Regional and Agency-Specific Training
That fit your budget and organizational priorities

COMPUTER SKILLS TRAINING
FOR YOUR PROFESSIONAL DEVELOPMENT NEEDS

LEADERSHIP

FOUNDATIONS

CENTER FOR MANAGERIAL DEVELOPMENT

Apr
May
2016
Jun

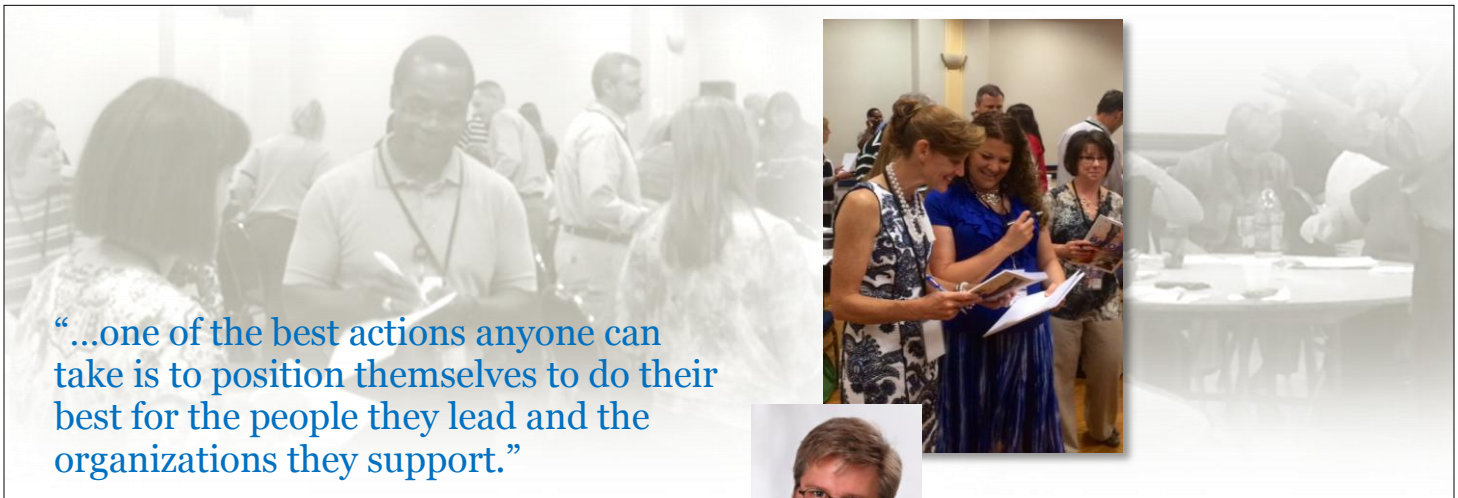
GET READY TO SOAR

We can prepare you for
THE TOUGHEST
Supervisor Challenges

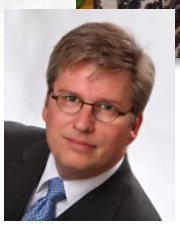
SNEAK PEEK

Dr. Alan Zimmerman's
THE POWER OF PARTNERSHIP

WITH
Workshops and Webinars for the
LEADER IN EVERYONE
www.training.oa.mo.gov



"...one of the best actions anyone can take is to position themselves to do their best for the people they lead and the organizations they support."



This Issue's Power Point

Soaring!

A while back I came across an interesting website providing information about the *Soaring Society of America* (SSA). According to the SSA:

"To fly as the hawk and eagle has been mankind's dream for centuries. Modern sailplanes make soaring flight possible, and with them humans can fly higher, faster, and farther than the greatest of birds, using only an invisible force of nature to stay aloft. The sport is called *"soaring"* and to pilot as well as spectator, it has universal appeal. Soaring offers a sense of freedom unique in sports. As a soaring pilot you are no longer earthbound; and as your pilot skills increase, you learn to venture away from the airport in a sailplane, relying on your own *skills* and *judgment* in analyzing the terrain and weather."

While many of you, including me, are not pilots, the comparison of soaring to learning, and the exhilaration and satisfaction that comes from relying on your own skills and judgment to conquer a rough environment – *no matter how you define it* – should not be lost on us. To the contrary, it is a reminder of how important it is to prepare ourselves to better navigate many of life's challenging situations. After all, we all want to soar!

Of course, when it comes to work, there will always be obstacles that try to keep us grounded—competing priorities, a non-performing employee, a shift in leadership, team productivity issues, and more. Still, as writer Tamara Geraeds states, "All these bumps in the road are just there to make you fly!"

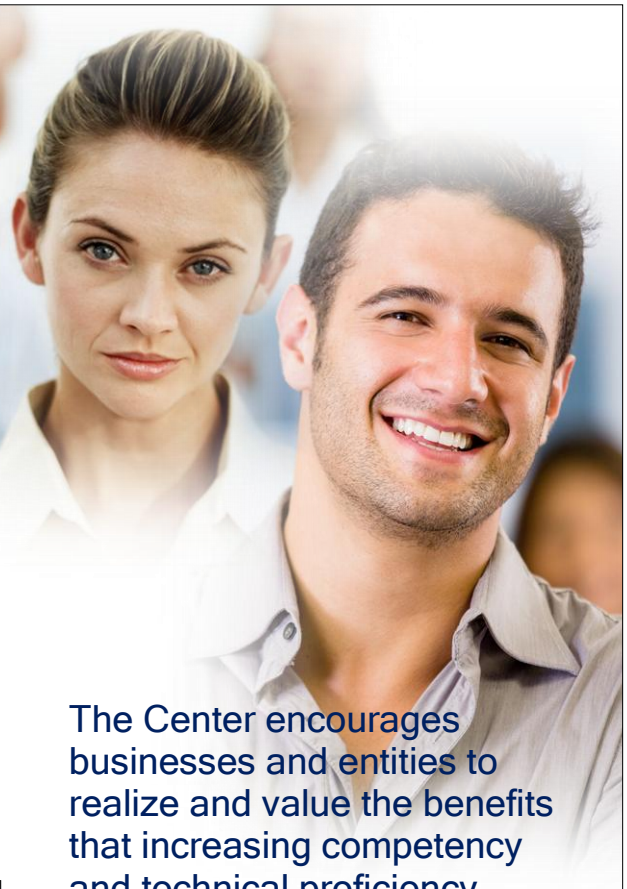
While sailplanes make soaring possible, we too can attain higher levels of success for ourselves and our work teams by continually developing the skills needed to navigate the professional bumps we encounter in our career path. Just as sailplanes use "an invisible force of nature" to stay aloft, managers, supervisors and individual contributors can use the power of knowledge and experience to rise above what can sometimes be our own self-imposed limitations.

