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OVERVIEW

The Office of Management and Enterprise Services Statewide Learning Services provides opportunities for state employees to improve their skills and capabilities in a variety of areas. We offer classes to all state employees free of charge (unless otherwise indicated) year-round. Class schedules are released quarterly. If you’d like to receive notifications about upcoming classes, cancelled classes or other SLS news and events, please join our list serv.

All state employees may now enroll using the Learn system. When you enroll in Learn, your supervisor will get an email to approve or deny your enrollment. Once approved, you have your seat reserved in the class. Class materials must be downloaded from Learn. If you need password assistance, please contact the help desk.

PROFESSIONAL DEVELOPMENT —

These courses offer state employees the opportunity to improve their professional skills in a variety of soft skill topics.

INTERPERSONAL SKILLS —

A key component to being successful at work is our ability to get along with others. Explore courses in this category to learn more about yourself and how to communicate with your colleagues.

LEADERSHIP AND MANAGEMENT —

Whether or not you have a formal leadership position, these courses are designed to provide practical skill building in both the day-to-day challenges of management and the more challenging aspects of leadership.

BUSINESS ACUMEN —

Combining the skills of professionalism and leadership, dive deeper with these courses designed to improve your outcomes and efficiency.

RULES AND COMPLIANCE —

Rules and compliance courses provide learning opportunities for relevant state employees on rules and compliance issues such as administrative law, policy analysis, legislative process, personnel policies and practices, etc.

DIVERSITY AWARENESS —

These courses provide an opportunity to expand our understanding of differences in the workplace and identify effective practices for building inclusive team cultures.

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**THERE’S A TRACK FOR THAT!**

Looking to learn a specific new skill or need tools to help improve your employee’s development? Use our suggested tracks to identify which courses to take and what order to take them. We want to help you make the most out of the OMES Statewide Learning Services training schedule.

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<tr>
<td>Are you taking on a new role or hoping to get promoted? Does your agency have managers getting ready to retire and no employees to replace them? Consider taking or recommending the following classes.</td>
<td>This track is designed to help people learn to get along. Often, the hardest part of resolving conflict is facing it in the first place. Becoming more confident in these skills will help one face disagreements with empathy and honesty.</td>
<td>Sometimes we just want to learn more about ourselves. Emotional intelligence or emotional literacy is our ability to know ourselves, recognize and manage our emotions and stress. Check out these courses to work on your emotional IQ.</td>
<td>Too many projects and not enough time? Juggling heavy loads at work, home or school? Learn techniques for managing your attention, your energy and for organizing your work in a more effective way.</td>
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<td>• Transitioning Into a Supervisory Role (two-day).</td>
<td>• Managing Conflict.</td>
<td>• Powerful Emotions: Personality Styles and Emotions (two-day).</td>
<td>• Time Management.</td>
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<td>• Seven Habits of Highly Effective People (three-day) (FEE-BASED).</td>
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<td>• BONUS: The Five Choices for Extraordinary Productivity (two-day) (FEE-BASED).</td>
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<td>Change is a constant in today’s world. This one-day course is tailored to develop and increase your coping skills and knowledge during times of change. It highlights the strategies to cope with different stages of your reactions to change as well as how to thrive and grow in change. It is an interactive course with fun games and exercises. You will benefit from different perspectives about the nature of change, how change affects individuals and strategies for coping with change.</td>
<td>Effective negotiation helps you to resolve situations when what you want conflicts with what someone else wants. This course explores strategies to achieve win-win negotiations under a variety of occasions.</td>
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<td><strong>LEARNING OBJECTIVES</strong></td>
<td><strong>LEARNING OBJECTIVES</strong></td>
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<tr>
<td>• Identify barriers to coping with change.</td>
<td>• Identify traits of effective negotiators.</td>
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<td>• Cope with the four stages of reactions to change.</td>
<td>• Identify the advantages and disadvantages of different negotiation styles.</td>
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<td>• Grow and develop strategically in change.</td>
<td>• Apply the appropriate negotiation style in a negotiation.</td>
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<td>• Distinguish the differences between interest and position in a negotiation.</td>
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<td>• Use BANTA appropriately in a negotiation.</td>
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<td>• Apply effective questioning techniques.</td>
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<td>• Develop assertiveness.</td>
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<td>• Identify major sources of power in negotiation.</td>
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**DESCRIPTION**

You will not learn dangling participles, prepositional phrases or the like in this course. It is designed to broaden your writing skills by building on what you already know. In the end, you will know how to get “write” to the point, simply and concisely.

**LEARNING OBJECTIVES**

- Learn to write simply and concisely.
- Learn various methods for getting started, ready or not.
- Identify words and/or phrases to be avoided.
- Write messages that people will want to read.

**DESCRIPTION**

This course follows the Introduction to Business Writing Skills and serves as a step-by-step guide to crafting clear, concise and compelling business documents. The purpose of this course is to improve state employee’s ability to inform and persuade through written communication.

