Day 1: September 22, 2015: National Institutes of Health

7:30am – 8:30am  Registration  Atrium

8:30am – 9:45am  Opening Session  Ruth L. Kirschstein Auditorium

Moderator: Ms. Sara E. Clemente, Director of Federal Affair, League of United Latin American Citizens  
National Anthem: Ms. Sara A. Rosario Nieves, CSAC- Census Scientific Advisory Committee Coordinator, U.S. Census Bureau  
Opening Remarks: Ms. Debra Chew, Esq., Director, Office of Equity, Diversity and Inclusion, National Institute of Health  
Keynote Speaker: Ms. Beth Cobert, Acting Director, Office of Personnel Management  
Closing Remarks: Mr. Brent Wilkes, Executive Director, League of United Latin American Citizens

Sept. 22, 2015  
10:00am – 11:30am Workshops

Group A  
Introduction to the Senior Executive Service  
Room: Competency: Knowledge Management  
Balcony A  

What is the Senior Executive Service (SES)? Are you interested in becoming a senior executive? Come and learn first-hand about the how and why of the SES. What experiences do you need? What traits do you have? These will be addressed by providing you an overview of the Executive Core Qualifications (ECQs), which define the competencies needed to build a federal corporate culture that strives for results, serves customers, and builds successful teams and coalitions within and outside the organization. The ECQs are required for entry to the SES and are used by many departments and agencies in selection, performance management, and leadership development for management and executive positions.

Presenter(s): Ms. Lorena Carrasco-McElwain, Director of the Office of Diversity and Inclusion, U.S. Commodity Futures Trading Commission  
Mr. Joseph Mancías, Former Senior Management Counsel to the Director, U.S. Citizenship and Immigration Services, U.S. Department of Homeland Security

Group B  
How to Recruit, Develop and Retain Hispanic Millennials  
Room: ECQ: Leading Change  
Balcony B  

Competencies: External Awareness, Strategic Thinking

Did you know that 1 in 5 Millennials in the United States is Hispanic? According to the 2010 US Census data, the median age of US Hispanics is about 28, compared to 37 for the total population. Global thinkers affirm that the Hispanic Workforce is the future for organizations. Whether your organization is big or small, Hispanic Millennials will play a vital role in your success. What does it mean to be a Hispanic Millennial? What challenges do they face? What strategies can your organization implement to recruit, develop and retain Hispanic Millennials? This session will provide 3 proven principles to better attract, develop and advance your Hispanic Millennials.
Federal Training Institutes Partnership Agenda

**Learning Objectives**

- Discover the latest demographic research on this growing market.
- Become familiar with specific techniques to effectively recruit and retain Hispanic Millennials.
- Debunk Myths and acquire facts about the Hispanic community.
- Learn the A, B and C to successfully develop Hispanic Millennials.
- Understand what works and what doesn’t with Hispanics Awareness, engagement and connection.

**Presenter:** Mr. Miguel Joey Aviles, Hispanic Workforce Strategist, Go Hispanic Today, LLC

**Group C**

**Room: E1/2**

**Outclass the Competition: Business Etiquette, Networking and being Political Savvy**

ECQ: Building Coalitions

Competencies: Political Savvy, Influence, Relationship Building

This participative seminar will help up incoming leaders how to distinguish themselves from the competition, how to make an entrance and work the room, handshaking - the ultimate greeting, introducing themselves, eye signals, and how to improve their mingling skills proficiency and much more. The seminar aims to utilize and uncover the link between the "savvy" principles and the development of ethical and effective leadership practices through interactive dialogue to address the relationships between leadership and organization politics.

**Presenter:** Dr. Jimmy Ortiz, Customs Compliance Manager, Global Trade Compliance, U.S. Postal Service

**Group D**

**Room: F1/2**

**Diversity and Inclusion is an Agency Imperative**

ECQ: Leading People

Competencies: Interpersonal Skills, Communications

America's diversity is one of our greatest natural resources, and that diversity extends well beyond superficial differences. Cultivating this resource is crucial to remaining relevant and competitive in an increasing global economy. Organizations that relentlessly pursue inclusive cultures will likely have an advantage in attracting and retaining the best and brightest employees. This workshop will discuss the importance of inclusion, the culture paradigm, and the dimensions of inclusion.

