

September, 2004  
Volume 1, Issue 5

**In this issue:**

- Regional Training Center Hosts 1<sup>st</sup> Annual Training Advisory Group Conference
- North Central Customer Advisory Board 2004
- Regional Training Center Announces New Chief & Welcomes New Employees
- Wanted: LEAD Facilitators
- SBLM Application Deadline Fast Approaching
- FREE Online Courses

*“Based on the amount of dialogue that took place during the TAG, it was obvious that this meeting was well worth the time spent and long overdue.”*

## Regional Training Center Hosts Its 1<sup>st</sup> Training Advisory Group Conference



*Amy Jack, Alline Scott, Annette Parchert, Amber Carter, Pamela Mendez, Lindsey Johnson, Terry Vines, Sally Dana, Pam Koby, Jerry Hines, Frieda Hair, Jestine Maith, Perry Blake, Rafael Contreras, Cheri Berberich, Bob Haagensen, Hank Fisher, Alex Papke, Michele Fetterley  
Absent from photo: Steve Crandall and Frank Roig*

The North Central Region held its first Training Advisory Group (TAG) Conference from 28-30 June at the Holiday Inn Moline, IL. The event was designed to bring together training professionals from each of the Region’s ten Civilian Personnel Advisory Centers, North Central Civilian Personnel Operations Center (NCCPOC), the Civilian Human Resource Agency (CHRA) and the newly organized North Central Regional Training Center.

This was the first opportunity for members of the region’s training community to gather as one body and discuss training issues that affect each installation individually and collectively as a region.

Conference topics included the importance of training, a discussion regarding NC Regional Training Center’s past, present and future role in the training arena, regional training responsibilities, automation issues, marketing, financial issues, leadership training and Civilian Personnel Evaluation Agency inspection issues.

Each participant was given an opportunity to talk about the challenges they face as well as his/her successes. Mr. Frank Roig, representative from CHRA, was a guest speaker for the conference. He discussed CHRA’s perspective on training and some of the initiatives that are in the works.

The TAG also provided the opportunity for all the CHRA NC Regional training professionals to meet and get to know one another. The group resolved to work together on many common issues and to combine resources to become a viable and visible training team, responsive to customers’ needs.

Based on the amount of dialogue that took place during the TAG, it was obvious that this meeting was well worth the time spent and long overdue. The group consensus was that this forum provided an excellent opportunity to share ideas and information and that it should become a regularly scheduled event.

## Upcoming Courses

**Management, Leadership & Coaching Skills**  
Sep 16  
VTT

**Intermediate Business Objects Applications (BOA)**  
Oct 7  
Rock Island Arsenal, IL

**Pre-Retirement Planning (CSRS)**  
Oct 20  
VTT

**Pre-Retirement Planning (FERS)**  
Oct 21  
VTT

**Determining Vet's Preference/ Calculating SCDs**  
Nov 1-2  
Rock Island Arsenal, IL

**General Schedule Within-Grade Increases**  
Nov 3-4  
Rock Island Arsenal, IL

**Basic & Intermediate Business Objects Applications (BOA)**  
Nov 3- 4  
Rock Island Arsenal, IL

**Basic HRD**  
Nov 1- 5  
Rock Island Arsenal, IL

**Basic Position Classification**  
Nov 29-Dec 2  
Rock Island Arsenal, IL

**Basic Staffing**  
Dec 6-10  
Rock Island Arsenal, IL

## North Central Customer Advisory Board 2004

The Civilian Human Resource North Central Region held its annual Customer Advisory Board (CAB) in Moline, Illinois on August 18<sup>th</sup>-19<sup>th</sup>. Perry Blake, Chief, Human Resource Development Division (HRDD) briefed the 75 participants describing the role of North Central's training program in the past and the direction it is currently headed in.

Blake provided overall regional results from the recently concluded training needs survey. HRDD will use these results as a guide to determine which classes to offer regional installations, either onsite or via video-teletraining. Blake also spoke to the participants about upcoming initiatives

such as providing a series of classes that would help provide a greater variety of leadership classes to installations within the region. In addition, there is an effort to bring Non-Appropriated Fund (NAF) specific classes to regional installations.

