

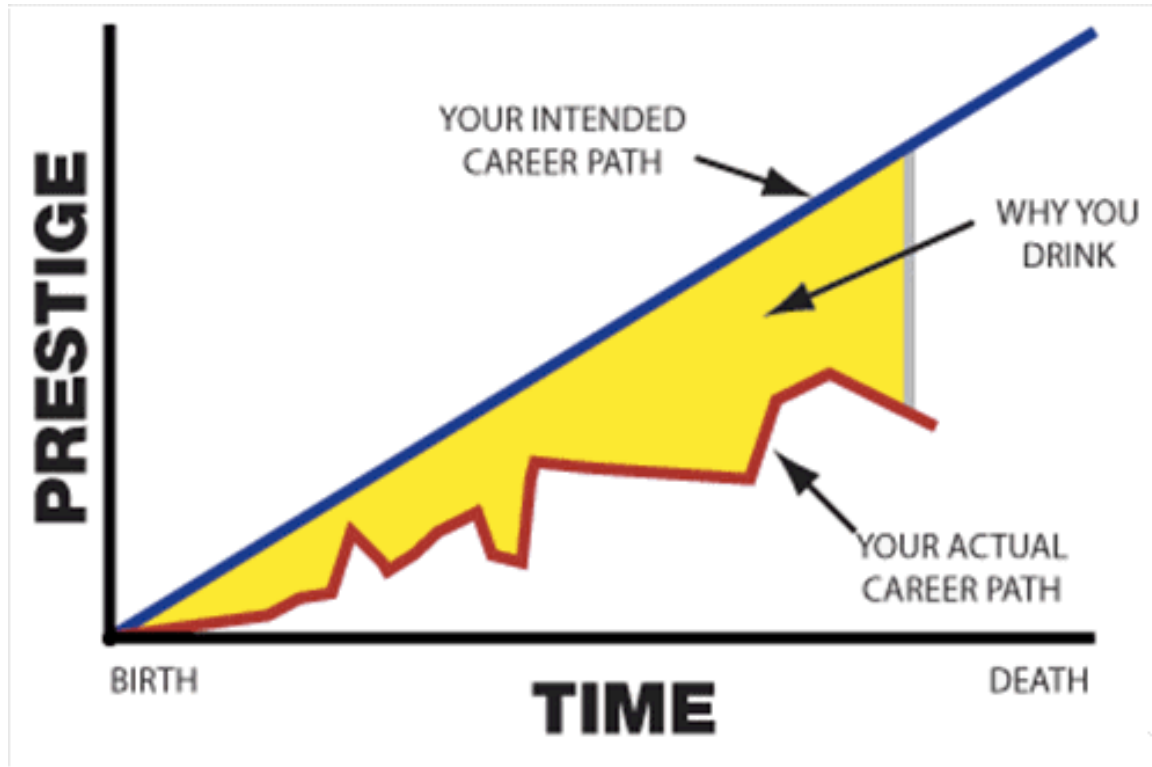


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# **Managing Your Career and Moving Up in the Federal Government**



# Are You Where You Want to Be?







# Career Myths

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1. For me to be successful, I need to keep getting promoted.
2. Tenure/years of service will get me a promotion.
3. I will not have to work as hard at a higher grade level.
4. Not everyone matters.
5. Political savvy/know-how is for elected officials.



# Career Myths (con't)

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6. It's not *what* you know, it's *who* you know.
7. I don't need/have time to practice my interviewing skills.
8. People here don't want to see me succeed.
9. I don't interact with the public, so I don't need to dress up for work.
10. I keep getting passed over for promotions because leadership already has someone in mind (favoritism).

**Are there any others?**

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# Do Your Part

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**The #1 rule for moving ahead:**



**Take responsibility for your own career.**



# How Do I Begin?

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- Think of what you want to accomplish (personal and/or professional), and set **S.M.A.R.T.** goals.