The workshop also supports employees in gaining personal awareness about their beliefs, values, and actions. It supports employees in using their emotions as a way to enhance their interpersonal relationships, strengthen their communication skills, and be more intentional about their actions. The workshop is a combination of lecture, small group discussions, larger group brief-outs and individual exercises using an inclusion model developed by Cornell University.

**Presenter:** Ms. Patrina Clark, President/Owner, Pivotal Practices Consulting LLC

**Group E**

**Room: G1/2**

**Best Practices in Teleworking**

Competency: Knowledge Management

The workplace of 2015 looks very different than the workplace of ten or even five years ago. Technology advances have facilitated terms like “virtual employee,” “hotelining,” and “teleworking” to become a part of our lexicon when we talk about employees and their work locations and practices. There are tremendous advantages that accompany these changes to the federal workplace but not these changes are not without challenges. In this session, we will discuss the challenges as well as ways to maximize the benefits of these new workplace practices.
**Group F**  
**Room: A**  
**Emotional Intelligence: Building Better Work Relationships**

**ECQ: Leading People**  
**Competencies: Effective Communication, Problem Solving**

In today’s environment of change it is important to become aware of the differences among people. This session will discuss the important role Emotional Intelligence plays in the ability to identify and manage your own emotions and the emotions of others in order to obtain success as a leader. Identify the types, triggers, and work around it. For leaders, having emotional intelligence is essential for success. After all, who is more likely to succeed – a leader who shouts at his team when he’s under stress, or a leader who stay in control, and calmly assesses the situation? This session will provide tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations.

**Presenter:** Ms. Migdalia Murati, Senior Training Specialist, U.S. Department of Housing and Urban Development

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**11:30am-1:00pm  Lunch On Your Own**

**Sept. 22, 2015**  
**1:15pm-2:45pm  Workshops**

**Group A**  
**Room:** Balcony A

**Senior Executive Service 101: Preparing for the Next Step!**

**Competencies: Knowledge Management, Written Communication**

Interested in becoming a SES member? SES 101 to help you acquire the knowledge to stand out in a competitive field. One sure way to accomplish this task is by executing successful Executive Core Qualifications (ECQs). Well written ECQs can mean the difference between being referred for an interview with a federal review board or not!

This interactive workshop will afford the opportunity to begin crafting ECQ’s and how to follow the Office of Personnel Management’s Challenge/Context/Action/Results Model. Presenters will provide attendees with expert advice on how to present their qualifications in writing; the do’s and don’ts when addressing the ECQs; and ECQ writing samples.

**Presenters:** Ms. Lorena Carrasco McElwain, Director of the Office of Diversity and Inclusion, U.S. Commodity Futures Trading Commission  
Mr. Joseph Mancías, Former Senior Management Counsel to the Director, U.S. Citizenship and Immigration Services, U.S. Department of Homeland Security

**Group B**  
**Room:** Balcony B

**Unleashing the Leader Within**

**Competencies: Knowledge Management, Leadership**

Do you know your leadership potential? Are you reaching/exceeding your leadership capacity? Are you ready to lead beyond your current environment? This course will help connect your leadership vision for self with the leadership potential that hasn’t been unleashed. Take this course and you will learn how to:
Federal Training Institutes Partnership Agenda

- Identify your leadership strengths
- Challenge yourself as a leader
- Secure free/no cost leadership training
- Create a customized leadership plan

**Presenter:** Mr. Jeffrey Vargas, Chief Learning Officer, Commodity Futures Trading Commission

**Group C**

**Room:** E1/2

**Working with Difficult People and Workplace Bullies**

ECQ: Leading People, Building Coalitions

Competencies: Conflict Management, Communications

Have you ever been hurt, betrayed, degraded or micromanaged by a coworker or supervisor? Do you find yourself “walking on eggshells” or avoiding certain people because of their negative attitudes? Are the words and actions of a coworker causing you to doubt yourself? Stop the cycle of abuse by learning how to recognize and defeat workplace bullying and effectively manage difficult or negative people. Additionally, learn how to reframe your thinking to better combat the typical weapons used and surefire techniques for successfully navigating tough situations.

