

EFCOG Training Working Group Monthly Learning Opportunity

September Meeting | 25 September 2023

Amy Loevy (BNL), TWG Chair

Ethan Guymon (INL), Training Collaboration
Subgroup Chair

Fallon Holloway (WRPS), Training Collaboration
Subgroup Vice Chair





Agenda

- TWG Business and Announcements
 - EFCOG TWG: A Call for Point of Contacts
 - Annual Meeting
 - Location
 - Date
 - Call for volunteers
- Developing our Interns/CO-OPs 2023
 - Dakota Frisby – An Intern’s perspective at Washington River Protection Solutions
 - Jenna Joslin – A mentor’s perspective at Idaho Environmental Coalition
 - David Yakonich – A Program Owner’s perspective at National Nevada Security Sites



EFCOG TWG – Point of Contact

The Training Efficiency group would like to highlight our effort to establish contractor POCs for the session's general information portion. The POC does not need to be a part of management but should be familiar with the total training staff. Questions should come to Pat Millard or Ted Giltz. Please consider sharing the below if you have time.

What: Want to identify a POC for each contractor who would share information with the contractor staff.

Who: The Training EFCOG would maintain a list of POCs that we could utilize to share information and/or get contractor input on various initiatives.

When: Please provide POC name to Pat Millard (Millard5@ltnl.gov) or Ted Giltz (Tedgiltz2018@gmail.com) by November 1, 2023.



Annual Meeting



- Cohosted by HAMMER and PNNL
- To be held: March 18th – 23rd
- First planning meeting to be held in October.
 - Volunteers are needed to assist in planning! Please contact Ethan Guymon if you would like to help

Annual Meeting Planning Teams

- **On-Site Team**

- All logistics (materials, supplies, food, room reservation, badging)
- Planning of on-site meetings and tours

- **Speaker Team**

- Identify presenters and panelists
- Invite presenters
- Partner with On-site Team on mapping out Annual Meeting
- Support speakers (get pictures, descriptions, bios, slides, handouts)

- **Participant Team**

- Focus on enhancing the participant experience.
- Manage registration process
- Create and send marketing materials
- Create and send participant materials, including invitations (both hybrid and in-person)

- **Hybrid Team**

- Partner with On-Site Team on planning what can be delivered virtual for Hybrid experience.
- Partner with Speaker team to confirm speakers and prepare for hybrid experience.
- Partner with Participant Team to provide URLs for hybrid experience.
- Plan and deliver hybrid experience during annual meeting



Dakota Frisby – An Intern's Perspective



My Internship Experience

Dakota Frisby

About Me

Born & Raised Richland,
WA

WSU Tri-Cities


Business Administration

Project Controls Summer
Intern

WSU Co-op Business Intern -
Training



What I Have Done

- Focus on knowledge workers training (NCO)
 - Articulate – creating training material
 - Opportunities for developing new materials such as 3D models, tours, and interactive activities
 - Adobe video editing and recording
- 

What I Have Learned



How to put knowledge and skills into practice



Technical skills



Communication skills



The benefits of networking



Setting priorities



Appreciation

- Schedule accommodations
- Real work experience
- Opportunity to work on new projects
- Working relationships
- Management dedication

Helpful

- Team integration & collaboration
- Mini training sessions for me
- Attending instructor-led classes
- On-site meetings
- Introductions to SME's





Thank you



Jenna Joslin – A Mentor's Perspective





Mentee to Mentor

Jenna Joslin – Idaho Environmental Coalition (INL Site)



How did I get here?