**S = Specific** – Who, what, when, which, why?

**M = Measurable** – When will I know I've achieved my goal?

**A = Attainable** – Am I able to achieve what I want?

**R = Realistic** – Am I *willing* and *able* to work at this?

**T = Timely** – By what date can I accomplish this goal?

- Write them down so you can track your progress.
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# How Do I Begin? (con't)

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- **Ex: If your general goal is to get in shape, then your *specific* goal would be to:**

“Join a gym/get a trainer/walk around the neighborhood and workout three days a week.”

- **Make your goals *attainable, realistic* and *timely*:**

“So I can lose [number] pounds by [date].”

- ***Measure your progress.***

- In this case, you could do it through weekly weigh-ins, by the fit of your clothes, or how far you could walk/run.





# Individual Activity

Take the next 5 minutes to write down 1-3 professional goals using the S.M.A.R.T. goal method.

**S = Specific** – Who, what, when, which, why?

**M = Measurable** – When will I know I've achieved my goal?

**A = Attainable** – Am I able to achieve what I want?

**R = Realistic** – Am I *willing* and *able* to work at this?

**T = Timely** – By what date can I accomplish this goal?





# Individual Development Plan (IDP)

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- Check your agency's intranet or with your supervisor or HRrep for an **Individual Development Plan** form.
- Complete the form and discuss your career goals with your supervisor.
- Update the form as you accomplish your goals or as your priorities change.
- Follow up with your supervisor!
  - Schedule weekly or biweekly check-ins
  - Ask for help



# Individual Development Plan (IDP)

EMPLOYEE INFORMATION				
Employee Name:		Series / Grade or Rank:	Month/Year:	
Supervisor Name:		Center / Division:		
Short Term Goals (1-2 years):				
SHORT-TERM GOALS				
Outline your Desired Skills / Competencies / Goals	Activity Type	ILA FUNDS	Activity Information: (Date of Activity, Location, Cost)	Activity Completed
Competency				<input type="checkbox"/>
Competency				<input type="checkbox"/>
Competency				<input type="checkbox"/>



# Individual Development Plan (con't)

Outline your Desired Skills / <u>Competencies</u> / Goals	Activity Type	ILA FUNDS	Activity Information: (Date of Activity, Location, Cost)	Activity Completed
Competency <input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="checkbox"/>
Competency <input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="checkbox"/>
<b>LONG-TERM GOALS (2-4 years)</b>				
<input type="text"/>				
Signature of Employee <input type="text"/>	Date <input type="text"/>	Signature of Supervisor <input type="text"/>	Date <input type="text"/>	



# Moving Ahead: The Basics

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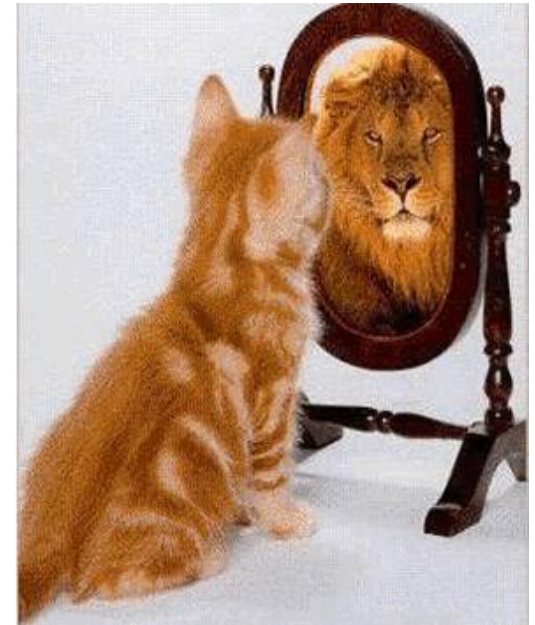
1. **Become self-aware: Analyze yourself! What do *you* bring to the table?**
    - **Computer Skills.** Do you know how to use Microsoft Programs like Outlook, Word, PowerPoint and Excel? Can you perform basic Web searches? Do you know how to use social media (Facebook, Twitter, Instagram, You Tube, etc.)?
    - **Communication Skills.** Do you articulate your words or use a lot of slang? Do you utilize proper grammar in written documents, including e-mails?
    - **Customer Service.** Does the customer (internal and external) always come first? Do you respond within 24 business hours to requests? How often do you receive kudos for a job well done?
    - **Contacts.** Do you have a business/professional network—individuals you can call on for help?
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# Moving Ahead: The Basics (con't)

## 2. What image do you project?

- **Confident.** Do you trust in your abilities?
- **Alert.** Are you detail-oriented?
- **Professional.** Do you dress for the job you have, or for the job you want?
- **Friendly.** You are an ambassador for your agency. Do others feel comfortable coming to you for guidance or information?
- **Team player.** Do you work well with others? Do you take on your fair share of the work?
- **Go-Getter.** Do you take the lead/initiative?





