Organizational Stewardship Learning Program Self-Assessment

Instructions:

For each item below, read the scenario and indicate which answer is the **most effective** and which is the **least effective** in the box provided.

Scenario 1

When responding to an email message you inadvertently forward inappropriate content to your entire department. All employees on the department distribution list received the email. The first thing you do is…

A. Ignore it because it's likely no one will notice or care.
B. Let your supervisor know and ask for advice on what to do.
C. Write an apology email to the distribution list right away.
D. Research organizational guidelines for this situation.

Scenario 1 Answer

Most Effective	Least Effective

Scenario 2

You submitted a Word document to your boss yesterday without reviewing it prior to sending. Your boss reads it and criticizes it for a number of spelling mistakes. You…

A. Admit to not performing up to standards and apologize.
B. Tell your boss that you used spell-check but it must not have worked.
C. Double-check that you used spell-check before making changes.
D. Apologize, make the changes, and resubmit the document.

Scenario 2 Answer

Most Effective	Least Effective

Scenario 3

It's Wednesday afternoon and you are working on a task with a deadline of Friday morning at 9AM. You don't think you'll be able to finish in time, so you…

A. Ask the supervisor for additional hours as overtime or compensation time.
B. Ask your supervisor for additional hours at 9AM on Friday.
C. Ask a co-worker to help finish the project.
D. Work normal hours and finish the task on Monday morning.

Scenario 3 Answer

Most Effective	Least Effective

Scenario 4

A vital meeting involving everyone on the team happened earlier this morning, and you forgot to attend. You resolve the situation by…

A. Meeting with your coworkers during break to draw any important information.
B. Letting it go, and wait for the important outcomes to find their way to you.
C. Reaching out to the essential meeting attendees to find out what you missed.
D. Searching for any documents that came out of the meeting to catch up.

Scenario 4 Answer

Most Effective	Least Effective

Scenario 5

You want to learn more about a different area of your field than you are able to in your current position. You are offered an opportunity to work on a project in this new area; however, you currently have a heavy workload. You…

A. Complete your current projects first and devote any remaining time to the new project.
B. Work on the new project because it is more important to you, then work on your regular projects.
C. Ask co-workers how to best manage and prioritize multiple commitments.
D. Ignore your currently assigned projects because this new project will help you progress in your career.

Scenario 5 Answer

Most Effective	Least Effective

Scenario 6

You are assigned five separate tasks with varying due dates. You are feeling stressed out and thinking, "How can I be expected to finish all this work in such a short amount of time?" You…

Scenario 6 Answer

Most Effective	Least Effective

A. Give in to the stress and postpone all work until you are near their respective deadlines.
B. Complete one project at a time in order of each task's importance.
C. Spend part of each day working on each task.
D. Set daily or weekly progress goals for each task and work to achieve them.

Scoring and Selecting Training

Follow the steps below to score your assessment and pick courses that can help you grow!

Organizational Stewardship

Organizational Stewardship addresses your impact on VA's success. As a VA employee, your decisions and performance determine how well VA meets its commitments to our Veterans and the American taxpayer. The courses in this learning program cover four important elements of organizational stewardship: Integrity, Accountability, Organizing and Prioritizing Work, and Using Resources. You'll learn important tools and techniques for taking initiative, setting and meeting priorities, following through on commitments, safeguarding information, and using time and resources to achieve desired results. By advancing your skills in this core area, you're promoting a more responsible and effective VA.

Exemplifies Integrity

Integrity means behaving in a truthful, fair, respectful and moral manner. Acting with integrity involves putting the VA mission and values before your own self interests. You uphold the VA's high standards of integrity and principles.

Do you demonstrate these skills? To find out, compare your answers to the answer key below. Each correct answer is worth 1 point. Add your points together in the "Your Score" column for each scenario. Then add your scores together to find your total score.

Scenario	Most Effective	Least Effective	Your Score (0,1,2)
1	B	A	
2	D	B	
		Total =	

So how did you do? Whether you breezed through the questions or have some brushing up to do, training is available to help you grow. Use the table below to help you find a course that is right for you. Match your Total with the "Total" column to find a course.

	APPROPRIATE COURSES BASED ON SCORE (click on Blue course title for Link)
SCORE 0-1	Developing Your Business Ethics It's not always easy to decide between right and wrong at work. Understanding ethics can help you to discern the right thing to do in difficult situations. In this course, you'll learn some basic myths about business ethics, and consider some ethical approaches you could follow at work. You'll also learn about the ethical values that a code of ethical conduct is based on, and learn how to develop a personal code of conduct. You'll explore some obstacles of ethical conduct, and learn strategies for overcoming them. And finally, you'll learn how to make ethically defensible decisions. NFED 4501275 Skillsoft .4 hrs
SCORE 2-3	The Ethics Enigma In the workplace, you never know when you'll be faced with an ethical dilemma. In a situation with no easy answers, how will you respond? This Challenge Series exercise explores the notion of acting with character and integrity, according to both personal and organizational values, to resolve a difficult issue. The learner takes the role of an employee struggling with whether or not to reveal knowledge of another person's past ethical misconduct. NFED 3788315 Skillsoft .3 hrs
SCORE 4	HBS 415 : Ethics at Work 2 CLPS Harvard Business School: https://www.tms.va.gov *This is a web-based course* In this module you will learn how to use a three-step framework to solve "right vs. right" ethical dilemmas and what you can do to foster a climate of integrity within your organization.