**LEARNING OBJECTIVES**

- Emphasize the reader as a customer and develop quality writing standards.
- Employ effective processes and tools to create influential documents.
- Understand that planning is critical and includes making decisions about purpose and the readers.
- Understand how focusing on the readers’ priorities, interests and needs will increase effectiveness of document writing.
- Understand the concepts of ethos, pathos and logos.
- Adhere to drafting guidelines and apply peer-review techniques.
- Understand that quality and revision follow a three-stage process: be clear, be concise and be correct.
- Understand the importance of checking the big-picture issues before doing more detailed revision.
- Define and recognize when to appropriately use active voice and passive voice in writing.
- Communicate in a clear and concise fashion.
PRODUCTIVE MEETINGS FOR BETTER RESULTS

Course created and owned by: OMES Statewide Learning Services.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
This interactive, one-day course is designed to help you plan, lead and participate in business meetings that are productive and effective. You will learn to determine if meetings are necessary, how to prepare and lead them. Your meetings become appreciated, rather than dreaded.

LEARNING OBJECTIVES
• Determine the best way to share or gain information – to meet or not to meet.
• Learn to prepare agendas and apply techniques that keep meetings moving in the right direction.
• Demonstrate understanding through in-course activities.

PRESENTATION SKILLS

Course created and owned by: OMES Statewide Learning Services.
Duration: 12 hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
This two-day course is designed to help make preparing and giving presentations easier. It is an interactive course and it covers basic skills. Be ready, because you will be thrust into the spotlight to practice your newly learned skills in impromptu and timed presentations before the class.
You will receive material for class work and future reference. There is a homework assignment with this course.

LEARNING OBJECTIVES
• Review techniques, verbal and nonverbal, that enhance oral presentations.
• Identify skills that lead to better oral presentations.
• Practice learned techniques in an oral, timed presentation.
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<td>The purpose of this course is to help participants recognize resilience isn’t a trait that a person is born with but is a set of skills that can be developed. Participants will see stress through a different lens and discover the road to resilience by developing skills and applying strategies to cultivate resilience personally and professionally.</td>
<td>This course will guide you on how to utilize strategies and build critical skills to navigate the demands of life and work. Navigating Life and Work will give opportunities for you to discover what is needed to be healthy, happy and energized each and every day.</td>
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<td><strong>LEARNING OBJECTIVES</strong></td>
<td><strong>LEARNING OBJECTIVES</strong></td>
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<tr>
<td>• Define stress and resilience and the relationship between the two.</td>
<td>• Understand the background of the current workplace environment and challenges employees face.</td>
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<td>• Identify the factors that impact resilience.</td>
<td>• Define and understand work-life integration and how to create abundance through benefits, practices and cultural norms.</td>
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<tr>
<td>• Develop skills that cultivate resilience.</td>
<td>• Define work-life supports and describe various approaches that can be used to provide work-life supports for employees.</td>
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<td>• Apply actionable strategies to build and enhance resilience.</td>
<td>• Identify considerations for work-life supports to be successful in an organization.</td>
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<td>• Define Total Leadership and identify the set of principles to achieve four-way wins.</td>
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<td>• Identify and build skills for integrating work and life.</td>
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CRITICAL THINKING FOR CRITICAL DECISIONS

Course created and owned by: Encore Life Skills.
Duration: 12 hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION

Think like a leader, Critical Thinking for Critical Decisions. In the two-day seminar we’ll examine the steps to making a decision by using critical thinking. This five-step process will enable you to make sound decisions based on facts and logic.

LEARNING OBJECTIVES

- Examine the barriers to critical thinking.
- Examine the assumption that can derail the process.
- Learn how to gather and sift through information.
- Learn how to arrive at the right conclusion.
- Learn how to develop a plan of action.
- Consider the connection between critical thinking and emotional intelligence and how to manage emotions when engaging in the decision-making or problem-solving process.
- Participants will use a current or pending problem as their class project. Upon completion of the seminar, participants will understand the RED model for critical thinking (Recognize assumptions, Evaluate arguments and Draw conclusions).

CREATIVE PROBLEM-SOLVING SKILLS

Course created and owned by: OMES Statewide Learning Services.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION

Creative thinking is critical for solving problems. While creativity was once thought to be an innate gift, we now know creative problem-solving skills can be learned and practiced. This interactive, one-day course will guide you to use tools to generate new ideas, apply strategies to overcome perceptual, intellectual, emotional and environmental blocks to creative problem-solving, and explore ways to polish your creative problem-solving skills.

LEARNING OBJECTIVES

- Understand the four roles in creative problem-solving.
- Apply tools and strategies to generate creative ideas.
- Overcome blocks to creative problem-solving strategically.
### EVERYDAY CREATIVITY

**Course created and owned by:** OMES Statewide Learning Services.  
**Duration:** Six hours.  
**Credits earned:** Mandatory Supervisory Training.