**Presenter:** Ms. Glorimar Maldonado, Office of Human Resources Management, U.S. Department of Health and Human Services

**Group D**

**Room:** F1/2

**Diversity and Inclusion is an Agency Imperative**

ECQ: Leading People

Competencies: Interpersonal Skills, Communications

America’s diversity is one of our greatest natural resources, and that diversity extends well beyond superficial differences. Cultivating this resource is crucial to remaining relevant and competitive in an increasing global economy. Organizations that relentlessly pursue inclusive cultures will likely have an advantage in attracting and retaining the best and brightest employees. This workshop will discuss the importance of inclusion, the culture paradigm, and the dimensions of inclusion.

The workshop also supports employees in gaining personal awareness about their beliefs, values, and actions. It supports employees in using their emotions as a way to enhance their interpersonal relationships, strengthen their communication skills, and be more intentional about their actions. The workshop is a combination of lecture, small group discussions, larger group brief-outs and individual exercises using an inclusion model developed by Cornell University.

**Presenter:** Ms. Patrina Clark, President/Owner, Pivotal Practices Consulting LLC

**Group E**

**Room:** G1/2

**Conflict Resolution**

ECQ: Leading People

Competencies: Interpersonal Skills, Team Building, Accountability

The objective of this training session is to improve understanding and awareness of conflict resolution strategies and increase the use of these strategies when feasible and appropriate. Attendees will learn to anticipate and prevent destructive conflict, plan appropriate strategies, and how to set these plans in motion.

**Presenter:** Mr. Victor Voloshin, Esq., Chief Mediation Officer, RESOLVE Program Director, U.S. Equal Employment Opportunity Commission

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2015 Federal Training Institute Partnership (FTIP) Agenda
Federal Training Institute's Partnership Agenda

Group F  The Missing ECQ...SELF ASSESSMENT
Room: A  Competency: Knowledge Management

This workshop discusses the importance of self-assessment as a means to design a more effective career development plan for government employees in leadership positions at all levels. Far too often government employees that aspire to senior leadership positions lose sight of the need to self assess, and instead focus only on the established Executives Core Qualifications of Leading Change, Leading People, Results Driven, Business Acumen and Building Coalitions. The workshop provides a forum for the audience to examine whether their individual career development plans include self-assessment as an important element that must be addressed as part of the leadership development process.

Presenter:  Mr. Leon Hollins is President/CEO of the Hollins Group, Ltd.

Sept. 22, 2015  3:00pm-4:30pm Workshops

Group A  How to Apply to SES Positions
Room:  Competencies: Knowledge Management
Balcony A  Presenter:  Mr. Roland Edwards, Deputy Director, Human Resources Management and Services, U.S. Department of Homeland Security

Group B  Integration of the Collaborative Framework and Your Professional Pathway
Room:  ECQ: Leading People, Leading Change, Building Coalitions
Balcony B  Competencies: Leveraging Diversity, Conflict Management, Influencing
Presenter:  Ms. Ana H. Valentin, Survey Statistician, Fisheries Services, National Oceanic and Atmospheric Administration, U.S. Department of Commerce

Group C  Own Your Career
Room: E1/2  Competency: Knowledge Management

This seminar will present tools for aspiring leaders to create their own opportunities to pursue positions of higher responsibility. We will explore skills, strategies and the importance of building relationships.

Presenter:  Ms. Bárbara Zamora-Appel, Program Analyst, Strategic and Portfolio Management Office, Associate Director for Economic Programs, U. S. Census Bureau
Group D  
New Inclusion Quotient (IQ) Training – What’s in Your Toolbox?  
ECQ: Leading People  
Competencies: Leveraging Diversity, Conflict Management  

The training will provide an overview of the New Inclusion Quotient (New IQ) training, which includes some of the latest research on diversity and inclusion. In particular, the studies show a correlation between inclusion and engagement, indicating that effectively managing inclusive workplaces also positively impacts employee engagement and morale.

The New IQ training leverages the Inclusion Index, which is comprised of 20 questions from the Federal Employee Viewpoint Survey (FEVS). The 20 questions are grouped into five habits of inclusion: fair, open, cooperative, supportive and empowering. The value of engagement is not just about FEVS scores, it speaks to the culture of our workplaces. Given the complexity of the federal government's mission areas, we need diverse perspectives and experiences as well as a workplace culture of fairness, respect and value for the unique contribution each employee brings.