The annual CAB is an opportunity for participants to discuss personnel issues that affect them with the people who will help to work those personnel issues. It also serves as an opportunity for members of the HRDD staff to meet with managers, supervisors and Civilian Personnel Advisory Center (CPAC) representatives. Training is the number one personnel issue in the region. This year training played a

major role in the conference. In addition to the training briefing, HRDD arranged to have training class presented as a part of the conference. Linda Rubey and Steve Sapato, instructors from a local training company, provided a two-hour block of training on "Achieving Maximum Productivity in the Workplace." This was a first for this forum's agenda and was well received by participants.

As the year progresses, HRDD will market and present a variety of training opportunities to the region. The CAB provided the perfect opportunity to inform installation decision-makers about those opportunities in advance.

## Regional Training Center Announces New Chief & Welcomes New Employees

It is a pleasure to announce that Mr. Perry Blake was selected as Chief of Training, North Central Region in June. Blake came to the North Central Human Resource Development Division (HRDD) in August of 2002 and served as a specialist prior to his selection as Chief. Prior to coming to the North Central region, Perry worked as an HRDD specialist in the Southwest region.

Following the re-alignment of HRDD to the Regional Director's Office, three additional employees have joined our staff.

We are pleased to welcome Ms. Amy Jack, Ms. Amber Carter and Ms. Kim Green.



Amy comes to us as Student Trainee. She is currently a student at St. Ambrose University, Davenport, IA. During her free time, Amy enjoys spending time with her family and friends.

Amber is also serving as a Student Trainee. She is a student at Western Illinois University, Moline, IL and is working toward her Board of Trustees degree and with a minor in Business

Management. Amber previously worked as a clerk at the Rock Island Arsenal Recycle Center. When not at work or school, she enjoys spending time with her husband and two children.

Prior to her selection as a Human Resources Assistant, Kim worked for the North Central Civilian Personnel Operations Center as a Personnel Actions Clerk. Kim also worked for 11 years in the private sector at MCI™. In her free time Kim enjoys playing slow pitch softball and volleyball.

## **Wanted: LEAD Facilitators**

**Perry Blake,  
Chief**  
(309) 782-6232  
[Perry.Blake@cpocria.army.mil](mailto:Perry.Blake@cpocria.army.mil)

**Pam Koby,  
Regional Training  
Specialist**  
(309) 782-5055  
[Pamela.Koby@cpocria.army.mil](mailto:Pamela.Koby@cpocria.army.mil)

**Alex Papke  
Regional Training  
Specialist**  
(309) 782-4056  
[Alexander.Papke@cpocria.army.mil](mailto:Alexander.Papke@cpocria.army.mil)

**Annette Parchert  
Regional Training  
Specialist**  
(309) 782-0118  
[Annette.Parchert@cpocria.army.mil](mailto:Annette.Parchert@cpocria.army.mil)

**Alline Scott,  
Regional Training  
Specialist**  
(309) 782-6242  
[Alline.Scott@cpocria.army.mil](mailto:Alline.Scott@cpocria.army.mil)

**Michele Fetterley,  
Regional Training  
Specialist**  
(309) 782-1800  
[Michele.Fetterley@cpocria.army.mil](mailto:Michele.Fetterley@cpocria.army.mil)

***“SBLM is one of the most comprehensive, dynamic programs available for today’s Army Leaders. “***

Throughout FY04 the NC Regional Training Center has coordinated a total of 17 Leadership, Education, and Development (LEAD) classes. Regional Training Center staff facilitated 14 of these 17 classes. Eleven of the classes were held at locations other than Rock Island, IL. With the increasing demand for LEAD facilitators in FY05, the Training Center staff may not be able to meet all of the requests.

We need your help! We are asking you to survey your staff and identify potential employees to complete the LEAD Train-the-Trainer (LEAD TTT)



course and serve as LEAD facilitators. Facilitators would be called upon to

help facilitate LEAD classes at your site. As always and whenever possible, our Training Center facilitators will also be available to help facilitate classes.

