



SAIGE Training Program, “Grounded in Tradition, Resilient in Spirit”

Methods for advancement
Career Pathfinder

September 2021
Social Security Administration

Speakers Today

Nancy Berryhill

- Began career as a GS-2 on the frontlines
- Held various management position – manager, Area Director
- Entered into SES Corp in 2003 – 7 positions
- Acting Commissioner for SSA – January 2017 to June 2019
- Currently - Deputy Commissioner for Analytics, Review and Oversight and Senior Advisor for the Commissioner

Renee Ferguson

- Held various positions – Statistician, Deputy Director, Senior Advisor
- Entered into SES through Candidate Development Program 2015– held 4 SES positions
- Acting Assistant Associate Commissioner for International Operations – in 2016
- Currently – Assistant Regional Commissioner for Management and Operations Support



History of Supervision

- 1900s – Low educational levels – country spoke many languages
- Supervisors had two main purposes
- Employees today have advanced degrees and speak multiple languages
- Role expanded from caretaker to teachers and coaches

The Path – The Basics

Communicate

- ❖ Verbally
- ❖ Non-verbally
- ❖ Listen
- ❖ Walk the talk

A decorative vertical pattern on the left side of the slide. It consists of horizontal bands of color: dark blue at the top, followed by red, gold, dark green, light blue, and dark blue at the bottom. Overlaid on these bands are various geometric shapes in dark blue, including triangles pointing up and down, and diamonds. The central light blue band features a large diamond shape with smaller triangles pointing towards it from the sides.

Integrity

❖ **Trust**

❖ **Be Accountable**

❖ **Your behavior will not go unnoticed**

Know Yourself

- ❖ **What are your strengths**
- ❖ **Aligning your strengths with your positions**
- ❖ **Spend more time developing your strengths and less time fixing your shortcomings.**
- ❖ **How many mentors do you have?**



Up, Down and Across

❖ Manage Up

❖ Manage Down

❖ Manage Across



Game Changers

❖ **Working virtually**

❖ **Customer Experience**

❖ **Fraud Prevention**

Ready to move – SES Core Qualification

Leading Change

**Questions
to
ask
yourself
When
describing
your
experience**

- What was my organizational vision?
- How did I transcend my vision into action? What initiative(s) did I take?
- Did I strategically initiate and implement transformational change?
- How did I deal with unexpected organizational changes and obstacles (to internal and external pressure)?
- Did my vision achieve measurable results that impacted the organization?

Leading People

**Questions
to
ask
yourself
When
describing
your
experience**

- What is the largest staff size I have led? What challenges did leading a large staff present? Was I leading versus managing?
- How did I lead my team through a challenge? How did I motivate them to achieve set goals?
- How did I contribute to the professional development of my employees (individually or as a team)?
- How did I deal with conflict that arose within my team?
- How did I leverage diversity amongst my team? (age, culture, race, skill levels, perspectives?)

Business Acumen

**Questions
to
ask
yourself
When
describing
your
experience**

- What is my experience in creating and administering budgets and resources?
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- How did I procure and utilize resources? What obstacles did I face in doing this?
- What was the size of my budget and resources I managed? How much money saved?
- What is my experience with a multi-sector workforce? Percentage of backlog eliminated/ reduced? Length of processing time reduced?
- How did I utilize technology to create or improve programs?

Building Coalitions

**Questions
to
ask
yourself
When
describing
your
experience**

- What groups or networks (internal and external) did I partner with to achieve a goal?
- How did I bring groups together? What challenges did I face doing that?
- What did I do to build coalitions?

Results Driven

**Questions
to
ask
yourself
When
describing
your
experience**

- How did the priorities and objectives I set lead to high quality and quantity results?
- How did I address the needs of customers and stakeholders (internal and external)?
- How did my decisions and actions impact results?
- Did I identify problems and implement solutions that resulted in improving services?



Writing Tips

Tips for writing your ECQs in CCAR format

- ❖ **Focus on demonstrated executive leadership - not on managerial/technical**
- ❖ **Describe experience less than 10 years old**
- ❖ **Address the majority of competencies for the specific ECQ (not all of them)**
- ❖ **Be organized, clear, and easy to follow**
- ❖ **Include experience in public, private sectors, or volunteer experience.**
- ❖ **Include measurable/quantifiable results (numbers, percentages & timelines)**
- ❖ **Use action oriented verbs (active vs passive voice) and transitions**
- ❖ **Describe in layman's terms with limited use of acronyms**
- ❖ **Avoid overuse of bolding and underlining**

Dance From the Balcony

- ❖ **Get off the dance floor and onto the balcony**
- ❖ **Take Risk**
- ❖ **Be Resilient**
- ❖ **Inspire**
- ❖ **Have Courage**



Questions & Answers

Invite questions from the audience