Presenter: Mr. Junish Arora, Senior Program Manager, Diversity and Inclusion, Office of the Chief Human Capital Officer, U.S. Department of Homeland Security

Group E  
Addressing Conflict in a Diverse Organization  
ECQ: Leading People  
Competencies: Leveraging Diversity, Conflict Management  

Presenter: Mr. Victor Voloshin, Esq., Chief Mediation Officer, RESOLVE Program Director, U.S. Equal Employment Opportunity Commission

Group F  
Can we talk? Be a Successful Leader through Effective Communication  
ECQ: Leading People, Building Coalitions  
Competencies: Team Building, Effective Communications, Influencing  

Today's successful leaders are willing to adapt and improve team performance by sharpening their own leadership team development skills. Inspire and influence your people, colleagues to achieve goals as a team. A leader is not about a title, it is the ability to motivate and inspire employees to soar. Employees are not told what to do anymore, you need to engage your team and assist them in reaching their goals. You do not dictate; you inspire and empower! You win the team over through effective and clear communication methods. You can learn how to effectively engage your team by focusing on your leadership team leadership development. Leadership development is needed to successfully take charge of your team in today's business world.

Presenter: Ms. Migdalia Murati, Senior Training Specialist, U.S. Department of Housing and Urban Development

Day 2: Wednesday, September 23, 2015: National Institute of Health  
7:30am – 8:30am  Registration- Atrium
Sept. 23, 2015
8:30am – 10:00am Workshops

Group A  
Developing ECQ’s Statements  
Room: Balcony A  
Competency: Knowledge Management

Presenter: Mr. Roland Edwards, Deputy Director, Human Resources Management and Services, U.S. Department of Homeland Security

Group B  
Evaluating Your ECQs Writing and Approach  
Room: Balcony B  
Competency: Knowledge Management

This course if for GS-14-15 participants only. This class will cover the style approach and proper focus for successful ECQs – this is a practical, fast-paced, hands-on class: 1) Learn about proper focus for ECQs; 2) Participate in a group exercise in Leading Change; 3) Make quick, handwritten edits to your example of Leading Change that you brought to class based on what you have learned; and 4) Read your edited draft to a peer who will evaluate it using the DePuy Checklist Model.

Pre-class preparation was sent to all GS-14/15 participants via email. Participants should prepare a 1-page, single-spaced Leading Change Example in the Challenge, Context, Action, Result (CCAR Model) – You should also bring a double spaced version to allow room for handwritten class edits. You will not be admitted to class without the example in hand!

Presenter: Ms. Brenda J DePuy, DePuy HR Associates

Group C  
You Own Your Career  
Room: E1/2  
Competency: Knowledge Management

Career development is a topic that impacts each one of us in a personal way. Who "owns" career development? What can you do to maximize your opportunities and advance in this dynamic federal workplace? This session will review key concepts associated with career development and propose a guide to assist you in the development of your personal roadmap to “be all you can be.”

Presenter: Dr. Sandra Wells, Ed.D. Acting Group Director, Eastern Management Development Center, Faculty/Federal Executive Institute, Office of Personnel Management

Group D  
Outclass the Competition: Business Etiquette, Networking and Being Political Savvy  
Room: F1/2  
ECQ: Building Coalitions  
Competencies: Political Savvy, Influence, Relationship Building

This participative seminar will help up incoming leaders how to distinguish themselves from the competition, how to make an entrance and work the room, handshaking - the ultimate greeting, introducing themselves, eye signals, and how to improve their mingling skills proficiency and much more. The seminar aims to utilize and uncover the link between the "savvy" principles and the development of ethical and effective leadership practices through interactive dialogue to address the relationships between leadership and organization politics.

Presenter: Dr. Jimmy Ortiz, Customs Compliance Manager, Global Trade Compliance, U.S. Postal Service
Federal Training Institutes Partnership Agenda

Group E  Individual Development Plan  Room: G1/2  Competency: Knowledge Management

The objective of this workshop is to train employees on how to draft an individual development plan (IDP) for their career progression. This training will provide you with the definition of an IDP, why it’s important, how to draft an IDP and references for developing an IDP. We will also address the role of the supervisors and getting your supervisor to say yes to your plan.