**DESCRIPTION**

This course rejects the notion that creativity is an innate talent reserved for the few. Everyday Creativity teaches that creativity is a muscle that must be flexed on a daily basis to promote innovation and idea generation. By developing our own definition of creativity, learning how to make connections within our experiences, and examining common elements of a creative process, this course encourages you to recognize and harness your own creative practice. Rather than asking the question, “How creative are you?” you will ask yourself, “How are you creative?”

**LEARNING OBJECTIVES**

- Define creativity and understand your creative thinking process.
- Develop and maintain a creative wellspring.
- Learn the benefits of creativity within a framework.
- Discover your inner innovator.
- Understand how to practice creativity every day.

### TIME MANAGEMENT AND GOAL SETTING SKILLS

**Course created and owned by:** OMES Statewide Learning Services.  
**Duration:** Six hours.  
**Credits earned:** Mandatory Supervisory Training.

**DESCRIPTION**

This course provides a different perspective of time management and introduces several essential time management skills. By applying the techniques, you will gain extra productive hours, your efficiency and productivity will increase, and you will have more control over your life.

**LEARNING OBJECTIVES**

- Plan and prioritize tasks effectively.
- Improve concentration.
- Overcome procrastination.
- Delegate people effectively.
THE 5 CHOICES: THE PATH TO EXTRAORDINARY PRODUCTIVITY

Course created and owned by: Franklin Covey.
Duration: 12 hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
The barrage of information coming at us from multiple sources (e.g., texts, emails, tweets, blogs and alerts), coupled with the demands of our careers, are overwhelming and distracting. Franklin Covey’s “The 5 Choices: The Path to Extraordinary Productivity” solution inspires you to apply a process that will dramatically increase your ability to achieve life’s most important outcomes. Supported by science and years of experience, this solution not only produces a measurable increase in productivity, but also provides a renewed sense of engagement and accomplishment.

LEARNING OBJECTIVES
• Learn how to better filter vitally important priorities from distractions so you can make a real contribution.
• Define the desired outcomes for your most important professional and personal roles to get motivated to achieve extraordinary results.
• Learn the planning systems that lead you to feel more accomplished virtually every day.
• Create a productivity engine by optimizing Outlook.
• Implement the 5 Energy Drivers to consistently recharge mental and physical energy.

STATE CERTIFIED FACILITATOR PROGRAM

Program created and owned by: OMES Statewide Learning Services.
Duration: 18 hours.
Credits earned: Mandatory Supervisory Training; SCFP Certification.

DESCRIPTION
The State Certified Facilitator Program offers state employees the chance to gain skills that will lead to better public speaking and meeting facilitation, providing agencies with a strong pool of employees who can represent the agency in a variety of ways. Employees who participate in the program will also be eligible to teach OMES courses for all state employees and teach OMES content at their respective agencies. Certification requirements include:
• A three-day instructor-led course covering:
  ○ Public speaking skills.
  ○ Preparing and organizing an audience-appropriate, professional speech.
  ○ Adult learning principles and facilitating in a learner-focused manner.
  ○ Experiential learning and learning motivation.
  ○ Basic training evaluation.
  ○ Debriefing and questioning skills.
• One day of auditing and evaluating an OMES course.
• One six-hour evaluated practicum where participants will teach an OMES course.
INTERPERSONAL SKILLS
### CUSTOMER SERVICE – A LOST ART

**Course created and owned by:** OMES Statewide Learning Services.  
**Duration:** Six hours.  
**Credits earned:** Mandatory Supervisory Training.  

**DESCRIPTION**

Customer service is critical to a successful business as well as a successful career. This interactive course discusses what good customer service is, the strategy to delivering excellent customer service and how to deal with all types of difficult customers. It will help you train yourself, your staff and your team to head off problems and rise to a level of service excellence. We added new games, exercises and videos to this course.

**LEARNING OBJECTIVES**

- Identify areas to improve your customer service.  
- Apply knowledge and skills to deliver good customer service.  
- Deal with different types of customers effectively.

### MANAGING CONFLICT

**Course created and owned by:** OMES Statewide Learning Services.  
**Duration:** Six hours.  
**Credits earned:** Mandatory Supervisory Training.  

**DESCRIPTION**

Controversy, conflict and crisis are an inevitable part of organizational life. This course will examine constructive strategic methods for positively dealing with conflict.