Demonstrates Accountability

Being accountable means you have a reputation for following through on commitments and taking responsibility for your own actions. You see work through to completion and ensure both accuracy and thoroughness. You follow relevant policies and procedures. You know when to ask for help and you seek guidance when necessary.

Remember, each correct answer is worth 1 point. Add your points together in the "Your Score" column for each scenario. Then add your scores together to find your total score.

Scenario	Most Effective	Least Effective	Your Score (0,1,2)
3	A	D	
4	C	B	
		Total =	

Use the table below to help you find a course that can improve your accountability. Match your Total with the "Total" column to find a course.

	APPROPRIATE COURSES BASED ON SCORE (click on Blue course title for Link)
SCORE 0-1	Emergency and Disaster Preparedness This course was designed and developed to provide instruction on emergency response, safety, reporting, and evacuation of company facilities and work areas in the event of a natural disaster, fire, bomb threat, or other emergency. The procedures contained in this training should be followed unless otherwise directed by your employer, police or fire department officials. The content in this course is designed to comply with the intent of the applicable regulatory requirements. NFED 3854562 Skillsoft .5 hrs on-line
SCORE 0-1	Emergency and Disaster Preparedness – Cal/OSHA This course was designed and developed to provide instruction on emergency response, safety, reporting, and evacuation of company facilities and work areas in the event of a natural disaster, fire, bomb threat, or other emergency. The procedures contained in this training should be followed unless otherwise directed by your employer, police or fire department officials. The content in this course is designed to comply with the intent of the applicable regulatory requirements. NFED 4501903 Skillsoft .8 hrs on-line
SCORE 0-1	Emergency Response in the Workplace This course provides information about planning for and responding to emergencies. The intent is to provide the learner with basic information on procedures that cover onsite emergencies such as an accidental release or spill of a hazardous chemical, fire emergencies, explosions, bomb threats, threats to security, or personal injuries. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define basic terminology associated with emergency response, recognize the presence of hazardous substances in an emergency, specify the risks associated with hazardous substances in an incident, specify the potential outcomes associated with an emergency created when hazardous substances are present, define the role and responsibilities of the Emergency Response Team, identify additional resources for more information regarding relevant standard operating procedures for emergency response, identify the requirements for air monitoring during emergency response, specify general site security and control procedures according to the emergency response plan and the US Department of Transportation's Emergency Response Guidebook, specify emergency reporting and communication methods, specify basic spill control, containment, and/or confinement operations within the capabilities of the resources and personal protective equipment available in your area, and specify basic decontamination procedures. NFED 3857661 Skillsoft .5 hrs

SCORE 2-3	Developing a Personal Accountability Framework Taking responsibility for meeting your objectives, including deadlines and work targets, is an important component of good business etiquette and demonstrates your attitude of professionalism. While it can be difficult at times, being accountable for delivering on your objectives shows you are reliable, organized, and dedicated to your work. In this course, you'll learn about the importance of personal accountability. You'll also learn strategies for developing a personal accountability framework by setting goals, developing an action plan, managing priorities, and staying focused and energized. NFED 4501456 Skillsoft .4 hrs
SCORE 2-3	Becoming an Accountable Professional Most employees in business organizations must answer to someone else. From the top of the organization chart to the bottom, nearly every manager and employee must look to a supervisor, a director, or even a customer to establish priorities, assign tasks, set deadlines, and evaluate results. Whoever gives this direction is called the boss. On one level, the boss decides how employees will perform their jobs. How well an employee meets requirements set by the boss determines whether that employee succeeds or fails, receives rewards or penalties, and earns praise or criticism. On another level however, the judgment of an external boss isn't enough to make a job personally fulfilling and rewarding. That's something all employees of an organization decide for themselves. Everyone who works must also answer to an inner boss, a personal, internal voice that provides guidance on whether a job is worth doing and whether it is done well. Accepting personal accountability for your work means your inner boss sets demanding standards and that you're willing to commit to meeting those standards and answer for the results of your work. In this course, you'll learn how to listen to your own inner boss, how to identify your internal standards, how to create a plan to meet those standards, and how to apply your inner boss's guidance to gain more control over your work, your goals, and your future. NFED 4501454 Skillsoft .5 hrs
SCORE 4	Using Strategic Thinking to Consider the Big Picture Big-picture thinking stretches beyond the short term and considers how an organization can succeed in the longer term. This course describes how the ideas of systems thinking can help you elevate your perspective, become skillful at making sense out of opposites and contradictions, and better understand cause and effect while managing your department. It also explains actions you can take to encourage big-picture thinking and how understanding the organizational value chain can help you connect to the organization's strategy and strategic plans and implement them more effectively. NFED 4501340 Skillsoft .5 hrs On-line

Organizes and Prioritizes Work

Do you know how to organize your work? Can you prioritize your tasks so that you do the most important things first? When you plan work, manage time or balance priorities, are you considering VA's mission? People who are good at this set short- and long-term goals, and then make a plan to achieve them. And it's not just planning: you have to monitor your progress toward your goals. You may have to change your plans or your approach to get the outcome you identified in your plan.