# Moving Ahead: The Basics (con't)

## 3. Do you have a resume that highlights your experience and showcases your talent?

- Summary Statement
- Education
- Relevant Experience
- Other Experience
- Honors & Awards
- Memberships & Affiliations
- Training
- Volunteer Experience
- Public Speaking
- Publishing Credits





# Moving Ahead: The Basics (con't)

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## 4. How prepared are you for promotions or other job opportunities?

- What is available to you **within the agency**?
- What is available to you **outside the agency**?
- Are you **missing specific skills**?

## 5. Are you ready for an interview?

- Have you **researched** the organization?
- Do you know your **strengths** and **weaknesses**?
- Are you aware of your **body language/nonverbal cues**?





# Finding the Opportunities

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## ➤ Details

- A temporary assignment (generally in 30-day increments) to another Department, agency or division within the same Department or agency.

## ➤ IPAs

- The *Intergovernmental Personnel Act (IPA)* Mobility Program provides for the temporary assignment (up to two years) of personnel between the federal government and state and local governments, colleges and universities, Indian tribal governments, federally funded research and development centers, and other eligible organizations.



# Finding the Opportunities (con't)

## ➤ Lateral transfers

- Permanent move to another Department, agency or division within the same Department or agency. Lateral transfers do not have to be announced.

## ➤ Temporary promotions

- A permanent promotion *is not* guaranteed.

## ➤ New jobs

- Don't be afraid to try something new.





# Switching Series/Expanding Your Resume and Skillset

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- **Informational interviews**
- **Online courses**
- **Collateral duties**
- **Involvement in employee organizations, national groups or federal/agency workgroups**
- **Additional projects**



# Build a Resume That Shines

## Your Name

Street Address • City, State Zip  
(000) 123-4567 • youre-mail@server.com

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### PROFILE

Accomplished and results-driven individual with more than 18 years' experience in management, communication, education, and recruitment and outreach, with an emphasis in workforce development, human capital management, diversity and inclusion strategy development and implementation, and outreach to minority-serving schools and communities. Expert knowledge of federal legislation, initiatives, programs and hiring authorities that govern diversity and the recruitment, hiring and upward mobility of underrepresented groups. Skilled in planning, organizing and directing projects for individuals and teams; accomplished in building coalitions, analyzing the effectiveness of programs and operations and advising senior management of recommended changes. An authority in process improvement and transforming complex language and ideas into a language easily understood by the public. Organized, efficient, dependable and flexible. Able to work well under deadline pressure. Quick learner and self-motivated. Expert knowledge of copyright and trademark laws, *Associated Press*, *Chicago* and HHS style standards, and the processes for producing printed and online materials. Proficient in the use of social media platforms (LinkedIn, Twitter, Facebook, Tumblr, Instagram), all Microsoft programs, the Internet, and Google and Adobe applications. Fluent in Spanish.

### Education

M.S., October 2015 – Leadership  
Grand Canyon University, Phoenix, AZ

B.A. *Cum Laude*, April 1996 – English, History, Psychology  
Flagler College, St. Augustine, FL

### Experience

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Office of Human Resources, Talent Acquisition Division  
Washington, D.C.

February 2014 - Present  
40+Hrs/Week



# Build a Resume That Shines (con't)

Your Name

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Information Technology/Cyber Security, Shared Services, students/recent graduates, and public policy. Monitor Recruiter mailbox and voicemail box and respond to public queries within 24 hours. Develop and disseminate/post ads on national job boards and sites to generate interest in HHS vacancies; disseminate vacancy and other employment-related information to the public or targeted groups via weekly Listserv and other special messaging.