**LEARNING OBJECTIVES**

- Assess your most likely conflict resolution behavior.  
- Identify methods for dealing with behaviors of others in conflict situations.  
- Practice the interpersonal skills necessary for dealing with conflict.  
- Identify the four common methods for dealing with conflict and assess the appropriateness of each.  
- Apply the win-win method to a state agency situation.
<table>
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<tr>
<th>POWERFUL EMOTIONS: PERSONALITY STYLES AND EMOTIONS</th>
<th>EFFECTIVE COMMUNICATION SKILLS</th>
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<tr>
<td><strong>Course created and owned by:</strong> Encore Life Skills.</td>
<td><strong>Course created and owned by:</strong> OMES Statewide Learning Services.</td>
</tr>
<tr>
<td><strong>Duration:</strong> 12 hours.</td>
<td><strong>Duration:</strong> Six hours.</td>
</tr>
<tr>
<td><strong>Credits earned:</strong> Mandatory Supervisory Training.</td>
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</table>

**DESCRIPTION**
For most of us, emotions in the workplace are confusing, and at times ambush us and draw us into unwanted conflicts. In this course, you will study different personality styles and emotions and how to be equipped to deal with them effectively.

**LEARNING OBJECTIVES**
- Understand different personality styles.
- Understand emotions: what they are and why we have them.
- Be able to work with emotions and emotional people.
- Be equipped to deal with conflict, anger and grief in the workplace.

**DESCRIPTION**
Effective communication enables us to resolve differences, build trust and respect, and create environments where creative ideas, problem solving, affection and caring can flourish. By learning effective communication skills in this game-based interactive course, you can better connect with your family, friends, customers and coworkers.

**LEARNING OBJECTIVES**
- Communicate effectively in person.
- Conduct presentations effectively.
- Apply effective persuasion and negotiation strategies.
THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

Course created and owned by: Franklin Covey.
Duration: 18 hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
In this course, participants will learn how to take initiative, balance key priorities, improve interpersonal communication, leverage creative collaboration and apply principles for achieving a balanced life. Participants not only learn, but also use, processes and tools to live and apply the seven habits.

LEARNING OBJECTIVES
• Habit 1: Be Proactive.
• Habit 2: Begin With the End in Mind.
• Habit 3: Put First Things First.
• Habit 4: Think Win-Win.
• Habit 5: Seek First to Understand Then to be Understood.
• Habit 6: Synergize.
• Habit 7: Sharpen Your Saw.
PERSONALITY ASSESSMENTS
SPECTRUM TEMPERAMENT DEVELOPMENT

Program created and owned by: Spectrum Development, Inc.
Duration: Four to six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
The Spectrum Development Temperament Model utilizes the language of color to represent each temperament; namely, orange, green, blue and gold. The introversion and extroversion interaction styles are represented by lavender and purple. Together, these six colors make up your Full Color Spectrum. Your life experiences and temperament development are your very own – giving you a very unique spectrum. There is no other you! Spectrum Temperament Development, Inc. is first and foremost committed to helping individuals develop their own personal Full Color Spectrum. Only after we understand and appreciate ourselves, can we understand appreciate others.

SLS RECOMMENDS
Spectrum is a test-free personality experience. It allows participants to identify where they fit and process how their core needs differs from others. SLS recommends Spectrum when looking for a fun training experience geared toward helping people get along better.

LEARNING OBJECTIVES
- Recognize natural gifts, talents, skills and preferences of people.
- Believe people have the capacity to learn and develop into integrated individuals.
- Emphasize increasing strengths and decreasing liabilities through self-development.
- Empower people to be responsible for their own behavior and quality of life.
- Recognize that temperaments alone cannot entirely explain a person.

EVERYTHING DISC WORKPLACE LEARNING EXPERIENCE

Program created and owned by: John Wiley & Sons, Inc. via Encore Life Skills.
Duration: Varies.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
Each distinct Everything DiSC application is designed to help participants better understand themselves and others. Whether improving working relationships, strengthening management skills, elevating leadership impact or tackling conflict with a new mindset, Everything DiSC delivers insights and strategies to meet the unique needs of your people and your organizational culture.

SLS RECOMMENDS
DiSC is a data-driven personality testing and learning experience. The Workplace report offers a detailed understanding of our motivators and stressors and how to better work with people from different styles. DiSC also provides comparison reports among colleagues to explore where conflict might arise. This is a great tool for a simple personality experience that is easy to understand and apply in the workplace.

AVAILABLE TOOLS:
- Everything DiSC Workplace.
- Everything DiSC Work of Leaders.
- Everything DiSC for Managers.
- Everything DiSC Productive Conflict.
- Everything DiSC Leaders 363.
- Five Behaviors of a Cohesive Team (Powered by DiSC).
**DESCRIPTION**

The Myers-Briggs Type Indicator® assessment is the world’s most widely used personality assessment. It helps people gain insight into themselves and how they interact with others — and improve how they communicate, learn and work. Through a series of questions, the MBTI assessment helps you identify your natural preferences in four areas of personality:

- How do you direct and receive energy?
- How do you take in information?
- How do you decide and come to a conclusion?
- How do you approach the outside world?

Your natural preferences in these four areas sort you into one of 16 distinct MBTI personality types. Understanding these types gives you objective insight that you can use to enhance your professional and personal relationships, as well as your direction, focus and choices.