Information on the LEAD TTT course is available at: <http://cpol.army.mil/library/training/catalog/ch01leadttt.html>

Dates for upcoming LEAD TTT classes are available at: [http://www.cgsc.army.mil/cal/cltd/cltd\\_schedules/](http://www.cgsc.army.mil/cal/cltd/cltd_schedules/)

## **SBLM Application Deadline Fast Approaching**

Applicants have until October 4, 2004 to apply for the Sustaining Base Leadership and Management (SBLM) resident program, Class 05-1, which runs January 10 through April 1, 2005.

SBLM is one of the most comprehensive, dynamic programs available for today’s Army Leaders. If you are a highly motivated GS-12 through 14 who is interested in career progression and a higher level of responsibility, consider applying for the SBLM

program. GS-11s and 15s are welcome to apply by exception. Majors and lieutenant colonels, chief warrant officers, sergeants major or command sergeants major can apply through their branch managers.

The program, which is centrally funded for most Army civilians, is designed to prepare future leaders to manage the Army’s sustaining base – that is, anything that gets soldiers and their supplies and equipment to the battlefield; sustains them

while they are there; gets them home again after the conflict has ended; and ensures the self-sufficiency of their families while they are away.

To apply online or find out more about SBLM please visit the Army Management Staff College website at <http://amsportal.belvoir.army.mil> and take a moment to view their six-minute video at <http://www.amsc.belvoir.army.mil/amsc.wmv>

**Kim Green,  
Human Resources  
Assistant  
(309) 782-6628  
[Kimberly.Green@cpocria.army.mil](mailto:Kimberly.Green@cpocria.army.mil)**

**Amber Carter,  
Student Trainee  
(309) 782-7293  
[Amber.Carter@cpocria.army.mil](mailto:Amber.Carter@cpocria.army.mil)**

**Amy Jack,  
Student Trainee  
(309) 782-0792  
[Amy.Jack@cpocria.army.mil](mailto:Amy.Jack@cpocria.army.mil)**

## FREE Online Courses

E-Learning has become the Army's primary means of satisfying initial and recurring IT training across the entire spectrum of individual and organizational requirements.

The e-Learning program offers 1,500 Information Technology, Business, Leadership and Interpersonal Skills courses to all DA civilians, Army Active Duty, Army National Guard and Army Reserves. Courses are free to the individuals and their organizations.

In addition to the dozens of IT courses offered you will also find courses covering topics such as Stress Management, Human Resources, Ethics, Customer Service, Workplace Harassment and Mentoring. At present, over 150,000 students are enrolled.

Please follow the steps

below to register for the Army's e-Learning Program:

**Step 1.** Log onto: <http://usarmy.skillport.com>.

**Step 2.** Click on "Register". **Step 3.** Read the directions and click on either "ATRRS Application" or "Register for SkillPort" if you are ready to register.

**Step 4.** Read the eligibility requirements on this page before clicking on "continue". If you are not eligible for this program the system will not allow you to register.

**Step 5.** On the next page: Enter your AKO User Name and AKO password, and click on submit.

**Step 6.** Once the system accepts your registration you will receive two emails in your AKO email account. One email has your e-Learning logon id (AKO

User Name) and the address you will use to log onto the e-Learning



Program, and the second email will contain your password.

**Step 7.** When you logon to e-Learning for the first time, it is HIGHLY recommended that you review the "User Guide" of the web site. The icon can be found at bottom right of screen. This is twelve minutes of very informative information on how to navigate the site and access courses.

## Alternative Professional Development Options

Although funding can, at times, pose a challenge, employees should continue to explore professional development options. For those seeking a college education, a list of websites and details for a number of scholarship programs is available at

<http://www.cpol.army.mil/library/train/alt-pdos.html>



Many of the scholarships listed are sponsored by organizations seeking to assist a particular segment

of the population. The criteria for each are different.

Since funding is short/nonexistent for professional development these programs are worth looking into.

*"In addition to the dozens of IT courses offered you will also find courses covering topics such as Stress Management, Human Resources, Ethics, Customer Service, Workplace Harassment and Mentoring."*