- University professor recommendation
- Served as Training Intern for 2 summers
 - 2020 🧑🏻‍🦺
 - 2021
- Training Specialist/Instructional Technologist



202👤 Summer Internship

Engagement with work processes



Training & Courses



Projects



Tours



2021 Summer Internship



V ideo

T eleconference

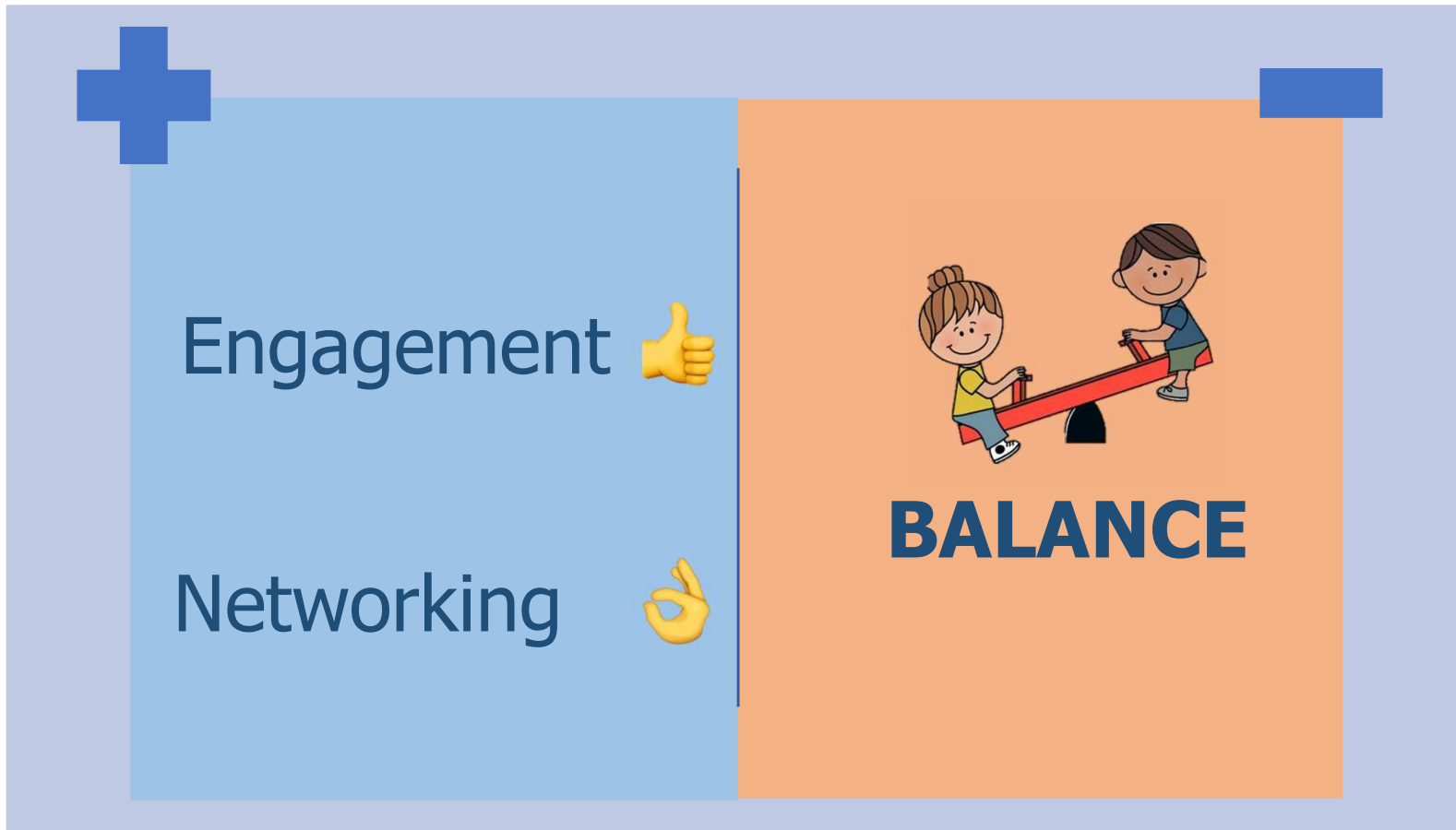
C ommunication

Networking with professionals



Mentorship

What Worked? What Didn't?