## Outstanding Accomplishments:

- Received Platinum Hermes Creative Award for the development of HHS-specific recruitment and outreach materials, including brochures covering mission-critical occupations, Pathways and federal benefits, as well as a disability-friendly recruiter contact card.
- Successfully implemented the first-ever Veterans Career Expo, garnering more than 600 participants from various disciplines to fill critical vacancies across the Department.
- Established the HHS Recruiters Community of Practice and developed Department-wide rapport and collaborative relationships with members representing HR, Diversity & Inclusion, EEO and various offices and divisions.
- Established a Recruiter mailbox and dedicated phone line, as well as a master recruitment and outreach calendar to include activities from all StaffDivs/OpDivs, registration and travel costs, and relationship to presidential executive orders governing diversity recruitment and hiring.

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR DISEASE CONTROL AND PREVENTION/AGENCY FOR TOXIC SUBSTANCES AND DISEASE REGISTRY  
Strategic Programs Office, Human Resources Office  
Office of the Chief Operating Officer  
Atlanta, GA

December 2012 – Present  
40+Hrs/Wk

*Senior Advisor, Strategic Recruiter, and Hispanic Employment Program Manager*

Provide leadership and direction to CDC's Hispanic recruitment and outreach initiatives, to include the utility of Pathways Programs, third-party intern/fellow providers (i.e., HACU, HSHPS, CHCI, etc.), Veterans Hiring Authority, Title 5, Title 42, and Schedule A. Review and evaluate the adequacy and effectiveness of these programs and ensure compliance with federal-, department- and agency-wide regulations and policies. Work collaboratively with HR specialists and the Office of Personnel



# Build a Resume That Shines

## Professional Memberships

- Alpha Chi, National College Honor Scholarship Society
- Blacks in Government Agency Forum Planning Committee
- CDC Latino/Hispanic Health Work Group (LHHWG)
- HHS D&I Council's Communications and Outreach Action Team
- HHS Diversity & Inclusion (D&I) Council's Workforce Strategies Action Team
- HHS Hispanic Employee Organization (HEO)
- Hispanic Association of Colleges and Universities (HACU) National Conference Planning Committee
- League of United Latin American Citizens (LULAC) Federal Training Institute (FTI) Working Group
- MAES: Latinos in Science Industry Advisory Council
- National Association of Hispanic Federal Executives
- National Council of Hispanic Employment Program Managers
- OPM Governmentwide Digital Recruitment Working Group
- Sigma Tau Delta, International English Honor Society
- HHS Workforce Survey (PII Survey) Working group

## Professional Development/Training

- 2015 - Using Social Media to Recruit: Effective—and Approved!—Ways to Reach Talent
- 2015 – Raising the Bar: Recruiting for Federal Government
- 2014 – Introduction to Lean Six Sigma
- 2014 – Excellence in Consultative Customer Service
- 2014 – Succession Planning for Management
- 2014 – Persuasion: The Key to Influencing People
- 2014 – Leading with Emotional Intelligence
- 2014 – Leadership 360
- 2013 – Basic Employee Relations
- 2013 – Supervisor Development Challenge
- 2013 – Exceptional Customer Service Made Simple
- 2013 – Doing More with Less: Effective Process Improvement and Change Management
- 2013 – The Face in the Mirror: Self Awareness—A Leadership Imperative
- 2013 – Managing Up
- 2013 – Succession Planning and You
- 2013 – Generational Truths Every Leader Needs to Know
- 2013 – The Introverted Leader
- 2013 – Crisis Emergency Risk Communication: Basic
- 2012 – Safety Survival Skills, Part 1
- 2012 – Introduction to the Senior Executive Service
- 2012 – Diversity & Productivity: The Ideal Partnership
- 2012 – Conflict Resolution
- 2012 – Navigating a Federal Career
- 2011 – Introduction to Salesforce
- 2010 – Privacy Safeguards
- 2009 – Why Diversity Matters
- 2007 – Technical Writing
- 2005 – FOIA Awareness
- 2005 – Clear Writing Through Critical Thinking
- 2004 – Effective Communication
- 2004 – New Supervisors Training
- 2000 – Project Management
- 1997 – Command Financial Specialist



# Nail the Interview

- Interviews may be:
  - Conducted by one person or several people.
  - Via telephone, videoconference, or in-person.
  - A multi-step process (i.e., telephone screening, mid-level manager, senior leader).