Donald McGannon who ran the Westinghouse Broadcasting Corporation and served as President of the National Urban League is quoted as saying, "Leadership is an action, not a position." At the Center for Management and Professional Development, we believe that one of the best actions anyone can take is to position themselves to do their best for the people they lead and the organizations they support. Our goal is to help everyone soar. To accomplish this, we offer a variety of programs that help to build and define the leader in each of us.

Whether it's a workshop, webinar, or other online learning option designed to build leadership strength, people skills, or computer savvy, we have a training solution for you. I invite you to look through this calendar to see how we can help you keep soaring!

Allan Forbis
Director, Center for Management and Professional Development

STATE OF MISSOURI
Center FOR MANAGEMENT AND Professional Development



We're helping to build a strong Missouri

The **Center for Management and Professional Development** (Center) within the State of Missouri's Office of Administration exists to help business organizations and government entities cultivate and enhance the leadership, interpersonal and technical skills of current and future leaders and front-line employees through the delivery of innovative, participant-centered training programs.

Leadership and Interpersonal Communication

The Center's leadership and interpersonal communication programs prepare individuals to handle the challenges present in today's demanding workplace that include goal setting, managing a diverse workforce, creating and maintaining a culture of trust, dealing with conflict, leading change and innovation, decision making, communication, performance management and other day-to-day issues that, left unresolved, can potentially derail any team's success. In addition to creating and providing customized workshops and webinars, the Center also provides training programs developed by other world class training leaders.

Technical and Computer Skills

The Center's technical and computer skills programs help learners from all businesses and organizations increase their proficiency in Microsoft Office programs and other specialized software applications. In addition, the Center's computer training labs allow other organizations and businesses to bring their employees together in a pre-prepared training environment to increase staff proficiency in specialized or organizational specific software programs.

Together, the Center provides a **"one-stop-shop"** from which critical skills can be obtained for employees at all levels in businesses and organizations and a customer friendly support structure to effectively manage the training process for everyone.

*Come to our training facility, or invite us to your work place to establish your very own *"center for learning."* We can strengthen the knowledge and skill of your most valuable resource - **your people.**

*Technical and computer skills training programs are typically not available for on-site delivery due to the need for computer learning labs.

The Center encourages businesses and entities to realize and value the benefits that increasing competency and technical proficiency through training can provide.

The Center serves as an affordable resource to help leaders:

- ☐ Ensure employees work together when it is important to pull together.
- ☐ Unlock staff potential and increase productivity.
- ☐ Leverage the performance of employees to achieve cost-effective and better services for customers.
- ☐ Maintain their employer's competitive edge, while helping to develop and retain their workforce.
- ☐ Achieve higher morale and a renewed commitment to quality in the products and services Missouri businesses and government entities provide.

Contact us at (573) 526-4554
Find us on the web at **www.training.oa.mo.gov**

Information Technology and Computer Skills Training

The technical and computer skills training you need–**all at affordable pricing!**

To establish a central **"one-stop" training source** for state agencies, city and county government and private sector businesses, technical training is available through the Center for Management and Professional Development.

Our computer training facility has three training rooms, each fully equipped with computers that are networked and connected to the Internet and the State Data Center. The instructor's computer can be projected on a screen to facilitate ease of instruction and increase each learner's ability to comprehend the instruction provided.

Learners can attend **Microsoft Office Desktop Classes** that include:

- ☐ Access
- ☐ Excel
- ☐ Outlook
- ☐ PowerPoint
- ☐ Word
- ☐ and other software programs

E-learning sessions are also available.

Outside training providers can use the Center's computer classroom facility to offer specialized training in:

- ☐ Server Applications and Administration
- ☐ Web Applications and Development
- ☐ .NET Programming

Agencies and organizations can also reserve classrooms to provide technical training on software programs specific to their work processes.

SAM II TRAINING PROGRAMS FOR MISSOURI STATE GOVERNMENT AGENCIES

State government agencies can also obtain training in critical workforce management systems that include: SAM II Financial, SAM II Purchase Order Processing, SAM II Vendor Invoicing, SAM II Data Warehouse and MOBIUS.

SAM II HR TRAINING programs are also available and include:

- ☐ SAM II HR Introduction
- ☐ SAM II HR Position Control
- ☐ SAM II HR Employee Maintenance
- ☐ SAM II HR Deductions and Benefits
- ☐ SAM II HR Time and Leave

For more information, contact the Center's Computer and Technical Training section at (573) 522-1332.

Microsoft
EXCEL

LEARN THE SECRETS THE PROS USE TO CREATE FLAWLESS SPREADSHEETS, PRESENTATION-READY GRAPHS AND CHARTS, EASY-TO-READ FINANCIAL REPORTS AND MORE!

Whether you've been working with Microsoft Excel for some time, or new to this powerful spreadsheet application, chances are you've only scratched the surface of what this program can do for you.

No matter what type of user you are, the techniques you'll learn in our programs will make your job easier and increase the sophistication of your data reporting and analyzing.

