll discuss the considerations leadership must make to sustain organizational performance, and use VA-specific scenarios to explore how individuals and Administrations can fulfill VA's mission by using systems thinking.

Level: All Levels. **Format:** Virtual Instructor-led Training.
Duration: 3 hours. **TMS Course ID:** VA 3868131.

Organizes and Prioritizes Work: Establishing Priorities and Achieving Work Goals

In the fast-paced VA workplace, it is important to organize and prioritize your work. This course teaches you to set measurable work goals and meet expectations. You'll learn about key concepts, including: defining achievable goals, prioritizing tasks, principles of scheduling, and identifying and assessing risks. You'll also discuss best practices and benefits of aligning priorities and work goals, and use VA specific examples and scenarios to practice prioritizing goals. This course is appropriate for all levels.

Level: All Levels. **Format:** Blended (Web-based Training and Virtual Instructor-led Training). **Duration:** 7 hours 45 minutes.
TMS Course ID: VA 3868143.

Organizes and Prioritizes Work: Balancing Requirements - Project Management at VA

Project management is a critical skill for VA managers and employees. This course focuses on balancing requirements, a subset of project management that includes the processes for facilitating timely project completion. You'll learn key project management concepts, including inputs and outputs, and the tools and techniques used to turn inputs into outputs. This course features current industry best practices and takes you through the development, execution and controlling of project schedules, and the requisite planning elements.

Level: Advanced. **Format:** Virtual Instructor-led Training.
Duration: 14 hours. **TMS Course ID:** VA 3868139.

Resources: Leveraging and Optimizing VA and Federal Resources

Responsible use of resources is part of VA's commitment to the American public. In this course, you'll explore available VA and federal resources and learn how to access these resources at the right time for the right purpose. Throughout the course, you'll discuss how to use these resources appropriately and examine the impact inappropriate resource use has on Veterans, VA employees and VA's public image. The course also covers strategies for conserving resources and practicing accountability, in addition to ideas for properly managing resources and mentoring others to create a sustainable workplace at VA.

Level: All Levels. **Format:** Virtual Instructor-led Training.
Duration: 2 hours 30 minutes. **TMS Course ID:** VA 3868141.