

# THE CLINICAL CENTER PROGRAM FOR LEARNING AND PROFESSIONAL DEVELOPMENT

**MISSION:** To make available to Clinical Center employees a structured program that provides a wide array of training, education, and developmental programs, products and services targeted towards their occupational and personal work life needs. The goal is to ensure that employees possess the competencies needed to carry out the mission of the Clinical Center.

**BOARD OF DIRECTORS**  
(Education Forum)

**FACULTY**  
(Education & Training Section, OHRM  
CC Departments/Offices  
Local Universities & Colleges  
Vendors/Contractors  
NIH Human Resource Development Division)

**Track 1**  
**New Employee Orientation**

[Objective: To provide new employees with organizational & job specific information relevant to their successful acclimation to the CC and their respective positions & assigned depts.]

**Curriculum**

Organizational  
Departmental/Job Specific  
Universal Precautions  
Org. Core Competencies  
-Diversity  
-Safety  
-Quality  
-Customer Service

**Track 2**  
**Management & Leadership Skills Development**

[Objective: To improve & enhance workplace effectiveness of CC supervisors, managers & executives by making available training & development opportunities relevant to the organization's & their individual needs]

**Curriculum**

FY01  
Communication for Effective Leadership  
Managing Not Appraising Performance  
2-Best Management Practices for Recognizing Your Employees™  
Improving Employee Performance  
Competency Development  
Working With Challenging People  
Managing the New Generations in the Workplace  
FY02  
Leadership: The Art of Influence  
Enhancing Team Efficiency  
Working With Challenging People  
Managing Conduct & Performance

**Track 3**  
**Scientific & Technical Skills Training**

[Objective: To maintain & improve employee on-the-job effectiveness & efficiency by providing state-of-the-art scientific & technical skills education & training]

**Curriculum**

*Training offered elsewhere at NIH. ETS has coordinated the information and provided links to the websites/ on-line training:*  
Advanced Cardiac Life Support  
Clinical Research Training  
Clinical Research Training Program  
Hospital Epidemiology Service Resources  
CC Training Programs  
NIH-Duke Training Program in Clinical Research  
CC Nursing Training Programs  
Recruiting Patients for Research  
Nursing Department

**Track 4**  
**Computer Technology & Information Systems**

[Objective: To provide up-to-date computer & software training to enhance & maintain workplace efficiency]

**Curriculum**

FY01  
4-Powerpoint  
1-MS Project Management Fundamentals  
4-Excel Fundamentals  
3-Excel Intermediate  
2-Excel Advanced  
1-MS Word Fundamentals  
2-MS Word Intermediate  
*230 Vouchers issued for offsite training*  
FY02  
3-Excel Fundamentals  
3-Excel Intermediate  
3-MS Word Fundamentals  
3-MS Word Intermediate)  
3-PowerPoint Fundamentals

**Track 5**  
**Professional Development & Individual Effectiveness**

[Objective: To provide CC employees the knowledge & skills needed to be effective on-the-job as well as throughout their chosen careers]

**Curriculum**

FY01  
Can't We All Just Get Along  
Shifting Your Life and Career Into High Gear  
2-Mid-Career Retirement Planning  
Time Management  
(What Matters Most®)  
Creating an Individual Development Plan  
FY02  
Mid-Career Retirement Planning  
Building Balance in Stressful Situations  
Moving At The Speed of Change