If you've ever been frustrated using Excel because you knew there had to be a better way of accomplishing your tasks, you'll soon be on your way to getting more done – and more efficiently with the skill building components our programs provide.

Coming Up...

EXCEL 2007
Introduction - April 26, June 21
Intermediate - May 17
Advanced - May 31

EXCEL 2010
Introduction - April 5, June 14
Intermediate - May 3, June 28
Advanced - May 24

Each program is $125.

According to the Information Technology and Innovation Foundation, investments in technology and training can produce **gains in productivity three to five times greater than other investments** because it allows employees to do their jobs - better and faster.

While we offer some online computer training options, our experience has shown us that learners often need to have access to more tactile learning opportunities for a successful transfer of learning to occur. That's why the majority of our computer classes are hands-on and instructor led. Many of our **Microsoft Office** classes also offer three course levels:

- ☐ Introduction
- ☐ Intermediate
- ☐ Advanced

This allows the learner to continue enhancing their skill set when they are ready, and when it is needed. It's all part of ongoing learning – *one step followed by another*.

MICROSOFT **ACCESS**

PUT THE POWER OF ACCESS TO WORK FOR YOU

Your organization or business is probably overflowing with valuable information to help you and others make better decisions. Unfortunately, if the information is not organized and easily accessed, it can't be analyzed and used to its full potential. To bring the pieces of the puzzle together, **Microsoft Access –** one of the most powerful and versatile relational database programs on the market today – makes it easy to structure your data so you can find answers quickly, share information with others and build fast solutions that help you make good business decisions. Whether you've been working with Access for some time, or new to this powerful application, chances are you've only scratched the surface of what this program can do for you.

Microsoft Access will help you manage and store information for reference, reporting and analysis; and can help you to overcome limitations you may find when you try to manage large amounts of information in Excel or other spreadsheets. If you're looking for a better way to effectively design and create new databases, tables, and relationships; create, locate and maintain records; and produce reports based on the information in the database, Microsoft Access will help you get the job done!

ACCESS 2007

Introduction - April 28, June 23
Intermediate - May 19
Advanced - June 2

ACCESS 2010

Introduction - April 7, June 16
Intermediate - May 5, June 30
Advanced - May 26

COST: $125
1738 East Elm Campus
Jefferson City

Find information about the content of each program on our website.

The Center for Management and Professional Development is ready to provide world-class training to our customers no matter where they live or work through our unique webinar formats: **LiveClicks webinars** combine compelling content and award-winning videos from FranklinCovey. **Advantage webinars** are specifically designed by the Center to address leadership, organizational and professional development issues.

Learners experience training right from their own computer, eliminating travel costs and minimizing time away from the office. Assuming the learner has Internet capability, a computer with speakers, Microsoft Internet Explorer 6 or more, Adobe Flash Player 8 or later and a telephone, connectivity shouldn't be a problem.

Key Benefits:

- Save money by saving time and reducing travel costs
- Reach employees who typically can't attend training
- Spread training faster throughout your organization
- Reinforce knowledge provided in other training programs

April – June Webinars

Begin with the End in Mind:

Defining Your Contribution and Leading with Purpose

This LiveClicks webinar helps participants define their mission as a leader and focus all of their efforts on achieving that mission. Both new and experienced managers acquire a set of tools to help them meet today's management challenges, including performance management, accountability, trust, execution, collaboration, and team development.

May 20, 10:00 AM – Noon, $79

Business Writing Skills

Getting Your Point Across with Power and Influence

This LiveClicks webinar helps participants set quality writing standards that increase productivity, resolve issues, avoid errors, and heighten credibility. Participants learn a four-step process to create writing that cuts through the clutter; how to write faster with more clarity; and gain skills for revising and fine-tuning documents from emails to manuals.

April 8, 10:00 AM – Noon, $79

Communication Skills for the Manager

It is crucial that supervisors and managers communicate in ways that help them not only to be understood, but that also helps them understand others. This Advantage Webinar borrows from one of our most popular programs to engage participants in the discussion of communication and how implied power and perceived power can influence the sending and receiving of information. The webinar will also focus on how the *JoHari Window* can enhance the communication process; and how leaders can "seize the moment" in daily conversation.

June 3, 10:00 AM – Noon, $79

Preventing Sexual Harassment

This Advantage webinar increases each participant's awareness, knowledge and skills in identifying and resolving instances of sexual harassment in the workplace should they occur. Participants will discuss the steps managers and supervisors take to prevent instances of sexual harassment and investigate allegations of sexual harassment; and also examine the role and responsibility of each team member in preventing sexual harassment.

May 6, 10:00 AM – Noon, $50

Self Trust:

Increasing Your Credibility and Influence at Work

In a work setting of low trust, people's unseen agendas or motivations generate suspicion and ultimately hinder getting things done. However, when individuals and their leaders trust each other—and are trusted by others—team objectives are more easily accomplished. This LiveClicks webinar helps individual contributors and leaders identify and address "trust gaps" in their own personal credibility, and in their relationships at work. Participants discover how to avoid the costs of low trust, build confidence in themselves, restore trust with others, and act with integrity.

June 24, 10:00 AM – Noon, $79

Time Challenged

This Advantage webinar looks at overcoming the challenges of time management. Learners will tackle managing their time head-on as they explore how to prioritize tasks and address common daily interruptions such as phone calls and email. Participants will gain the tools to: Identify and take responsibility for their time management concerns; fend off casual, drop-in office visitors; set time limits for projects and meetings; set goals and prioritize daily tasks; and delegate effectively.

April 22, 10:00 AM – Noon, $79

Webinars to Enhance Your Computer Skills

Outlook 2010: Learning About Attachments, Flagging, Address Book and Distribution Lists

This 1-hour Advantage webinar designed for Outlook 2007 users provides skill building strategies to better use attachments, flagging, Address Book and distribution lists. Learning areas include: filing, previewing, opening, saving and removing attachments from messages; flagging messages for follow-up using custom dates and color categories; finding, adding and removing an address in an Address Book; creating and deleting a distribution list, adding and removing members in existing distribution lists; and sending a message to a distribution list.

