

# TRAINING OFFICERS CONSORTIUM



A COMMITMENT TO LEARNING SINCE 1938

MONTHLY NEWS • MAY 2017

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## LEADING FOR INNOVATION: THE LAB @ OPM

TUESDAY • MAY 9, 2017 • PROFESSIONAL DEVELOPMENT

How do leaders make innovation happen? How can they create a culture of innovation—especially in organizations that have not historically valued it? In today's complex, dynamic environment, organizations must innovate and reinvent their approaches to address a host of new and evolving challenges. To harness this spirit of ingenuity, OPM created the Lab@OPM to help agencies translate the creativity of their employees into innovative action.



Registrants who attend the Professional Development series will be able learn how to:

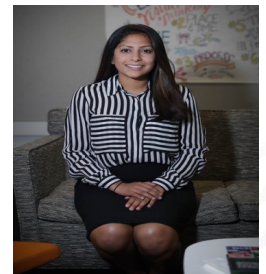
- Translate creativity into innovative action
- Harness the spirit of ingenuity
- Solve some of the Federal government's toughest problems

In 2012, OPM established its Innovation Lab to address these types of questions for Federal government agencies. Experience the human-centered design approach that fosters innovative problem-solving. Come away with one idea that you can use to spur innovation in your organization.



Blair Corcoran de Castillo is a design strategist with The Lab. Blair leads design projects, teaches human-centered design to fellow Federal employees, and uses her passion for design to connect Federal innovators across the government. Prior to joining The Lab, Blair worked at the U.S. Department of Health and Human Services and the World Bank. Blair studied government at Cornell University, received her master's in public policy from George Mason University and received a design certificate from Parsons School of Design in New York

Elaine Thomas is a program analyst with The Lab, is an avid learner and emerging practitioner of innovation and design both inside and outside government. She received her undergraduate degree in American studies and her master's in teaching and instructional design from the University of Maryland, Baltimore County. Elaine currently manages a range of duties from communications to instruction and human resources to ensure the effectiveness and efficiency of The Lab. Elaine started her career as an intern for The Lab. Elaine now is a permanent staff member.



## REGISTRANT SPOTLIGHT: MICHELLE ZAGER

BY STEPHANIE CAMPBELL, TOC TREASURER

Michelle Zager is a sought-after trainer with the Treasury Executive Institute (TEI). Having spent many years in the training and development field she has a passion for her work and her students.

When asked a seemingly simple question about her start in the learning and development community she went on an exciting trip down memory lane. She starts with, "I'm a certified language translator turned accidental trainer!" Unsatisfied with the training she was provided early on and throughout her career Michelle uses that experience to make a difference inside and outside of the classroom.



Her section chief early on asked her to speak at a workshop because he thought it would be funny and engaging. According to Michelle, being in the classroom she has learned that being a good trainer is a craft, a craft that we must continually work on and improve. Obtaining and applying constant feedback helps her to keep the learner in focus ensuring that her programs meet the needs of her audience.

Though she left the field, she still feels like a translator because the biggest translation is getting the skills to my learners. Translating their needs and facilitating impactful experience thus making their careers better. The best advice she would give to those coming into the training industry is that context matters! We must make the experience enjoyable and impactful for the participants. If we do this properly, they will use what they have learned more and incorporate into their lives more.

Michelle's first encounter with TOC was as a volunteer at one of the TOC Institutes in Virginia Beach, VA. It was eye-opening for her as that was her first time attending a conference where everyone was into training. She learned that there are so many components of learning and development--and that's what makes the industry fun! There is always much more to learn-- as soon as she thinks she's mastered one thing there is a new thing to learn.

Michelle has spent over 23 years of federal service, with the past several years at TEI. At the beginning of her service at TEI, she was on a part-time detail. Understanding the importance of stepping out and taking a chance has proved to be the winning formula for Michelle. She has participated in the evolution and modernization of TEI. In her time at TEI, she has helped the program evolve meeting the challenge of the professional learner not the professional student (Yes, there is a difference!) Her work with TEI meets these challenges by providing facilitated discussions, on demand learning, streaming of content, and just in time micro learning for key executives across the Federal Government. Her parting advice to new instructors is to know your material, leave your ego out of the classroom, and keep a sense of humor to ensure that the learners get what they are seeking for their growth.

## FREE LEADERSHIP EFFECTIVENESS EXCHANGE!

The LEE is a FREE inter-agency workshop which allows Federal leaders to help each other, as peers, to find new approaches and strategies for meeting difficult leadership challenges. To ensure a peer environment, each LEE is restricted to a specific level of Federal leadership, i.e., Executive, Manager or Supervisor. All sessions are confidential and table groups will be composed of an inter-agency mix.

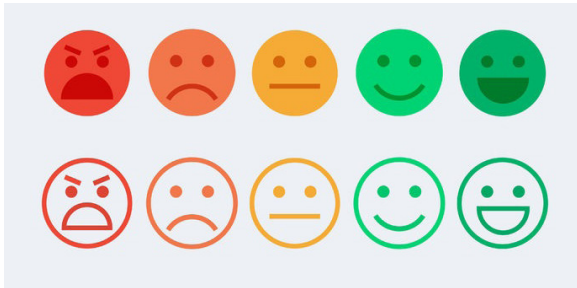
Sessions will be offered in DC and Denver. The LEE is FREE!!! For details or to register go to [www.fcg.gov/events](http://www.fcg.gov/events).