Thank you!

& TAKE THE LEAP





David Yakonich – A Program Owner's Perspective

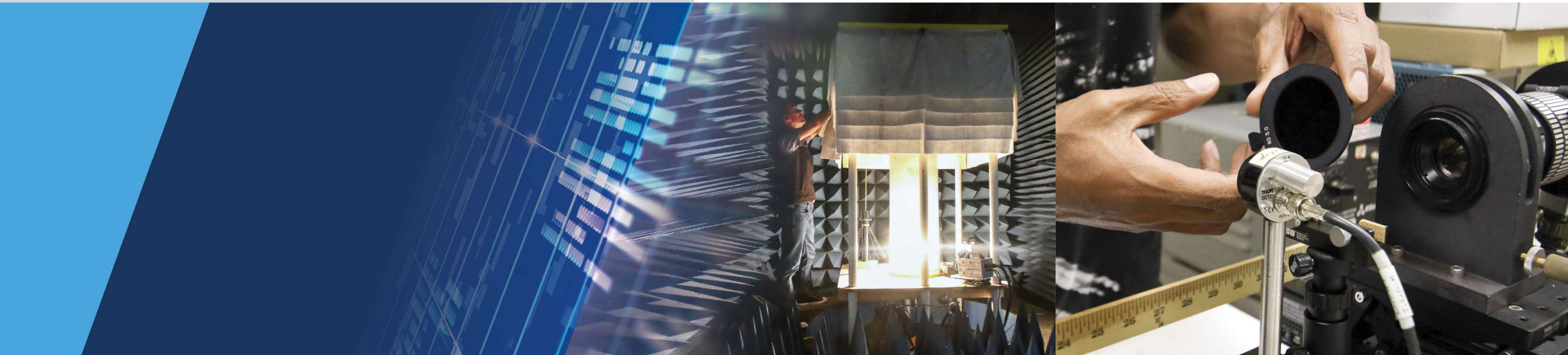
David Yakonich

Learning and Organizational Development
Nevada National Security Sites





Developing our Interns in our 2023 Student Programs



David Yakonich
Learning and Organizational Development (NNSS)
25 September 2023

- ▶ Overview of Student Programs
- ▶ Four Practices:
 1. Start strong with in-person experience
 2. Robust offering and variety of development courses
 3. Easy to use tools to enroll in courses
 4. Enable technology to capture feedback and share materials
- ▶ Overall Results At a Glance
- ▶ Insights for 2024

Overview of Student Programs

- ▶ Student Programs was created to provide students with an opportunity to gain valuable work experience in various fields of study that are important for our current and future work.
- ▶ Students are engaged for 12 weeks in meaningful, paid, full-time work that supports the mission of NNSS and provides students an opportunity to apply classroom theories to live-work conditions.
- ▶ The program offers:
 - A mentor for each student
 - Learning and development courses
 - A tour of NNSS “The Site”
 - Senior Leadership Networking
 - Community volunteer events
 - Project selection for end-of-summer presentations
 - Feedback on skills and program development, knowledge and experience from teams, mentors and career planning.
- ▶ Development courses partnership of LOD team and Talent Acquisition



The Four Practices



**Start strong
with inclusive
and in-person
experience**



**Robust offering
and variety of
development
courses**



**Easy to use
tools to enroll
in courses**



**Enable
technology to
capture
feedback and
share materials**

Practice #1: Start strong with inclusive and in-person experience

Day 1 “Virtual”

Virtual “New Hire Experience” for all new interns

Include virtual Student Program Welcome at end of day for all new and returning



Practice #1: Start strong with inclusive and in-person experience

Day 1 “Virtual”

Virtual “New Hire Experience” for all new interns

Include virtual Student Program Welcome at end of day for all new and returning

Day 2 “In Person”

Morning

- Stagger badging and IT access
- Breakout session fair
- President Welcome
- Welcome and IT Orientation