May 16, 9:00 AM – 10:00 AM, $50

Outlook 2010: Basic Mail and Calendar Tips

This 1-hour Advantage webinar designed for Outlook 2007 users provides basic mail and calendar tips that include: Using the Outlook screen; using Help contents; writing, saving, editing, formatting and sending E-mail messages; replying to a message; forwarding, printing, deleting and retrieving messages; and working with Outlook's Calendar features.

May 4, 9:00 AM – 10:00 AM, $50

Windows 7 Basics

This 2-hour Advantage webinar provides strategies to increase the learner's skill in using the Windows environment that includes using the Menu, searching for files, and additional instruction in the areas of:

- Manipulating Windows and the Taskbar
- Using Windows Accessories
- Viewing Files Using Windows Explorer
- Managing Files and Folders
- Creating and Managing Shortcuts
- Customizing the Start Menu

April 25, 9:00 AM – 11:00 AM, $50

See differently. Do differently. **Get better**.
WITH

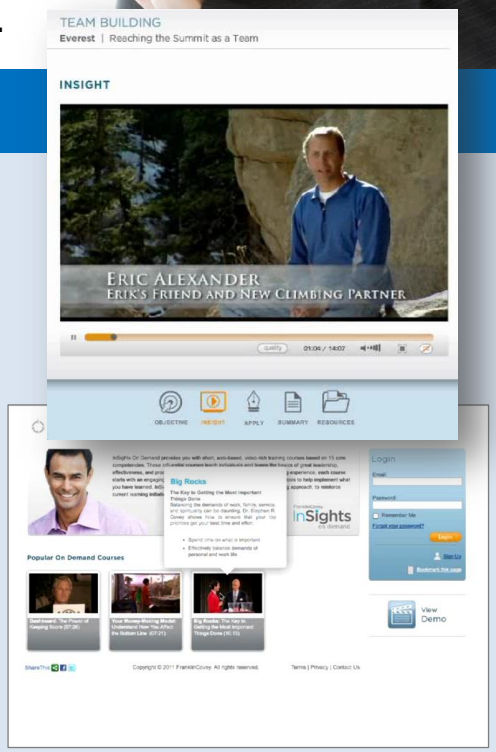
InSights ONDEMAND

From **FranklinCovey**

InSights On Demand transforms the award winning leadership lessons from many of FranklinCovey's most requested training programs into **over 80 self–paced "on demand" web-based lessons** that build or reinforce the critical skills of *great leadership*, *effectiveness*, and *productivity*.

Each lesson starts with an engaging video, followed by powerful thought provoking questions that focus on the learning process. Learners can review and print-out the key principles and ideas presented in each course and download goal setting tools tied to the content of the course for additional thought and action.

Each lesson is designed to help you learn at your own pace and at a time that's convenient for you.



Reinforce learning in the following critical areas:

- Business Acumen
- Communication
- Conflict Management
- Customer Focus
- Execution
- Innovation/Creativity
- Managing Change
- Performance Management
- Personal Productivity
- Problem Solving
- Strategic Leadership
- Talent Development
- Team Building
- Trust/Integrity
- Vision and Purpose

Help your organization take action for increased performance with

InSights ONDEMAND

Obtain a *1 year subscription for $149.00

** 1 year from the date of activation*
Subscription includes 4-hours of Management Training Rule Credit

FIND FAST ANSWERS TO CRITICAL BUSINESS QUESTIONS, ALONG WITH LEADING EDGE GUIDANCE… ALL WITHIN FINGERTIP REACH!

my quick COACH

WITH MYQUICKCOACH, YOU HAVE ACCESS TO *WORLD-CLASS* COACHES WHO DELIVER KNOWLEDGE QUICKLY, ALLOWING YOU TO PUT IDEAS TO WORK RIGHT AWAY!

This award-winning online delivery platform and content library can help you achieve your full potential by bringing "on-demand" advice directly to your computer desktop … at work, at home, or on the road!

Simply **point and click** to access hundreds of short online video lessons – *each about 5 minutes long* presented by leading consultants, authors, and educators. Audio, animation and transcripts help make the information clear and concise.

Content areas include:

- Adaptability and Resilience
- Coaching and Mentoring
- Interpersonal Communication
- Decision Making
- Emotional Intelligence
- Political Savvy and Career
- Strategy and Vision
- **AND MUCH MORE!**

Obtain one year of 24/7 access to some of the world's best business coaches for $125*

*Your year-long access to MyQuickCoach begins when you receive your confirmation and secure password, and continues for the next 12 consecutive months.

The STUDY HALL SERIES

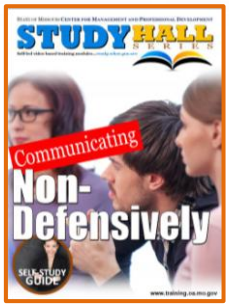
Self-led video based training modules...*ready when you are*

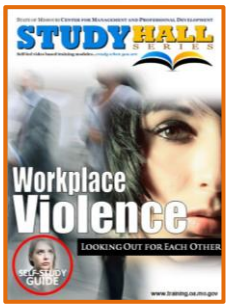
It's probably NOT the Study Hall you remember from school, but these "study-on-your-own" lessons are sure to make a difference in your success as a leader and workplace participant.

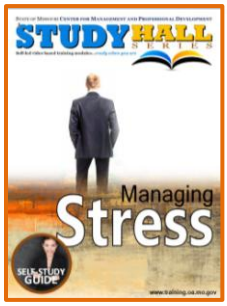
Each on-demand lesson includes a video you'll watch online and a study guide to help you put the information in the video to good use. The questions in the study guide will encourage you to think about what you're doing today—*and what you might want to do differently tomorrow*. Working at your own pace, each lesson takes about **one hour** to complete.