**SLS RECOMMENDS**

The MBTI® is one of the most recognizable personality assessments on the market. Rather than using the traditional four-quadrant method of organizing personalities, MBTI® adds additional dimensions of personality to create 16 detailed types. This tool is ideal for a deep dive into complex personality challenges, especially on teams. MBTI® is great for a comprehensive learning experience about one’s self. However, with 16 different types, it can be challenging to understand the personalities of others with the same depth and complexity. SLS recommends this tool for small teams or workplaces who work closely every day.
LEADERSHIP AND MANAGEMENT SKILL
**ADMINISTERING THE STRUCTURED INTERVIEW**

**Course created and owned by:** OMES Human Capital Management.
**Duration:** Six hours.
**Credits earned:** Mandatory Supervisory Training.

**DESCRIPTION**
Hiring the right person the right way is critical in state government. This course aims to provide instructions to enhance the quality of information gathered from employment interviews and strengthen the legal defensibility of the interviewing phase of the selection process.

**LEARNING OBJECTIVES**
- Describe the components of a structured interview.
- Explain why some questions are inappropriate or may indicate illegal discrimination.
- Write three appropriate questions with benchmark answers for a structured interview for a specific job.
- Answer at least 70 percent on an open-manual exam within a given time period.
- Identify common rater errors.

**DISCOVER THE LEADER IN YOU**

**Course created and owned by:** OMES Statewide Learning Services.
**Duration:** Six hours.
**Credits earned:** Mandatory Supervisory Training.

**DESCRIPTION**
This course helps you clarify your purpose for leading, understand who you are as leader in the context of both your work and your personal life, as well as articulate your leadership strengths and areas for development.

**LEARNING OBJECTIVES**
- Articulate your leadership visions.
- Identify your leadership motivators.
- Identify your core values.
- Be aware of your strengths and weaknesses of leadership skills.
- Apply different types of leadership learning styles.
- Build your CAR (Challenge-Action-Result) stories.
### INFLUENCING EMPLOYEE ENGAGEMENT

**Course created and owned by:** OMES Statewide Learning Services.  
**Duration:** 12 hours.  
**Credits earned:** Mandatory Supervisory Training.

**DESCRIPTION**
Good management is critical to the success of retaining and engaging employees and bad management is often cited as the reason why employees leave their jobs. This course provides a set of tools and strategies managers can use to influence employee engagement and help them succeed.

**LEARNING OBJECTIVES**
- Identify motivators for employee engagement.  
- Understand two fundamental motivational theories.  
- Demonstrate how to show care to employees.  
- Reward and recognize employees effectively.  
- Design job tasks that help employees to achieve an effective work flow.  
- Create meaning for employees’ work.  
- Develop employees for their career advancement.  
- Build a healthy culture for employee engagement.  
- Become a model that is worth following.

### LEADING EMPLOYEES THROUGH CHANGE

**Course created and owned by:** OMES Statewide Learning Services.  
**Duration:** Six hours.  
**Credits earned:** Mandatory Supervisory Training.

**INTRODUCTION**
Change management provides a competitive advantage, allowing managers to effectively implement change to meet agency needs. When change management is done well, people feel engaged in the change process and work collectively toward a common goal, realizing benefits and delivering results.

This course provides a structured process and set of tools for managers to lead the people side of change to achieve a desired outcome. It is designed for those who have a responsibility to lead change and manage people through change at work.

**LEARNING OUTCOMES**
- Identify the impact of organizational change on people.  
- Strategically lead and motivate people through cultural or organizational change.  
- Strategically communicate change.  
- Help team members cope with change.
PERFORMANCE MANAGEMENT PROCESS

Course created and owned by: OMES Statewide Learning Services.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

INTRODUCTION
This interactive course is designed to teach you to use Performance Management Process (PMP) to help your employees improve and grow. In this course, you will explore the best practices for planning, coaching and reviewing, as well as how to fill in the actual PMP form.

LEARNING OUTCOMES

• Reflect on the performance management process.
• Plan effectively for performance management.
• Coach effectively in the performance management process.
• Conduct performance reviews effectively.

TRANSITIONING INTO A SUPERVISORY ROLE

Course created and owned by: OMES Statewide Learning Services.
Duration: 12 hours.
Credits earned: Mandatory Supervisory Training.

INTRODUCTION
If you are a new supervisor, this engaging two-day course will provide you with practical tools and skills to transition into your new role smoothly and effectively.

LEARNING OUTCOMES

• Understand the roles and responsibilities of a new supervisor.
• Communicate effectively with different types of stakeholders for the benefit of the team.
• Conduct effective meetings.
• Delegate tasks effectively to employees.
• Dispense criticism and discipline appropriately as a fair-minded, respected supervisor.
• Cultivate new networks to help employees seize promotions and greater career opportunities.
• Deal with five challenges to succeed in supervising.
CERTIFIED PUBLIC MANAGER PROGRAM

Program created and owned by: OMES Statewide Learning Services.
Duration: 18 months.
Credits earned: Nationally-accredited Certified Public Manager certification; Credit toward State Certified Facilitator Program; Mandatory Supervisory Training.