Presenter: Ms. Carol Davison, Human Resources Consultant, U.S. Department of Commerce

Group F  Working with Difficult People and Workplace Bullies  Room: A  ECQ: Leading People, Building Coalitions  Competencies: Conflict Management, Communications

Have you ever been hurt, betrayed, degraded or micromanaged by a coworker or supervisor? Do you find yourself “walking on eggshells” or avoiding certain people because of their negative attitudes? Are the words and actions of a coworker causing you to doubt yourself? Stop the cycle of abuse by learning how to recognize and defeat workplace bullying and effectively manage difficult or negative people. Additionally, learn how to reframe your thinking to better combat the typical weapons used and surefire techniques for successfully navigating tough situations.

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Sept. 23, 2015  10:15am-11:45am Workshops

Group A  Developing ECQ's Statements  Room: Balcony A

Presenter: Mr. Roland Edwards, Deputy Director, Human Resources Management and Services, U.S. Department of Homeland Security

Group B  Evaluating Your ECQ's  Room: Balcony B

This course is for GS-14-15 participants only. This class will cover the style approach and proper for successful ECQs – this is a practical, fast-paced, hands-on class: 1) Learn about proper focus for; 2) Participate in a group exercise in Leading Change; 3) Make quick, handwritten edits to your Leading Change that you brought to class based on what you have learned; and 4) Read your edited draft to a peer who will evaluate it using the DePuy Checklist Model.

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Presenter: Ms. Brenda J DePuy, DePuy HR Associates
Group C  
**Plain Language in Government: It’s the Law!**  
Room: E1/2  
**Competency: Knowledge Management**  

**Presenter:**  
Ms. Elimar C. Medina Figueroa, Human Resources Specialist Workforce Development Branch, Human Resources Division, U.S. Census Bureau

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Group D  
**Emotional Intelligence: Building Better Work Relationships**  
Room: F1/2  
**ECQ: Leading People**  
**Competencies: Effective Communication, Problem Solving**

In today’s environment of change it is important to become aware of the differences among people. This session will discuss the important role Emotional Intelligence plays is the ability to identify and manage your own emotions and the emotions of others in order to obtain success as a leader. Identify the types, triggers, and work around it. For leaders, having emotional intelligence is essential for success. After all, who is more likely to succeed – a leader who shouts at his team when he’s under stress, or a leader who stay in control, and calmly assesses the situation? This session will provide tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations.

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Group E  
**Individual Development Plan**  
Room: G1/2  
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**Presenter:**  
Ms. Carol Davison, Human Resources Consultant, U.S. Department of Commerce

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Group F  
**Generational Truths Every Leader Needs to Know**  
Room: A  
**ECQ: Leading People, Building Coalitions, Leading Change**  
**Competencies: Strategic Thinking, Conflict Management, Leveraging Diversity, Interpersonal Skills**

Learn the characteristics of the four generations currently in the workplace. Identify your own strengths and weaknesses in the face of “truths and myths” about each of the four generations. Improve your power to communicate and successfully influence others through understanding motivational techniques in cross-generational communications. Identify strategies on how to navigate organizational culture driven from a generational perspective to improve negotiating skills as well as team productivity.

**Presenter:**  
Mr. Jeffrey Vargas, Chief Learning Officer, Commodity Futures Trading Commission

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11:45am-1:15pm  
**Lunch on Your Own**

**Sept. 23, 2015**  
**1:30pm-3:00pm Workshops**

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2015 Federal Training Institute Partnership (FTIP) Agenda
<table>
<thead>
<tr>
<th>Group A</th>
<th>Emotional Intelligence (EI)-What it is - why it is critical?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room:</td>
<td>ECQ: Leading Change, Building Coalitions</td>
</tr>
<tr>
<td>Balcony A</td>
<td>Competencies: Interpersonal Skills, Oral Communications, Team Building</td>
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This workshop will be focusing on how EI can help you "Lead from the Middle" whatever your role or level is within the organization. EI will enable you to better manage your quadrants of relationships - 1) Senior Leadership 2) Peers 3) Stakeholders 4) Staff. This will be an interactive session with group discussions. The presenter will be using excerpts from a Leading from the Middle Coaching Model (c) DePuy HR Associates

