

# FY2020 2nd Quarter HCM Training Schedule - OKC

October 2019		
10/1/2019	Performance Management Process (PMP)	JTB Training Room A
10/2/2019	Defensive Driver	JTB Training Room A
10/4/2019	Everyday Creativity	JTB Training Room A
10/8/2019	Developing Creative Problem Solving Skills	JTB Training Room A
10/11/2019	Progressive Discipline	Will Rogers Building, Concourse Theatre
10/14/2019	Transitioning into a Supervisory Role (2-day)	JTB Training Room A
10/16/2019	Productive Meetings for Better Results	JTB Training Room A
10/17/2019	Time Management & Goal Settings	JTB Training Room A
10/18/2019	Reducing Costs by Reducing Incidents	JTB Training Room A
10/22/2019	Program Development	JTB Training Room A
10/23/2019	Employee Grievances & Appeals	Will Rogers Building, Concourse Theatre
10/24/2019	Project Management	JTB Training Room A
10/25/2019	Legislative Process	JTB Training Room A
10/28/2019	Spectrum (Fee Based \$\$)	JTB Training Room A
10/29/2019	Customer Service: A Lost Art	JTB Training Room A
10/30/2019	Administering a Structured Interview	JTB Training Room A
10/31/2019	What is Risk Management	JTB Training Room A
November 2019		
11/1/2019	Lean Six Sigma	JTB Training Room A
11/8/2019	Coping with Change	JTB Training Room A
11/12/2019	Leading Employees Through Change	JTB Training Room A
11/13/2019	Understanding Behavior & Emergency Response (2-day)	JTB Training Room A
11/15/2019	Working in a Multigenerational Workforce	JTB Training Room A
11/19/2019	Influencing Employee Engagement	JTB Training Room A
11/21/2019	Critical Thinking for Critical Decisions	JTB Training Room A
December 2019		
12/2/19	Spectrum (Fee Based \$\$)	JTB Training Room A
12/3/2019	Principles of Financial and Retirement Planning	JTB Training Room A
12/4/2019	How to Investigate Incidents	JTB Training Room A
12/5/2019	Effective Communication Skills	JTB Training Room A
12/6/2019	Introduction into Business Writing Skills	JTB Training Room A
12/9/2019	Customer Service: A Lost Art	JTB Training Room A
12/10/2019	Negotiating for Success	JTB Training Room A
12/11/2019	Influential Writing Skills	JTB Training Room A
12/12/2019	Powerful Emotions - Personality & Style (2-day)	JTB Training Room A
12/16/2019	Managing Conflict	JTB Training Room A
12/17/2019	Sexual Harassment & Discrimination	JTB Training Room A
12/18/2019	Discover the Leader in You	JTB Training Room A
12/19/2019	When an Incident Happens: How Should it be Reported	JTB Training Room A