DESCRIPTION
The Certified Public Manager® Program is a nationally accredited, comprehensive management development program specifically designed to prepare managers for public service careers. The National CPM Consortium establishes accreditation standards and monitors member programs. Only accredited programs are authorized to award the CPM designation. HCM, formerly OPM, established the CPM program in 1986 and has since graduated over 500 state, federal and county employees.

CPM COMPETENCIES
• Personal and organizational Integrity.
• Managing work.
• Leading people.
• Developing self.
• Systemic integration.
• Public service focus.

EXECUTIVE DEVELOPMENT PROGRAM FOR STATE OFFICIALS

Program created and owned by: OSU, OU and OMES.
Duration: Four to five days.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
The Executive Development Program for State Officials is a collaboration of Oklahoma State University and the University of Oklahoma, uniquely designed for top executives in Oklahoma State government. The program is an extensive four-and-a-half-day residence program designed around five Executive Leadership Competencies: Business Acumen, Leading Change, Leading People, Results Driven, and Building Coalitions/Communication.

BENEFITS:
• An educational experience designed to improve the way you think and make decisions.
• An opportunity for you to exchange ideas and learn new skills in an interactive setting.
• A pooling of resources from Oklahoma State University and the University of Oklahoma to deliver a top-quality program.
PROJECT MANAGEMENT

Course created and owned by: OMES Statewide Learning Services.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
You will learn a process for skillfully managing projects in this course. It provides a broad overview that will help you and your teams craft and deliver high-quality projects on time and within budget.

LEARNING OBJECTIVES
• List the four parts of a project.
• Determine Mission, Authority and Plan (M.A.P.) of a project.
• Prioritize and assign tasks and resources for a project.
• Implement and control project tasks.
• Conclude and deliver a project.

PROGRAM DEVELOPMENT

Course created and owned by: OMES Statewide Learning Services.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
You will learn a process for skillfully managing projects in this course. It provides a broad overview that will help you and your teams craft and deliver high-quality projects on time and within budget.

LEARNING OBJECTIVES
• List the four parts of a project.
• Determine Mission, Authority and Plan (M.A.P.) of a project.
• Prioritize and assign tasks and resources for a project.
• Implement and control project tasks.
• Conclude and deliver a project.
**NEW LEAN/SIX SIGMA**

**Course created and owned by:** OMES Statewide Learning Services.

**Duration:** Six hours.

**Credits earned:** LEAN/Six Sigma White belt; Mandatory Supervisory Training.

**DESCRIPTION**

This course provides an introduction of Lean and Six Sigma concepts. You will return to work thinking of ways to adopt a continuous improvement mindset using Lean principles. You will be able to identify and use the five principles of Lean and recognize the methodology of Six Sigma. You will engage in activities that will demonstrate the LSS benefits in everyday activities.

**LEARNING OBJECTIVES**

- Understand the foundation of Lean Six Sigma.
- Apply principles of the methodology DMAIC:
  - Create problem statement and customer value definition.
  - Map the process and collect associated data.
  - Identify problems and significant waste.
  - Find ways to eliminate waste and add value.
  - Develop implementation and follow-up plan.
- Familiarize with measurement tools and data analysis tools.
- Apply five Whys to identify root cause of a problem.
- Use the Lean Six Sigma success criteria to lead a project.

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**NEW PRINCIPLES OF FINANCIAL AND RETIREMENT PLANNING**

**Course created and owned by:** Oklahoma Public Employees Retirement System.

**Duration:** Six hours.

**Credits earned:** Mandatory Supervisory Training.

**DESCRIPTION**

This course covers the basic financial planning tools you need to take control of your finances. These tools include: understanding net worth, financial goals, debt-reduction, setting up a spending plan and saving for retirement. The course also discusses information about OPERS and SoonerSave. The information provided is great for anyone who needs to improve their finances regardless of how many years there are before retirement.

**LEARNING OBJECTIVES**

- Evaluate your current financial situation.
- Understand how your everyday choices can shape your net worth.
- Define and prioritize your financial and lifestyle goals.
- Explore methods for reducing debt and controlling spending.
- Apply wealth-building principles to help you reach your goals.
- Increase your financial control through use of a spending plan.
LEARN ADMINISTRATOR TRAINING

Course created and owned by: OMES Statewide Learning Services.
Duration: 12 hours.
Credits earned: Approval for administrative access to Learn.

DESCRIPTION
Learn Administrator Training is a computer-based training covering the basics of navigating the Learn learning management system, creating and maintaining learning events within the system and administering employees in the system. Prior to completing the training and the associated 304 Learn Security Form, individuals will be given administrative access to the system.