**Presenter:** Ms. Brenda J DePuy, DePuy HR Associates

<table>
<thead>
<tr>
<th>Group B</th>
<th>Best Practices in Teleworking</th>
</tr>
</thead>
<tbody>
<tr>
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**Presenter:** Dr. Sandra Wells, Ed.D. Acting Group Director, Eastern Management Development Center, Faculty/Federal Executive Institute, Office of Personnel Management

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<tr>
<th>Group C</th>
<th>Unleashing the Leader Within</th>
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</thead>
<tbody>
<tr>
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Do you know your leadership potential? Are you reaching/exceeding your leadership capacity? Are you ready to lead beyond your current environment? This course will help connect your leadership vision for self with the leadership potential that hasn’t been unleashed. Take this course and you will learn how to:

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- Challenge yourself as a leader
- Secure free/no cost leadership training
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<th>Group D</th>
<th>Making a Winning Impression Some Tips on Successful Behavioral Interviewing</th>
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This is an interactive session on why many organizations rely on behavioral interviewing techniques to predict future performance success. During the course of the workshop, the facilitator will review some “do’s and don’ts” for interviewees and the impact of behavioral interviewing techniques. As an experienced hiring official for the federal government, Ms. Rodriguez-Diaz will provide insight into what constitutes a winning interview performance. The workshop participants will learn what prospective employers look for during interviews and gain insight into how to conduct effective interviews. The workshop will consist of interactive role play & question & answer period.
**Federal Training Institutes Partnership Agenda**

**Presenter:** Ms. Ilka Rodriguez-Diaz, Chief, Support Hiring Division, CIA Recruitment Center, Central Intelligence Agency

**Group E**  
**Own Your Career**  
**Room:** G1/2  
**Competency:** Knowledge Management

This seminar will present tools for aspiring leaders to create their own opportunities to pursue positions of higher responsibility. We will explore skills, strategies and the importance of building relationships.

**Presenter:** Ms. Bárbara Zamora-Appel, Program Analyst, Strategic and Portfolio Management Office, Associate Director for Economic Programs, U. S. Census Bureau

**Group F**  
**Leading Change: How Understanding Change Style Preferences Can Help You Lead Change More Effectively**  
**Room:** A  
**ECQ:** Leading Change, Leading People  
**Competencies:** External Awareness, Flexibility, Strategic Thinking, Conflict Management, Influencing, Partnering

Change is a constant in the workplace and in our daily life. Leading Change effectively is an executive core qualification that you must process if you aspire to be a leader in the federal government. What is your Change Style? In this interactive workshop you will be able identify your style by using the Change Style Indicator (CSI), a self-assessment instrument (published by Discovery Learning, Inc.) that gives you insight into your preferred change style. The more you know about your style and the style of others, the more effective you will be in managing change.

**Presenter:** Ms. Anita Hinton, Chief, Career Development, Center for leadership Development, Central Intelligence Agency

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**Sept. 23, 2015**  
**3:15pm-4:45pm Workshops**

**Group A**  
**Leading Change: How Understanding Change Style Preferences Can Help You Lead Change More Effectively**  
**Room:** Balcony A  
**ECQ:** Leading Change, Leading People  
**Competencies:** External Awareness, Flexibility, Strategic Thinking, Conflict Management, Influencing, Partnering

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**Presenter:** Ms. Anita Hinton, Chief, Career Development, Center for leadership Development, Central Intelligence Agency

**Group B**  
**Can we talk? Be a Successful Leader through Effective Communication**  
**Room:** Balcony B  
**ECQ:** Leading People, Building Coalitions  
**Competencies:** Team Building, Effective Communications, Influencing
Today's successful leaders are willing to adapt and improve team performance by sharpening their own leadership team development skills. Inspire and influence your people, colleagues to achieve goals as a team. A leader is not about a title, it is the ability to motivate and inspire employees to soar. Employees are not told what to do anymore, you need to engage your team and assist them in reaching their goals. You do not dictate; you inspire and empower! You win the team over through effective and clear communication methods. You can learn how to effectively engage your team by focusing on your leadership team leadership development. Leadership development is needed to successfully take charge of your team in today's business world.

