November 2018

eLearning (Skillsoft) Webinars

Interested in developing your personal or professional life? Join us this November to learn more about online training and educational resources offered by Skillsoft, and available to all VA employees.

This month we will feature 6 different eLearning Skillsoft webinars:

- Exploring Customer Service using Skillsoft Content
- Skillsoft Books and Courses, What’s in It For Me?
- Preparing and Updating Federal Acquisition Certification using Skillsoft Courseware
- The Customer Service Survival Kit Book Discussion (See Below)

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

Exploring Customer Service using Skillsoft Content

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, and audio books.

Thursday, November 1, 2018, 11:00AM-11:45AM EST

→ Join Skype Meeting  Trouble Joining? Try Skype Web App
Join by phone  844-358-7954, 844-210-0201, 844-894-0415  access code: 609612462 (North)
Find a local number  Conference ID: 609612462 (same as access code above)
Forgot your dial-in PIN? | Help

Tuesday, November 6, 2018, 1:00 PM-1:45PM EST

→ Join Skype Meeting  Trouble Joining? Try Skype Web App
Join by phone  844-358-7954, 844-210-0201, 844-894-0415, access code: 141827785 (North)
Find a local number  Conference ID: 141827785 (same as access code above)
Forgot your dial-in PIN? | Help

Skillsoft Books and Courses, What’s In It For Me?

How can Skillsoft assist you in your personal and professional life? Let us show you the way! This Introductory webinar on Skillsoft resources includes demonstrations on how VA employees can find courses in the TMS, and launch the Skillsoft Books Platform for books and
videos. Learn how to find, utilize, and register for Skillsoft courses, books, and videos in the TMS.

Thursday, November 8, 2018, 11:00AM-11:45AM EST

→ Join Skype Meeting  Trouble Joining? Try Skype Web App
Join by phone  844-358-7954, 844-210-0201, 844-894-0415, access code: 42110240 (North)
Find a local number  Conference ID: 42110240 (same as access code above)
Forgot your dial-in PIN? | Help

Preparing and Updating Federal Acquisition Certification using Skillsoft Courseware

Many VA employees possess Federal Acquisition Certifications. If you are looking to prepare for certification or need FAC educational credits to keep up with your certifications, this webinar is for you. Come learn how Skillsoft on-line courses and educational resources can assist you!

Thursday, November 15, 2018 11:00AM-11:45AM EST

→ Join Skype Meeting  Trouble Joining? Try Skype Web App
Join by phone  844-358-7954, 844-210-0201, 844-894-0415, access code: 70643351 (North)
Find a local number  Conference ID: 70643351 (same as access code above)
Forgot your dial-in PIN? | Help

Tuesday, November 27, 2018 1:00PM-1:45PM EST

→ Join Skype Meeting  Trouble Joining? Try Skype Web App
Join by phone  844-358-7954, 844-210-0201, 844-894-0415, access code: 7036394 (North)
Find a local number  Conference ID: 7036394 (same as access code above)
Forgot your dial-in PIN? | Help

“The Customer Service Survival Kit” Book Discussion

All of us in VA have customers, regardless of our position. Please join us this month by reading the book, “The Customer Service Survival Kit” and joining our discussion of the book. This book can be found in the TMS, as well as the Skillsoft Books Website (valo.skillport.com)

Thursday, November 29, 2018 11:00AM-11:45AM EST
November Book of the Month

The Department of Veterans Affairs Human Resources Enterprise Center, OHRA is recommending the following Book of the Month, for those interested in furthering their Customer Service skills. This book, called “The Customer Service Survival Kit”, is available to read here via the Talent Management System (TMS).

To join a VA conversation about this book, please access the blog via the link below to share your thoughts:

Book of the Month - “The Customer Service Survival Kit”: What to Say to Defuse Even the Worst Customer Situations

Or join us at the “The Customer Service Survival Kit” Book Discussion (see discussion info above)

For more information, contact Brenda Blair-Gordon or Terik Hartz, of the Human Resources Enterprise Center, OHRA.

For more information, click on the following link:

https://www.valu.va.gov/Home/Explore

Skillsoft All Employee e-Learning Webinars

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