MICROSOFT OFFICE TRAINING

OMES will offer computer-based training on multiple Microsoft Office products including:
- Excel.
- Word.
- PowerPoint.
- Office365.
- And more!

Courses will also be offered at various levels to provide training for everyone from new users to casual and advanced users.
<table>
<thead>
<tr>
<th>CERTIFIED PROCUREMENT OFFICER PROGRAM</th>
<th>CERTIFIED PERSONNEL PROFESSIONAL PROGRAM</th>
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<tr>
<td><strong>Program created and owned by:</strong> OMES Statewide Learning Services and OMES Central Purchasing.</td>
<td>Program created and owned by: OMES Statewide Learning Services and OMES Central Purchasing.</td>
</tr>
<tr>
<td><strong>Duration:</strong> Six months.</td>
<td><strong>Duration:</strong> Six months</td>
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<tr>
<td><strong>Credits earned:</strong> Certification as a procurement officer as required by state statute.</td>
<td><strong>Credits earned:</strong> Certification as a human resource professional in Oklahoma.</td>
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</table>

**DESCRIPTION**

This training is designed to provide foundational understanding of procurement and acquisition processes, and the hierarchy of legislation and procurement rules in state procurement.

In 1998, the State Legislature recognized the importance and complexity of the public procurement process by revising the Central Purchasing Act to require training and proficiency certification of state government employees with purchasing responsibilities. OMES Central Purchasing has developed a course of instruction and subsequent examination for the designation as Certified Procurement Officer. Upon achieving this certification, a CPO is eligible to procure products and services for their agency. State agencies with approved internal purchasing procedures and a CPO may affect purchases not exceeding $50,000.00.

CPP is a required certification for all human resource professionals in state government (MR part 13; 260:25-17-132). If you are part of the HR community and have not achieved the CPP certification, this new self-paced, online program will be the standard moving forward. If you have a current PHR, SPHR or HRCI you are not required to complete the CPP certification.
RULES AND COMPLIANCE
<table>
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<th>ADMINISTRATIVE LAW</th>
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<tr>
<td><strong>Program created and owned by:</strong> Statewide Learning Services. <strong>Duration:</strong> Six hours. <strong>Credits earned:</strong> Mandatory Supervisory Training. <strong>DESCRIPTION</strong> Understanding the nature and impact of administrative law is essential for effective management. The relationship of ethics at work, the legislative process and agency rules and regulations are all interwoven with administrative law. This course will provide you with the information and knowledge to understand the role that administrative law plays in the daily performance of your agency. You will also have opportunities to review and analyze actual cases. <strong>LEARNING OBJECTIVES</strong> • Understand the background of administrative law. • Identify the impact of administrative rules and regulations. • Identify the limits placed on the powers of administrative agencies. • Apply knowledge of administrative law in the workplace.</td>
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<tr>
<td><strong>Program created and owned by:</strong> OMES Statewide Learning Services. <strong>Duration:</strong> Six hours. <strong>Credits earned:</strong> Mandatory Supervisory Training. <strong>DESCRIPTION</strong> Understanding the source, design and intent of policy statements in public agencies is a critical skill for middle and upper public-sector managers. This course defines public policy, demonstrates how it is written, provides you with an opportunity to critique example policies, and involves you in the process of preparing a policy. <strong>LEARNING OBJECTIVES</strong> • Define policy as well as its role in its development. • Critique a sample policy document. • Understand how to implement a change in policy at work. • Examine the process of preparing a policy statement. • Write an example policy statement.</td>
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## WHAT IS RISK MANAGEMENT?

**Program created and owned by:** OMES Risk Management.  
**Duration:** Six hours.  
**Credits earned:** Mandatory Supervisory Training.

**DESCRIPTION**

Come join us for the 1,000 ft. overview of Risk Management. The course will help in defining what your role is, identifying hazards, incident prevention, writing a maintenance program, loss claims data reporting and analyzing the data.

## HOW TO INVESTIGATE INCIDENTS

**Program created and owned by:** OMES Risk Management.  
**Duration:** Six hours.  
**Credits earned:** Mandatory Supervisory Training.

**DESCRIPTION**

This course is designed to give you the tools necessary to investigate a variety of liability incidents and workplace injuries. It explores in detail how to conduct an investigation from start to finish and how to properly document the investigation, as well as how to report liability incidents to Risk Management.

**LEARNING OBJECTIVES**

- Conduct an investigation effectively by following the process.  
- Document the investigation appropriately.  
- Report liability incidents correctly to Risk Management.
DEFENSIVE DRIVER

Program created and owned by: OMES Risk Management.
Duration: Six hours.
Credits earned: None.

DESCRIPTION
Defensive driving is driving to save lives, time and money in spite of the conditions around you and the actions of others. Defensive driving protects us from what is happening around us.