Lunch with manager or mentor

Afternoon

- “Beyond Zero” orientation
- Senior Leader Session
- Q&A



Practice #2: Robust offering and variety of development courses

Mandatory courses to help you be successful

**Beyond Zero
Briefing
+ Follow-up
(2.5 hours)**

**NEW Mentoring
Workshop for
Mentees
(45 minutes)**

**NEW Learn MS
Teams Basics (90
minutes)**

**NEW Learn
OneNote Basics (60
minutes)**

Presentation Skills (90 minutes)

Engineering

Science

Business

Career Pathways (WBT)
WBT in inSite

SMART Goals (WBT)
WBT in ATOM

**NEW
Development
Next Steps
(45 minutes)**



Practice #2: Robust offering and variety of development courses

Elective courses to help you in your development

**Social Styles
(2 hours)
Classroom or
Virtual**

**NEW Building Your
Leadership Brand
(2 hours)**

**NEW Total
Experience (TX) (1
Hour)**

**RETURNING
Business Writing
Experience (PW)
(3 Hours)**

4 LinkedIn Learning Discussion Labs

**“Making Hybrid
Work”
(2 hours)
LinkedIn Learning
course + Virtual Lab**

**“Working Across
Generations”
(2 hours)
LinkedIn Learning
course + Virtual Lab**

**“Critical
Thinking”
(2 hours)
LinkedIn Learning
course + Virtual Lab**

**“Taking Initiative”
(2 hours)
LinkedIn Learning
course + Virtual Lab**

75% of courses were new, updated, or returning



Practice #3: Easy to use tools to enroll in courses

1 page Calendar

Practice #4: Enable technology to capture feedback and share materials

MS Teams for project team and student files, recordings, and conversations

SP

2023 Student Program

...

General

Development

LinkedIn Learning

Technical Writing Experience

SP

Development

Posts

Files

+

+ New

Upload

Edit in grid view

Share

Development

Name	Modified	Modified By
BZ Beyond Zero	4 days ago	Yakonich, David A (...)
LB Building Your Leadership Brand	4 days ago	Yakonich, David A (...)
ME Mentoring Workshop for Mentees	4 days ago	Yakonich, David A (...)
NS Development Next Steps	4 days ago	Yakonich, David A (...)
PS Presentation Skills	Yesterday at 8:33 AM	Yakonich, David A (...)
SS Social Styles	4 days ago	Yakonich, David A (...)
TX Total Experience	4 days ago	Yakonich, David A (...)
Student Program 2023 - Course Syllabus.pdf	3 hours ago	Yakonich, David A (...)
Student Program 2023 1-Page Calendar.pdf	3 hours ago	Yakonich, David A (...)

Yakonich, David A (CONTR)

5/18 12:45 PM

2023 Training and Development Resources

Here are your key resources for preparing you for enrolling for and attending the training courses planned this summer:

- The 1-page Calendar provides a list of the courses and offerings.
- The Syllabus provides a description of each course, lists the offerings, and instructions for how to register or access the training.

Please review these documents with your manager and mentor and identify which offerings of the mandatory training and what elective courses you plan to attend. Interns will receive a personal email with link to their Enrollment Survey on Wednesday, May 24. Please complete your Enrollment Survey by Thursday, June 1. You will receive confirmation of courses as Outlook invitations. Courses begin week of June 5.

See less

Student Program 2023 1-Pag...
2023 Student Program > Developme...

Student Program 2023 - Cour...
2023 Student Program > Developme...

Reply

Qualtrics for course feedback, makeup acknowledgement, overall evaluation

12:29

NEVADA NATIONAL
NNSS
SECURITY SITES
STUDENT PROGRAMS

Student Program Course Evaluation

From the drop-down, select the course that you would like to evaluate:

LIL Discussion Lab "Making Hybrid V...

