

NATIONAL PARK SERVICE



TRAINING AND DEVELOPMENT PROGRAM

<http://www.nps.gov/training>

PROGRAM GOALS

Develop and deliver a comprehensive training and development program to address essential competencies for each career field.

Develop and sustain career development programs for all employees beyond and apart from essential competencies training.

Develop and distribute a comprehensive listing of training and development opportunities.

Expand training and developmental opportunities with governmental and private sector partners.

Establish a process for validating training courses and developmental programs.

Develop a funding program for training and development.

COMPETENCIES

The NPS Training and Development program is competency-based. Competencies are a combination of the knowledge, skills, and abilities in a particular career field, which, when acquired, allows a person to perform a task or function at a specifically defined level of proficiency. Competencies have been written at three levels—entry, developmental, and full performance for almost every occupation in the NPS. Training Managers will revise and update the competencies periodically by working with the members of their career fields. For more information, visit the T&D web- site at <http://www.nps.gov/training>.

TRAINING MANAGERS

The NPS Training and Development program is focused on Career Fields design to deliver training that is based on the essential competencies. Each Career Field has a Training Manager responsible for:

- Representing all of the employees in their Career Field.
- Determining their training needs from scientifically based surveys and informal networks.
- Integrating the Servicewide goals and needs.
- Practicing techniques and strategies for adult learning, including the application of new distance learning techniques.
- Working with front-line employees, Regional Staff, and WASO Program Managers to gather broad input.
- Evaluating the effectiveness of training and developmental opportunities.
- Delivering the needed competency-based training.

DISTANCE LEARNING

Many organizations are using new techniques to provide new knowledge and skills to employees. Distance Learning is a term to describe a wide range of delivery methods for learning. Distance Learning includes satellite television programs, internet programs, inter-active cd-rom computer programs, audio conferences, and many other methods.

The NPS is working to use Distance Learning techniques to help limited funds deliver the most learning for employees. Our goal is to deliver 15% of all training by Distance Learning means by 2003.

We are working with a number of other institutions to develop effective Distance Learning events.

Current Distance Learning projects include:

- CD-Rom/Website on "Preparing and Presenting the Interpretive Talk."
- Satellite broadcast for employees and supervisors on competency-based training, the Career Planning & Tracking Kit, and training delivery options.
- Videoconference on Accessibility and access related issues.
- Internet-based course on the Correspondence course on "Orientation to NPS Concessions."
- Correspondence course on "Wilderness Management." and many others ...

HIGHLIGHTS OF 1999

- Nine modules of financial management processes were released Servicewide as an Internet-based course.
- Two interdisciplinary seminars on "Slavery and Antislavery" and "Reconsidering the West" were presented.
- Two "Preservation Worker Safety Issues" courses were conducted for people who work on historic structures.
- All Computer Specialist, Telecommunication Specialist, and Computer Assistant employees have licenses for CBT and are using the technology.
- Intake Program instituted a second concurrent class of trainees in FY 1999, thus doubling its participation rate while maintaining consistently low overhead expenses.
- Interpretation provided opportunities for over 1400 participants in 60 plus training events in FY 99, using national curriculum and standards.
- Final draft of Training Needs Assessments (delivered by Indiana University) for Facility Managers/Chiefs of Maintenance and Maintenance was completed.
- "Natural Resources Protection Law and Policy for Superintendents" was revised and presented twice.
- Organizational Development personnel worked with the NPS Director to conduct a two-day workshop on Diversity for NLC members.
- "Construction Management for Superintendents" was initiated.
- Approximately 200 employees successfully completed OSHA 600 Collateral Duty Course.
- With FWS NCTC, Supervision, Management, and Leadership partnered to design and pilot two new "back to basics" supervision courses.
- Satellite broadcasts have increased to three in FY 1999: Diversity in the NPS; Managing for Results, Performance Management/GPRA in the NPS; and Sustainable Practices.
- Fifteen "Compass II" courses were completed to bring the total number of employees trained, since the program's inception, to 850.
- The first offering of "Visitor Use Management for Managers" was presented.

HOW ARE WE DOING?

In addressing the needs of employees and supporting our goals, the Training and Development Program must assess what it is doing and how well. Your input is critical in this assessment process. Please complete the following questions, tear off this sheet, and return to course coordinator/Albright Training Center.

Please check one of the following:

Manager Supervisor Staff

I am well aware of the training manager's responsibilities and the career field structure.

Strongly agree Agree Disagree
 Strongly disagree First time info

I understand the role of competencies and their importance in employee development.

Strongly agree Agree Disagree
 Strongly disagree First time info

I am readily able to find information about future training opportunities through the Events Catalog.

Strongly agree Agree Disagree
 Strongly disagree First time info

I am receiving the training and developmental opportunities that I need.

Strongly agree Agree Disagree
 Strongly disagree First time info

Where can the Training and Development Program improve?

Career Field	Training Manager
Administration & Office Management Support	Jan Gauthier 304-535-6402
Cultural Resources Stewardship	Tony Knapp 304-535-6178
Fire & Aviation Management	Merrie Johnson 208-387-5224
Historic Preservation Skills & Crafts	Dorothy Printup 301-663-8206
Information Management	Will Brimberry 202-565-1028
Intake Program	Chris Perry 304-535-6077
Interpretation, Education, & Cooperating Associations	Dave Dahlen 304-535-6405
Law Enforcement & Resource Protection	Tom Cherry 912-267-2246
Law Enforcement (US Park Police)	Robert Hines 202-690-5084
Maintenance	Steve Hastings 520-638-7986
Natural Resources Stewardship	Bob Karotko 520-638-7988
Organizational Development	Sam Fontaine 202-501-8900
Planning, Design, & Construction	Dennis Nagao 303-987-6655
Recreation & Conservation Programs	Marilyn Gillen 402-221-3202
Risk Management (Occupational Health & Safety)	Tom Cherry 912-267-2246
Specialty Fields	Dee Highnote 202-343-1556
Supervision, Management & Leadership	Marta Cruz-Kelly 520-638-7983
Universal Competencies	Maia Browning 520-638-7985
Visitor Use Management	Chuck Anibal 304-535-6401

NATIONAL PARK SERVICE



TRAINING AND DEVELOPMENT PROGRAM

<http://www.nps.gov/training>