PLUS... each lesson includes the OPTION to discuss a specific section you complete in the study guide with the Center for Management and Professional Development.

THE MANAGING TENSE MOMENTS SERIES







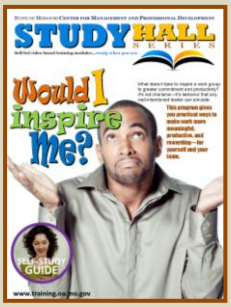
Respond to *workplace challenges* with information that can be invaluable!

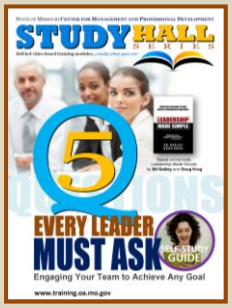
Communicating Non-Defensively
Gateways to Inclusion
Workplace Violence
Managing Stress

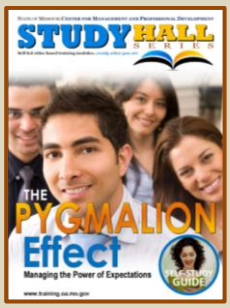
THE LEADERSHIP SERIES

Enhance your *confidence* and *leadership ability with 4 great lessons!*

Would I Inspire Me?
Leaders of Character
5 Questions Every Leader Must Ask
The Pygmalion Effect







Take any lesson for $20, or each series of 4 lessons for $75.
Each lesson provides one hour of Management Training Rule credit.

Go ahead...take your seat.

COMING IN SEPTEMBER…

THE POWER OF PARTNERSHIP

7 KEYS TO BETTER RELATIONSHIPS AND GREATER TEAMWORK!

In today's tough business environment, it takes more than product knowledge, technical competency, or social media contacts to be successful. Professional knowledge and organizational contacts can become obsolete with the next change in technology or shift in organizational structure.

SUCCESS IN TODAY'S WORLD REQUIRES AN EXTRAORDINARY AMOUNT OF RAW PEOPLE SKILLS. YOU'VE GOT TO KNOW HOW TO START AND BUILD RELATIONSHIPS…ON AND OFF THE JOB. AND YOU'VE GOT TO KNOW HOW TO WORK WITH OTHERS…SO TEAMWORK BECOMES A REALITY RATHER THAN A BUZZWORD.

Unfortunately, many people receive little to no training in how to make relationships work. They're given a job and told what to do, but they may be left on their own to figure out how to do their work with others.

In this fast-moving, high-involvement program, you will gain powerful insights to help you communicate more effectively, build relationships more easily, and get the cooperation of others more quickly. Plus, you will learn effective strategies to gain respect, present your ideas, minimize opposition, and defuse conflict with coworkers, customers (and yes, even family members) so your partnerships don't fall apart, even under stress and pressure.

Presented by Dr. Alan Zimmerman

This full-day program from Dr. Zimmerman is powerful and practical, fun and upbeat. Instead of pointing fingers, it points the way to positive, productive relationships that truly pay off. Expect to learn, to be engaged, and to make a difference when you return to your work or home.

PROGRAM PAYOFFS:

- Develop instant rapport that magnetically pulls people towards you and your ideas
- Answer the age-old question of "How do I get others to do what I want them to do?"
- Turn negative "naysaying" team members into positive "WE CAN DO IT" team members
- Communicate empathy and connectedness to build solid relationships
- Resolve the conflicts that inevitably pop-up in any interpersonal relationship

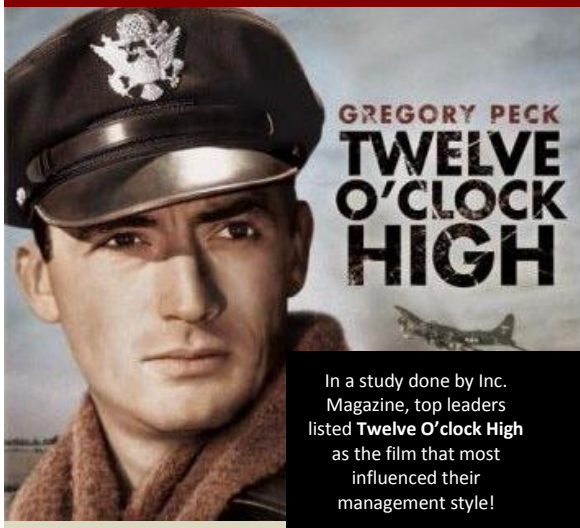
BUILD A WORKPLACE WHERE PEOPLE WANT TO COME, STAY, AND PERFORM!

September 29

8:30 AM – 4:30 PM
Governor Office Building Ballroom (Room 450)
Jefferson City
$189.00

Situational Leadership

The Core Program and Twelve O'clock High
A 2-day Leadership Workshop



In a study done by Inc. Magazine, top leaders listed **Twelve O'clock High** as the film that most influenced their management style!

June 21-22
$249
Workforce Management

Day 1: Situational Leadership: The Core program

Situational Leadership is viewed by many as the most prevalent leadership system in the world. This powerful workshop, based on a simple model of how to adapt one's behavior - and when - provides an intuitively simple framework for developing people. It is a model that works across culture, language and geographical barriers to help leaders diagnose the needs of individuals or teams and use the leadership style that responds to the situation.

The workshop will help leaders:

- ☐ Determine their primary and backup leadership style
- ☐ Select a style appropriate for a situation
- ☐ Determine the skill and motivational level of employees
- ☐ Effectively address difficult performance issues
- ☐ Apply the correct leadership style to obtain maximum results from employees while maintaining a positive environment

Day 2: Twelve O'clock High

The classic film *Twelve O'clock High* provides the means for learners to leverage the Situational Leadership skills presented in Day One. This film case study challenges learners to advance their skills in diagnosing, adapting and communicating - all in a dynamic workshop setting much as they will back on the job - *at the speed of life!*

Descriptions on the following pages are provided for *some* of our newest and most requested leadership and communication programs offered this quarter.