LEARNING OBJECTIVES
- Make safe and legal driving decisions.
- Create a safe, stress-free personal driving space in and around your vehicle.
- Drive to your destination safely—without a ticket or a crash and without affecting other drivers’ safety.
- Practice common sense, courtesy and cooperation.
- Recognize the risks of hazardous driving behaviors and conditions.

UNDERSTANDING BEHAVIOR AND EMERGENCY RESPONSE

Program created and owned by: OMES Risk Management.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
In this course, you will find out why individuals engage in risky behaviors and how to respond effectively to an emergency situation. You will get to know different types of human behaviors and how those behaviors affect the relationship between supervisors and employees. You will also learn how to be prepared in case of a disaster both at work and home.

LEARNING OBJECTIVES
- Understand different types of human behaviors and how those behaviors affect the relationship between supervisors and employees.
- Improve negative behaviors and strengthen positive behaviors effectively.
- Know how to prepare for a disaster both at work and home.
LOWERING COST BY REDUCING ON THE JOB INJURIES

Program created and owned by: OMES Risk Management.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
This class is designed to involve supervisors in recognizing and preventing workplace injuries and illness through hazard identification.

LEARNING OBJECTIVES
- Discover how to use loss history data to create a loss prevention program.

WHEN AN INCIDENT HAPPENS

Program created and owned by: OMES Risk Management.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
Prompt reporting of an incident is a critical component to a risk management program. An incident is an unplanned occurrence that resulted or could have resulted in injury to people or damage to property. An incident may also be considered an accident or near miss. When an incident is reported promptly, unsafe conditions are quickly corrected, medical treatment is received and evidence is preserved for administration of potential claims. Incidents should be reviewed to identify trends and the effectiveness of current safety programs, and to prevent similar incidents from recurring.
<table>
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<th>EMPLOYEE GRIEVANCES AND APPEALS</th>
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<td><strong>Program created and owned by:</strong> Merit Protection Commission.</td>
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**DESCRIPTION**

The Oklahoma Personnel Act empowers the Merit Protection Commission to provide oversight and accountability through individual employment situations for the quality management of the state’s human resources. The commission’s grievance and appeals programs provide due process for employees who protest agency decisions or actions that affect their employment. This course explains these processes and examines strategies for using them and managing with them.

**LEARNING OBJECTIVES**

- Understand the commission’s role in state government.
- Understand the purpose of grievances and appeals.
- Identify the procedures, roles and responsibilities within the processes.
- Understand the rules and laws governing the processes.
- Understand the benefits of the provisions.
- Apply tools effectively in work and management in light of these provisions.

**DESCRIPTION**

This course enables you to resolve employee disciplinary problems in a manner that conforms to merit rules and state law. It is beneficial to the employee, the supervisor and the agency.

**LEARNING OBJECTIVES**

- Identify the steps of informal and formal discipline.
- Define responsibilities in the discipline process.
- Examine Merit Rules and state law in regard to disciplinary action.
- Discuss case studies of employee disciplinary problems.
- Apply necessary documentation for a disciplinary action during an exercise in the use of discipline in a practice situation.
DIVERSITY AWARENESS
DISABILITY AWARENESS

Program created and owned by: Disability Concerns.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
This course explains different aspects of disability law, technical assistance, information and referral, employment and the Client Assistance Program (CAP). You will receive general knowledge on where to direct employees with disability complaints and also the supervisor’s role regarding reasonable accommodation and disability etiquette.

LEARNING OBJECTIVES
• Review the Americans with Disabilities Act (ADA), the Rehabilitation Act and other pertinent laws.
• Examine supervisor’s responsibilities and the rights of those with disabilities.
• Describe issues related to the employment of people with disabilities.
• Become familiar with the various services and referral sources available to people with disabilities.
• Define who is eligible for CAP.
• Describe types of services provided by CAP.

WORKING IN A MULTIGENERATIONAL WORKFORCE

Program created and owned by: OMES Statewide Learning Services.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
The American workplace has four generations of employees ranging from those who served in or lived through World War II to those who do not remember the Berlin Wall. This course explores tools that can enhance productivity in a multigenerational workplace. You will have the opportunity to understand the characteristics of the four generations and become a better observer, listener, co-worker and boss. Learning Objectives
• Describe the four generations: Traditionalists, Baby Boomers, Generation X and Nexters.
• Identify influencers in each generation.
• Determine clash points in the workplace.
• Identify antidotes for clash points.
• Plan how to use generational diversity productively in workplace.
Program created and owned by: OMES Statewide Learning Services.
Duration: Six hours.
Credits earned: Mandatory Supervisory Training.

DESCRIPTION
Sexual harassment and discrimination in the workplace are illegal. This course provides information and knowledge for proper management in situations where sexual harassment and discrimination occur, which will save the manager and the agency from problems of low morale and productivity as well as from litigation costs.

LEARNING OBJECTIVES
• Identify the duties required of employers and employees.
• Identify and prevent problems with sexual harassment and discrimination in the workplace.
• Understand an agency sexual harassment and discrimination policy statement.