# Nail the Interview (con't)

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➤ Remember:

- Dress appropriately and be on time.
- Do not bring any food or drinks with you.
- Mute your phone and keep it out of sight.
- Bring copies of your resume and your portfolio with you.

➤ Also:

- Research the organization.
  - Don't badmouth current/past employers!
  - Don't be afraid to ask questions (e.g., Student Loan Repayment Program). You need to make sure the company is a good fit for you too.
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# Seal the Deal: Build a Portfolio

- Build a portfolio to showcase your accomplishments, expertise and range, quality of work and creativity.
- Use it during interviews and informational meeting to justify promotions and bonuses, or for annual appraisals, academic admissions, and scholarship applications.
- **Make sure your portfolio:**
  - Is organized and up-to-date.
  - Has a cover page, resume, and/or business card.
  - Showcases a variety of your best projects (8-10), certificates of accomplishment, and any other items of note that highlight your skillsets.





# HOW DO I GET SUPPORT FROM MY BOSS?

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1. Find out what kind of boss you have on your hands.
2. Make sure you know what's important to your supervisor.
3. Communicate in the way he/she receives information the best.
4. Don't surprise your boss; make him/her aware of projects and tasks.
5. Bring more to the table than problems; be solution-oriented.
6. Be honest and trustworthy.
7. Share your career goals and how he/she can help you achieve them.
8. Ask for feedback! Course-correct before your boss has to correct you.
9. Listen, observe, strategize and implement.
10. Repeat as needed!



# Know When to Go

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## 1. You're getting sick.

Migraines, insomnia, depression, anxiety, frequent infections or other illnesses may be signs that your job is taking a toll on your physical health.

## 2. Your values aren't met.

Your organization may provide products you don't believe in or exaggerates their quality to customers, or its vision is out of sync with your own. Whatever the reason, if your ethics are being violated at work, you'll have a hard time feeling fulfilled with your career.

## 3. You're not challenged.

You'd like the chance to use your skills, but you're stuck doing busy work all day. A job that is not challenging you and allowing you to use the skills you've developed may be a hindrance in the long-term.



# Know When to Go (con't)

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## **4. No room for advancement.**

An environment that offers no room for you to move up or take on more responsibility is not a good place to be in for long.

## **5. The organization is in trouble.**

An organization that is constantly reorganizing, downsizing or changing leadership may not be a good long-term choice. The same goes for a company that provides no rules and procedures to protect employees (or provides them but they're not followed).

## **6. Workplace bullying is tolerated.**

A work environment that is violent, is led by verbally or emotionally abusive management, tolerates mistreatment among employees, or offers no route to resolve disputes and grievances is an unhealthy place to be.

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# Know When to Go (con't)

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## 7. A better opportunity comes along.

There may come a point in your career when a new opportunity presents itself. At this point, make a list weighing the pros and cons of each position, and if the new job comes out on top, don't be afraid to make the switch.



# Takeaways

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## Do:

- Take responsibility for your career success.
- Write down your goals and track your progress.
- Build a resume and portfolio that showcase your best qualities as an employee.
- Practice interviewing with a partner, or recite aloud to yourself.



# Takeaways (con't)

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## Don't:

- Blame anyone else for where you are in your career.
- Keep your boss in the dark; share your career goals with him/her and ask for help to achieve them.
- Wait until the last minute to draft/update your resume or create/update your portfolio.
- Let opportunities pass you by. Learn more about what is available to you and then position yourself to take advantage of those things.



# Wrap-Up

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For more information, contact:

**Glorimar Maldonado**

*Chief Recruitment officer*

Talent Acquisition Division | Office of Human Resources

U.S. Department of Health and Human Services

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The findings and conclusions in this presentation are those of the author and do not necessarily represent the official position of the U.S. Department of Health & Human Services .