From the dropdown, select the instructor/facilitator(s) who delivered this course:

David Yakonich

It was easy for me to become involved/engaged in this segment.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

Student Program Development | Course Evaluation Summary

Course Response Summary

312 Responses

Field	Choice	Count
Beyond Zero Workshop		39
Building Your Leadership Brand		26
Development Next Steps		23
Learn MS Teams Basics Web Clinic		49
Learn OneNote Basics Web Clinic		39
LIL Discussion Lab "Critical Thinking"		12
LIL Discussion Lab "Making Hybrid Work"		13
LIL Discussion Lab "Working Across Generations"		7
LIL Discussion Lab "Taking Initiative"		3
Mentoring Workshop for Mentees		37
Presentation Skills Series		21
Social Styles		25
Technical Writing Experience		7
Total Experience (TX)		11
Total		312

Instructor/facilitator(s) Response Summary

Field

Choice

Count

Lori Bull and David Rogers

2023 Student Program | End of Internship Courses Evaluation

Primary Work Location

74 Responses

Location	Count
At the NNSS ("The Site")	7
At North Las Vegas	25
At Other NNSS	11
Work hybrid	10
Completely remote	19

Type of internship

74 Responses

Type	Count
Engineering	36
Science	22
Business Operations	11
Information	5

New or Returning Intern

49 Responses

Category	Count
New Internships in 2023 (Started before or after May 23 with other NNSS New Hires)	49
New Internship in 2023 (Started before or after May 23 with other NNSS New Hires)	5
Returning Internship (Completed previous internship)	20

What Comes Next?

49 Responses

Response	Count
I plan to continue as a casual employee	49
I will terminate at the conclusion of the Student Program	19
I will convert to full time employment	5
I plan to return next summer	21

31

2023 Student Program Development – At A Glance



713

Student Completions



36

Deliveries to Students



135

Total Interns



9

Interns converted to
regular employees
during summer program



10 Weeks

May 22 – July 27, 2023



42%

Feedback Response Rate



16

Courses



31%

No Show Rate



14

Delivery Team

Mandatory Courses Ranked by Most Valuable

- Presentation Skills: Biz Ops, Science, and Engineering
- Development Next Steps
- Beyond Zero and Social Styles (Classroom and Virtual)
- Learn OneNote Basics
- Mentoring for Mentees
- Learn MS Teams Basics

Elective Courses Ranked by Most Valuable

- Social Styles (Classroom + Virtual)
- Building Your Leadership Brand
- Technical Writing – Workshop & Peer Review
- 4 LinkedIn Learning Discussion Labs
- Total Experience

“It was easy for me to become actively involved/engaged in the course.”

4.3



Average Score out of 5

“I will be able to quickly apply what I learned on the job.”



4.4

Average Score out of 5

Net Promoter Score (NPS) and the Ultimate Question:
“How likely are you recommend this course to other students?”

Overall NPS 35

(According to Bain & Co: NPS Above 20 is favorable, Above 50 is excellent)



Increase in person experience in week 1

Encourage enrollment in courses during first week

Provide webcam and headset in first week with expectations of use

Increase manager involvement before start and during program



Got Feedback?

- Please complete the Monthly Learning Opportunity Evaluation (see link in the chat).
- It only contains four questions and should take about a minute!

The screenshot shows a digital evaluation form titled "EFCOG Training Working Group" and "EFCOG TWG | Monthly Learning Opportunity | 'Developing our Interns' Evaluation". It contains three questions with response options:

Q1. It was easy for me to become actively involved/engaged in the monthly learning opportunity.

Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree Strongly agree

Q2. I will be able to apply what I learned on the job.

Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree Strongly agree

Q3. How likely are you to recommend this Monthly Learning Opportunity to others?

Not at all likely 0 1 2 3 4 5 6 7 8 9 10 Extremely likely





Look for some follow ups...

- Follow up email with recording from our September Learning Opportunity.
- Contact Ethan Guymon if you are interested to participate in planning the 2024 TWG Annual Meeting.
- Our next Monthly Learning Opportunity will take place in October.