Each correct answer is worth 1 point. Add your points together in the "Your Score" column for each scenario. Then add your scores together to find your total score.

Scenario	Most Effective	Least Effective	Your Score (0,1,2)
5	A	D	
6	D	A	
		Total =	

Use the table below to help you find a course that is right for you. Match your Total with the "Total" column to find a course.

	APPROPRIATE COURSES BASED ON SCORE (click on Blue course title for Link)
SCORE 0-1	The Art of Staying Focused Even if you know what's important to do and have an organized time management routine, losing focus can stop your progress in its tracks. In this course, you'll learn strategies for dealing with focus challenges and distractions at work. You'll also explore ways of saying no, and consider ways in which you can adjust your focus in response to changing circumstances or emergencies. And you'll learn how to refocus when something causes you to lose focus. NFED 4501280 Skillsoft .5 hrs
SCORE 0-1	Setting and Managing Priorities Prioritizing is an essential skill for any manager. This challenge considers methods for selecting and setting goals. NFED 1327036 Skillsoft .3 hrs
SCORE 2-3	Aligning Goals and Priorities to Manage Time Meeting targets and achieving goals consistently regardless of the business situation isn't easy. A big part of doing this successfully is managing time effectively. In this course, you'll learn why it's important to align your goals with your company's goals, and you'll learn how to do it with a goal alignment worksheet. You'll also learn how to ask questions to clarify goals, and how to establish and prioritize priorities based on these goals. NFED 4501278 Skillsoft .4 hrs
SCORE 4	Communication, Changes, and Documentation During the execution of project work, the project manager is responsible for communicating project performance. At this stage, project work has begun, and preventive or corrective changes may be needed to ensure performance

	aligns with the plan. Documentation of all project plans, activities, and changes is vital. Documents may be used for reference purposes, to avoid misunderstandings, and to record lessons learned for this and future projects. This course provides a foundational knowledge base reflecting the most up-to-date project management information so you can effectively put principles to work at your own organization. This course will assist in preparing you for the CompTIA Project+ exam, and it is aligned with exam version PK0-004. NFED 4501923 Skillsoft 1 hr on-line
SCORE 4	Basics of Six Sigma Project Management Effective management of a Six Sigma project is critical to delivering expected organizational results. It requires a disciplined approach to managing schedules, costs, and deliverables. This course will examine the basic project management tools used in a successful Six Sigma project. You will learn how to create a project charter and how project scope and metrics are developed, and gain insight into the tools used to plan and implement a Six Sigma improvement initiative. This course is aligned to the ASQ Body of Knowledge and is designed to assist Green Belt candidates toward achieving their certifications and becoming productive members of their Six Sigma project teams. NFED 3897131 Skillsoft 2 hrs on-line
SCORE 4	Estimate Resources and Durations (PMBOK® Guide Fifth Edition) Resources, such as people, materials, equipment, facilities, and money, are required throughout the entire project life cycle. Determining resource requirements is critical to successful project time and cost management. The ability to estimate the duration of each project activity is equally essential. It is not enough to know what needs to be done and what resources are required. A project manager must know how much time it will take to complete each activity. This course covers estimating activity resources and durations in the project management discipline and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition, published by the Project Management Institute (PMI®) NFED 4501301 Skillsoft 1.1 hrs on-line
SCORE 4	Develop and Control the Schedule (PMBOK® Guide Fifth Edition) The project schedule is critical to project management. It contains the planned start and finish dates for project activities and milestones. It also confirms which activities are dependent on others, therefore enabling the project manager to prioritize the order in which activities are to be completed. Developing the project schedule is an ongoing process throughout the project lifecycle, as there are many factors that can either accelerate or delay deliverables in a project. It is essential in successful project management to be able to quickly identify possible impacts, evaluate the effect on all project activities, and adjust the project activities as required to minimize risk. This course covers developing and controlling the project schedule in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition, published by the

Project Management Institute (PMI®). Specifically, learners will learn how to analyze activity sequences, durations, and resource and schedule constraints to create the project schedule. Learners will also calculate the critical path using a forward and backward pass, calculate the float, and calculate the critical chain in order to monitor progress and make changes to the project schedule as required. This course provides a foundational knowledge base reflecting the most up-to-date project management information. It will enable learners to effectively put principles to work in their own organizations, and assist in preparing them for the PMI® certification exam. This course is aligned with the PMBOK® Guide – Fifth Edition, published by PMI®, Inc., 2013. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI® NFED 4501302 Skillsoft 1.2 hrs on-line

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