A complete list and expanded description of all workshops offered by the Center for Management and Professional Development can be found at **www.training.oa.mo.gov**

Class dates, cost and associated competencies are in italics under each workshop title.

Accountability that Works

April 6, $95, Accountability

This 4-hour workshop presents a simple-to-use method of accountability common to all tasks. When used properly, this method can help to establish ownership for the task and taking responsibility for getting it done; including identifying action steps, timelines and needed resources; as well as owning the outcome of the task, and learning from the experience.

Anger Management

June 29, $125, Flexibility & Mediating

When anger gets out of control and turns destructive, it can lead to problems—problems at work, in your personal relationships, and in the overall quality of your life. And it can make you feel as though you're at the mercy of an unpredictable and powerful emotion. Because everyone experiences anger, it is important to have constructive approaches to manage it effectively. This 1-day workshop will provide insights to help learners identify their own anger triggers, and provide ways to control their anger, and possibly the anger of others, in tense situations.

Assertiveness Skills

May 26, $125, Decisiveness & Problem Solving

Learners who attend this 1-day program will discover how to boost their confidence and express themselves assertively. The program will provide step-by step guidelines on how to approach others and construct sentences to get maximum results; provide examples of attitudes, body language, styles of communication and psychology associated with assertiveness techniques; and how to help others stay in control by using those same techniques.

Basic Supervision

Lee's Summit, May 23 - 24, $125
Jefferson City, April 13 - 14, $125
Workforce Management

This 2-day workshop can help first-time supervisors make the transition from technician to supervisor by focusing on specific, fundamental skills, such as time management, delegation, leadership and feedback, to produce positive results within the team they lead. Whether you are a new supervisor, or a seasoned "veteran," this program will identify or improve strategies and practices necessary to every supervisor's job.

THE LEADER IN YOU

A 1-DAY PERSONAL DISCOVERY PATH FOR EMPLOYEES

This experiential workshop is ideal for employees considering a supervisory position and a great succession planning opportunity for organizations

It is often true that individuals are promoted based on their ability to contribute to the goals of the organization, and because they have performed above and beyond expectations. The general perception is that through their performance, they have demonstrated the technical ability or "know-how" to be effective at the next level—the role of supervisor. However, in reality, the transition from "doing-the-job-oneself" to guiding or leading others to "doing-the-job-for the team" often requires an entirely different skill set.

In this 1-day program, participants will learn more about who they are as an individual contributor in the workplace—while exploring some of the skills and abilities a supervisor needs to be successful and thrive in their role too. Participants will leave with information to help them decide if becoming a supervisor is the "right" next career move for them.

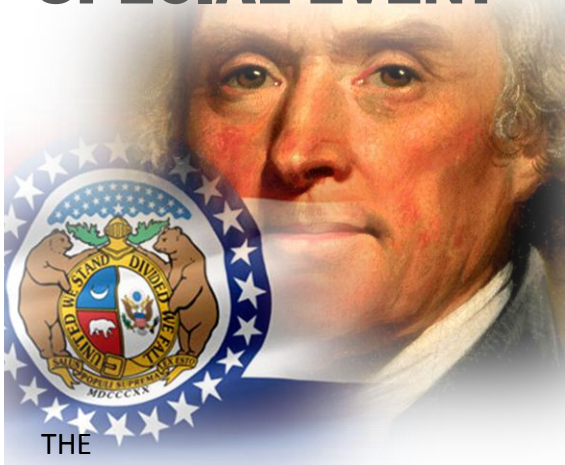
June 7, $125, *Self-Direction*

Participants will be "introduced" to the challenges and opportunities of being a leader through the application of discussion and activities in the following content areas:

- ☐ 5 Key Insights into Leadership
- ☐ Cultivating Team Trust
- ☐ Communication and Feedback
- ☐ Making Effective Decisions
- ☐ Resolving Conflict
- ☐ Handling Multiple Priorities
- ☐ Promoting Personal Accountability

Each content area is approximately 45 minutes in length.

SPECIAL EVENT



THE History AND Culture OF Missouri Politics

In Conjunction with
Missouri State University

PRESENTER:
Dr. George Connor
Department of Political Science, MSU

April 28
$50, *Political Awareness*

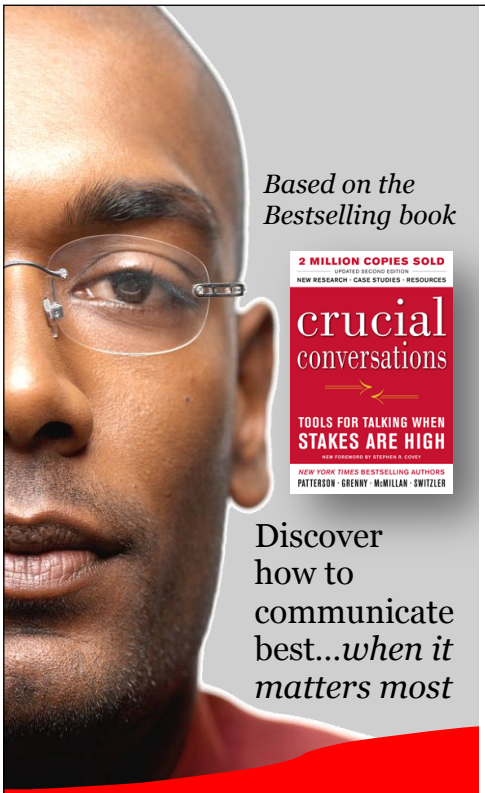
This one-day program focuses on Missouri's political culture and the overall stability of politics in Missouri state government. The program will compare Missouri's political culture to other states; provide information about the constitutional history of the state; discuss the initiative and referendum process; and examine the impact of political institutions on public policy to help participants better understand Missouri's "big" political picture. Specific attention will be given to:

POLITICAL CULTURE IN MISSOURI: *How Missouri is at the crossroads of three political cultures: moralistic, individualistic, and traditionalistic*

CONSTITUTIONAL HISTORY: *How constitutional purposes have been fulfilled across four constitutions and a plethora of amendments*

INSTITUTIONAL: *Beyond "How A Bill Becomes Law:" The intersection of politics and policy*

MISSOURI POLITICS: *A lively discussion of political parties, elections, initiatives and referendums*



SKILLS TO HANDLE crucial conversations

***May 11**, $125*
Team Work & Verbal Communication

Based on the book, **"Crucial Conversations,"** this 1-day program provides the tools we all need to handle difficult and important interactions that happen to everyone and affect our life. Many people are very good at avoiding tough conversations when it is likely that there will be varying opinions, the stakes are high, or the conversation will be emotional. Sometimes, we would rather send a coworker or direct report an e-mail than walk down the hall and talk to him or her about a tough issue…**but it doesn't have to be that way.**

Learn to share information safely, get ideas and feelings out in the open, and maintain high levels of respect—all without causing resistance or resentment. Discover a model that truly helps individuals, teams and organizations get unstuck and achieve breakthrough results.

Participants will learn how to:

- ☐ Handle and effectively hold critical conversations.
- ☐ Transfer anger and hurt feelings into powerful dialogue.
- ☐ Create conditions of safety.
- ☐ Achieve a level of mutual understanding and respect.
- ☐ Be persuasive, instead of abrasive.

Armed with a new skill set to make the most of every interaction, participants leave this training with the high-leverage tools they need to create more positive results – personally, professionally and throughout their entire organization!

Coaching Employees

April 7, $125, *Mentoring and Teamwork*

The coaching process is central to performance management. By creating the appropriate climate, environment and context to empower individuals and teams, great coaches are able to achieve extraordinary results. This 1-day program examines the coaching process and provides many tools and techniques to help shape employees' behavior on the job.

Employee Development from A - Z

May 19, $125, Mentoring & Workforce Management

This 1-day program will explore the role of supervisors as they lead, direct, and manage the development of staff. The session will emphasize the importance of on-boarding new employees and creating a structure for follow-up to sustain long-term improvement. Learners will receive ways to develop employees through problem solving, improvement planning, and feedback; and discuss succession planning ideas for the future.

Enhancing Customer Service Over the Telephone

April 26, $125, Customer Service & Verbal Communication

More often than not, the telephone is still the first contact someone has with your organization. People who are handled in a friendly and efficient manner will have a positive first impression—but if things are managed badly, there can be a breakdown of trust, damaged relationships and lost opportunities. This 1-day workshop offers telephone techniques that create a positive first impression with callers and sets the tone for the rest of the customer's interaction with your organization. Topics include using effective approaches to handle special tasks like call transfers, taking messages, putting others on hold, and interruptions. Learners will also receive strategies to deal with angry customers while remaining calm themselves.

How to Make Yourself Indispensable

Poplar Bluff, June 13, $95, *Team Work & Verbal Communication*

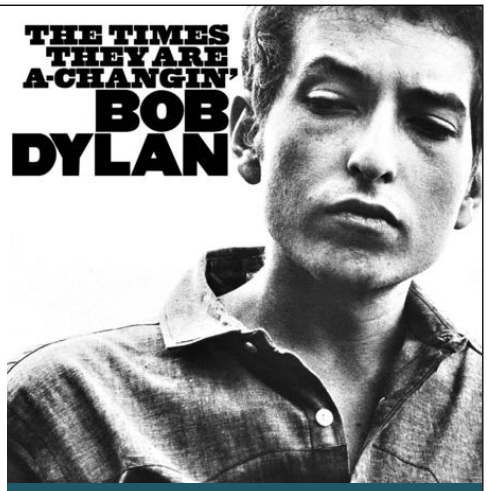
This 4-hour program will provide the skills needed to help employees adapt to—and embrace—situational changes at work. You'll learn how to thrive under pressure and expand your career opportunities by taking initiative, effectively resolving problems, sharing your knowledge, and being an overall positive influence at work.

It's Okay to Be the Boss

April 20, $95, Accountability & Perceptiveness

"Follow any problem in business...bad service, missed deadlines...whatever. Everything is somebody's job and everyone has a boss. Everything leads back to the boss."

Based on the bestselling book, *"It's Okay to be the Boss,"* this 4-hour program is a new call to action for managers and supervisors. The program will engage learners in dispelling *7 myths* that can potentially create a current of under-management; and challenge managers to re-engage with their employees by spelling out expectations, providing specific guidelines, correcting failure quickly, and rewarding success even more quickly. In essence, this program presents a clear-cut plan to become the manager who can help the work team accomplish organizational goals each day to the next.



HANDLING CHANGE

June 16, $95
Flexibility & Self-Direction

Change is here to stay. That's probably no secret. For years we've all heard that the "only constant is change." Change is present in every aspect of our life, and has become the norm for most every organization and business.