**Presenter:** Ms. Migdalia Murati, Senior Training Specialist, U.S. Department of Housing and Urban Development

**Group C**  
**Room E1/2**  
**Resume Renovation: How to Land a Job.**  
Competencies: Knowledge Management, Strategic Thinking, Written Communication

Interviewing and resume writing can be some of the most stressful parts of a job search. How you present yourself, in person and on paper, is the number one factor in determining who gets the job. This one workshop covers the fundamentals of resume writing, accomplishment statements and more.

**What you will learn:**
- What a Federal resume is and what information should be included
- How to determine what key words to use in the Federal resume
- Proven techniques that you can use to write stronger accomplishments statements
- How to effectively use active voice in your resume

**Presenter:** Ms. Elimar C. Medina Figueroa, Human Resources Specialist Workforce Development Branch, Human Resources Division, U.S. Census Bureau

**Group D**  
**Room: F1/2**  
**Making a Winning Impression Some Tips on Successful Behavioral Interviewing**  
Competencies: Knowledge Management, Communication

This is an interactive session on why many organizations rely on behavioral interviewing techniques to predict future performance success. During the course of the workshop, the facilitator will review some “do’s and don’ts” for interviewees and the impact of behavioral interviewing techniques. As an experienced hiring official for the federal government, Ms. Rodriguez-Diaz will provide insight into what constitutes a winning interview performance. The workshop participants will learn what prospective employers look for during interviews and gain insight into how to conduct effective interviews. The workshop will consist of interactive role play & question & answer period.

**Presenter:** Ms. Ilka Rodriguez-Diaz, Chief, Support Hiring Division, CIA Recruitment Center, Central Intelligence Agency

**Group E**  
**Room: G1/2**  
**Managing Your Career and Moving Up in the Federal Government**  
Competencies: Knowledge Management, Effective Communication

Are you interested in advancing in your career to the point where you are utilizing your full potential and deriving maximum satisfaction from your job? Do you want to change your occupational field, switch to a different series, or simply broaden your portfolio? In this session, learn how self-awareness, initiative, research and planning can aid you in moving up or over in the workplace, and how you can maneuver around difficult or unsupportive supervisors and managers for details and other opportunities. Additionally, learn how to create a strong professional portfolio that can be
utilized to help you stay competitive and market your abilities to employers in resumes, interviews, and mid-year and annual performance reviews.

**Presenter:** Ms. Glorimar Maldonado, Office of Human Resources Management, U.S. Department of Health and Human Services

**Group F**  
**Room: A**  
**New Inclusion Quotient (IQ) Training – What’s in Your Toolbox?**  
**ECQ: Leading People**  
**Competencies: Leveraging Diversity, Conflict Management**

The training will provide an overview of the New Inclusion Quotient (New IQ) training, which includes some of the latest research on diversity and inclusion. In particular, the studies show a correlation between inclusion and engagement, indicating that effectively managing inclusive workplaces also positively impacts employee engagement and morale.

The New IQ training leverages the Inclusion Index, which is comprised of 20 questions from the Federal Employee Viewpoint Survey (FEVS). The 20 questions are grouped into five habits of inclusion: fair, open, cooperative, supportive and empowering. The value of engagement is not just about FEVS scores, it speaks to the culture of our workplaces. Given the complexity of the federal government’s mission areas, we need diverse perspectives and experiences as well as a workplace culture of fairness, respect and value for the unique contribution each employee brings.

**Presenter:** Mr. Junish Arora, Senior Program Manager, Diversity and Inclusion, Office of the Chief Human Capital Officer, U.S. Department of Homeland Security

**Day 3 September 24, 2015 Department of Education**

**8:00am-8:30am**  
**Registration**

**8:30am-9:00am**  
**Senior Executive Service & Mentees Welcome & Direction**  
**Auditorium**

**9:00am-11:30am**  
**Senior Executive Service Roundtable Discussion & Speed Mentoring**  
**Group A**  
**Room: 1W103**

**Competency: Knowledge Management**

This workshop provides employees interested in moving into the SES ranks an opportunity for a more direct, give-and-take interaction with experience managers in leadership positions. The participants will participate in an informal exchange of information with senior managers regarding SES competencies, performance expectations as a senior leader, and maximizing career opportunities to enhance their skills.

**Group B**  
**Room: 1W113**

**Group C**  
**Room: 1W128**

Senior Executive Coaches are identified in the Biography Section of the program book.