

SEPTEMBER 2019

VA e-Learning Webinars

Interested in developing your personal or professional life? Join us this September to learn more about online training and educational resources, which are available to VA employees.

The All Employee Competency (AEC) Model
Exploring Customer Service with e-Learning Resources
e-Learning, What's In It For Me?
e-Learning Books and Videos

Please distribute to all interested VA employees! See webinar scheduling information below:

The All Employee Competency (AEC) Model

What competencies should all VA employees possess? How can I determine which courses are available for me to take, so I can increase my proficiency, in a particular competency? These and many more questions will be answered in this webinar. Network with other VA employees and develop yourself. Self-Assessments will be made available for you to explore your proficiencies, in the all employee competencies.

Thursday, September 5, 2019 at 11 am.

[Join Skype Meeting](#) Trouble Joining? [Try Skype Web App](#)

Join by phone 844-358-7954, 844.210-0201, 844-894-0415, Access Code: 4972061#

[Find a local number](#) Conference ID: 4972061# [Forgot your dial-in PIN?](#) | [Help](#)

Exploring Customer Service with e-Learning Resources

How can Skillsoft assist you in your proficiency at customer service? Join us for this webinar which will show how to find excellent customer service training and educational resources. Learn how to access on-line courses, books, videos, and audio books.

Thursday, September 12, 2019 at 11 a.m.

[Join Skype Meeting](#) Trouble Joining? [Try Skype Web App](#)

Join by phone 844-358-7954, 844.210-0201, 844-894-0415 Access Code: 10664572#

[Find a local number](#) Conference ID: 10664572# [Forgot your dial-in PIN?](#) | [Help](#)

e-Learning, What's In It For Me?

How can e-Learning assist you in your personal and professional life? Let us show you the way! This Introductory webinar on e-Learning resources includes demonstrations on how VA employees can find courses in the TMS, and launch the Books Platform for books and

videos. Learn how to find, utilize, and register for e-Learning courses, books, and videos in the TMS.

Tuesday, September 17, 2019 at 11 a.m.

[Join Skype Meeting](#) Trouble Joining? [Try Skype Web App](#)

Join by phone 844-358-7954, 844-210-0201, 844-894-0415 Access Code: 31928895#

[Find a local number](#) Conference ID: 31928895# [Forgot your dial-in PIN?](#) | [Help](#)

e-Learning Books and Videos

Have you heard about e-Learning Books and Videos? This webinar will introduce you to the Books Platform. See a demonstration on the use of e-Learning Books and how to navigate the site to find the training resources you need. In addition, the features and functions of books and videos will be covered – how to download, how to bookmark, how to take notes, etc.

Tuesday, September 24, 2019 at 11 a.m.

[Join Skype Meeting](#) Trouble Joining? [Try Skype Web App](#)

Join by phone 844-358-7954, 844-210-0201, 844-894-0415 Access Code: 6164344452#

[Find a local number](#) Conference ID: 6164344452# [Forgot your dial-in PIN?](#) | [Help](#)

For more information, contact [Brenda Blair-Gordon](#) or [Terik Hartz](#), of the Human Resources Enterprise Center, OHRA or click on the following link: [https://www.valu.va.gov/Home/Explore Skillsoft All Employee e-Learning Webinars](https://www.valu.va.gov/Home/ExploreSkillsoftAllEmployeee-LearningWebinars)

Need a Webinar for a group? Contact terik.hartz@va.gov