For any questions on the LEE workshops, please contact Dr. Steve Frieman (303-317-7386, [steven\\_frieman@ios.doi.gov](mailto:steven_frieman@ios.doi.gov)). More information on the LEE can also be found at [www.fcg.gov/events](http://www.fcg.gov/events).

Annual Institute  
See Details on Page 4

# POWER OF THE NUMBERS

COMPILED BY EUGENE D’RIBEAUX, PTG INTERNATIONAL



This year we’re going to keep this article simple. We’ll quickly report the monthly program evaluation scorecard and display a few charts here and there, and pretty much let the data speak for themselves, focusing on the Power of the Numbers.

## TOC 2016-2017 Monthly Program Scorecard (average YTD)

Scorecard Item	2015-2016 Actual/Baseline	2016-2017 Goal	Apr-17 Actual	2016- 2017 YTD Average	Source
Monthly Attendance (MA)	80	85	68	66	Registration desk
Monthly Estimated Application Factor	86%	87%	88%	84%	Eval Question 3
Monthly Engagement Factor	91%	92%	95%	87%	Eval Question 2
Monthly Presentation Relevance Factor	87%	88%	92%	83%	Eval Question 1
Net Promoter Score	62%	65%	53%	60%	Eval Question 4

Table Scoring: Green: Actual is >= Goal – 5; Yellow: Actual is Goal – 15 to Goal – 5; Red: Actual is < Goal – 15

## WHAT DOES TOC MEAN TO YOU?

Each month, we set aside a part of our Newsletter to share some feedback and thoughts of our registrants. We believe this gives registrants and potential registrants an idea as to who TOC is and what we do for the training community. Since the Annual Institute is HERE, the registrant quote is taken from 2016 survey focused specifically on the Institute.

Attending the annual institute has assisted me obtaining the most current information about new learning programs and learning management systems. The Annual Institutes, without question, are the best professional development opportunities I get. I walk away energized and empowered with new ideas and proven “best practices.”

**Registrant Spotlight**  
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# 2017 TOC ANNUAL INSTITUTE HERSHEY, PA



The Annual Institute is here! On April 30th, we will kick off four jam-packed days of networking, education, and fellowship at the Hershey Lodge in Hershey, PA.

Our educational events will be outstanding this year. We have three terrific keynote speakers:

- Mr. Paul B. Meshanko, CEO of Legacy Business Cultures, “Understanding and Managing Unconscious Bias”
- Mrs. Katriel Tripp Holloway, VP of Holloway Media Group, “Training Development: The Importance of Using Media in Learning”
- Mr. Ira Koretsky, CEO of The Chief Storyteller, “Awaken the Storytelling Giant in You”

Also, this year we have a special interactive workshop on OPM’s new Human Capital and Training Solutions (HCaTS) Contracts, which have the potential to greatly change how the federal government engages with human performance training initiatives throughout the government. Understanding this important category management effort will require some familiarity with the topic beforehand. Background information will be posted on the Guidebook app and on the TOC website for review, prior to the event.

In addition to the keynote speeches and the special HCaTS workshop, participants will be able to select up to seven concurrent sessions from the 27 engaging and content-rich concurrent session speeches that will be featured.

You are now able to access the class schedule and supplemental information on both the Guidebook app and the TOC website. Please see the instructions below.

## THE TOC GUIDEBOOK APP IS HERE! GET YOURS NOW!

The TOC Annual Institute App is now available for download on your mobile device! It’s never too early to get set up, so just follow the steps below to download the app and get the TOCAI17 guide today!

- 1) On your mobile device, go to <http://guidebook.com/g/tocai17>
- 2) If you don’t have the guidebook app, follow the on-page instructions to download the app from your device’s app store (like Apple App Store or Google Play)
- 2b) OR, If you already have Guidebook from last year, simply click the “Open in app” link
- 3) Once you download Guidebook from your app store, you can open the app and search for “TOCAI17”. Click on the TOC icon, then click “get guide”.

Detailed instructions are available at <http://tiny.cc/tocai17setup>

\*\*Note that content will be updating frequently over the weeks preceding the Annual Institute, so don’t be alarmed if you see periodic updates, this is just flexible technology in action!

**Executive Board Information**  
See Details on Page 5



TOC Annual Institute 2017  
Hershey, PA



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khoffman@ftc.gov

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**2017 Institute Vice-Chair**

Lin Burton  
Federal Bureau of Prisons  
lin.burton@usdoj.gov

**MAY 9, 2017**

**PLACE:** Fort Leslie J. McNair Officers' Club, 4th & P Streets, SW, Washington, D.C.  
For directions, [http://www.trainingofficers.org/directions\\_to\\_ft\\_mcnair.php](http://www.trainingofficers.org/directions_to_ft_mcnair.php)

**TIME:** 11:30 a.m. to 1:30 p.m. Please be seated promptly at 11:45 a.m.

**COST:** \$40 or 2016-2017 Professional Development Program registration.

**RESERVE:** If you have not registered for 2016-2017, call the TOC Information Line 202-973-8683, or the TOC FAX Line 202-331-0111 to reserve a place for this month's program.

**PARKING:** There is parking in the lot near the tennis court. If you arrive and see orange cones in the Officers' Club parking lot, please feel free to move them and park.

**TRAINING OFFICERS CONSORTIUM**

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**TOC FAX Line:** 202-331-0111

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**Visit our website:** [www.trainingofficers.org](http://www.trainingofficers.org)

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