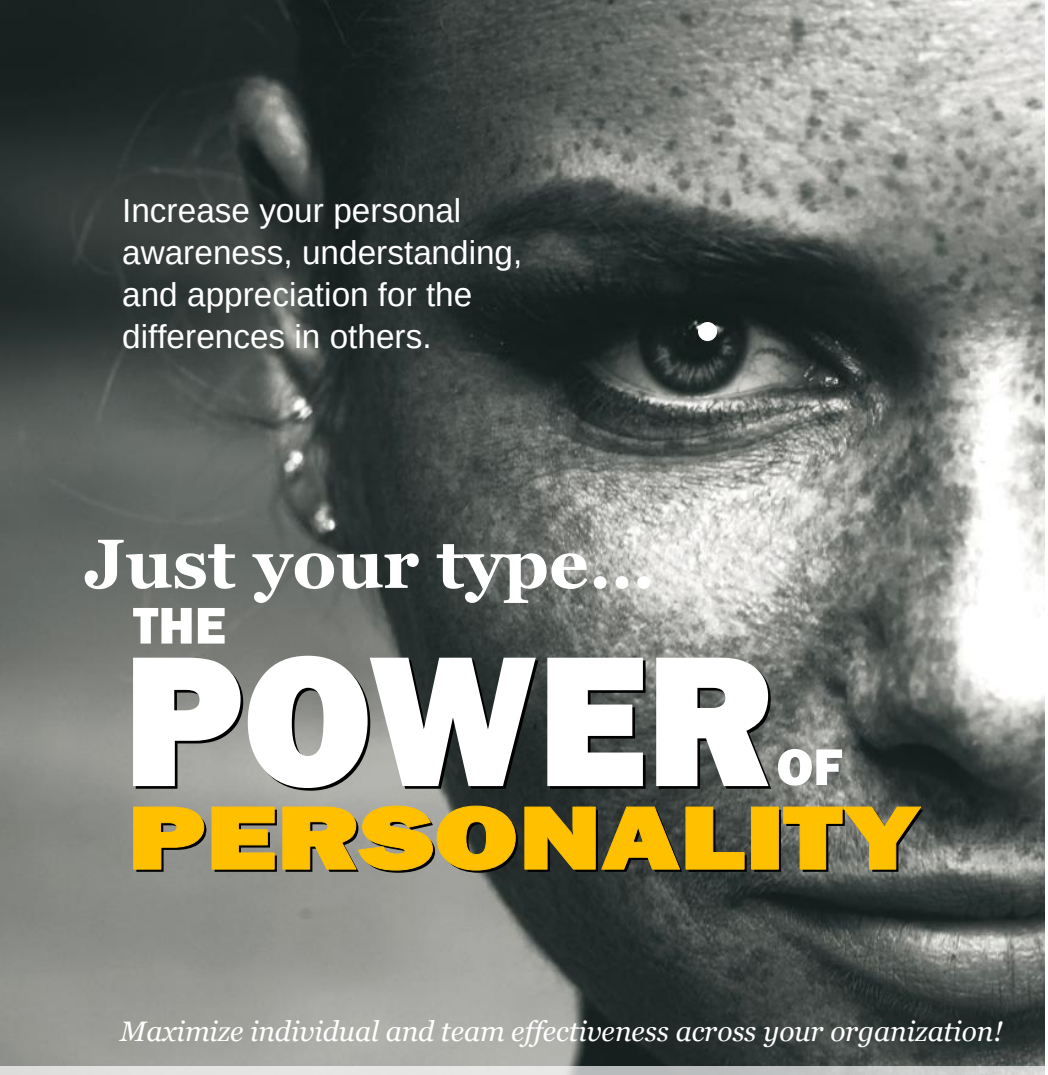
Change can be antagonistic, undesirable, and perilous; or it can be pleasant, welcomed, and exciting.

Regardless, the pace at which workplace participants must change course or adapt to new systems and initiatives continues to increase.

To be able to successfully cope with change, we must have an understanding of why change occurs, and how to prepare ourselves to weather the change process. In this 4-hour program, learners will be asked to evaluate how well they respond to change, and realize that while everyone experiences a negative reaction to change from time to time, it's important that the negative reaction doesn't overwhelm the need to persevere. The program will also examine approaches leaders can use to ensure consistent communication, while managing resistance to change from other team members.

Successful completion of this course will increase your ability to:

- ☐ Evaluate typical attitudes toward change
- ☐ Recognize the signals of change-related stress
- ☐ Understand the four parts of the change cycle
- ☐ Apply positive strategies for coping with and accepting change
- ☐ Identify, acknowledge, and manage resistance from others related to change initiatives.



Increase your personal awareness, understanding, and appreciation for the differences in others.

Just your type... THE POWER OF PERSONALITY

Maximize individual and team effectiveness across your organization!

Have you ever wondered to yourself, "Why in the world did he do that?" or, "What was she thinking when she said that?" Well, wonder no more! This 1-day program will use the **Myers-Briggs Type Indicator (MBTI)** to provide learners with personal awareness, understanding, and an appreciation for the differences in others.

Since 1942, beginning as a way to support the war effort by identifying individual personality strengths, the MBTI has helped people from all walks of life become more effective and successful. As a result, today the MBTI is valued as the *gold standard* of psychometric instruments.

Even for those who may have used the MBTI before, this interactive workshop never fails to provide learners with deep insight into their own Type preferences and those of others, while revealing crystal clear methods with which to apply these insights on the job and in everyday life in ways that *enrich relationships*, *enhance communication*, and *foster productive collaboration*.

> *From the Consulting Psychologist Press website:*
>
> **The *Myers-Briggs Type Indicator*® (MBTI®) assessment has helped millions of people worldwide gain insights about themselves and how they interact with others—and improve how they communicate, learn, and work. It provides a powerful framework for building better relationships, driving positive change, harnessing innovation, and achieving excellence. The MBTI assessment makes Carl Jung's theory of psychological type both understandable and highly practical by helping individuals identify their own Type preferences.**

Successful learners will:

- ▷ Identify characteristics of their own MBTI preferences, explain strategies for how best to communicate with a variety of Types, and recognize behavioral cues that may indicate or suggest possible Type preferences.

June 2

$149, *Perceptiveness*

Professionals at all levels are feeling the pressure to deliver more with less. The demands of customers are escalating, and the resources to meet those demands are often limited. As things change faster and faster, it is increasingly critical for organizations and businesses to deliver results in a way that cultivates trust and generates the all-important *Social Capital* upon which sustainable relationships depend.

In today's world, no enterprise, public or private, can afford to lose the confidence and trust of its customers.

Cultivating Productive Relationships

May 18

$125, *Customer Service & Accountability*

Participants will learn how to:

- Describe differences between human and industrial systems and how that difference impacts teamwork and collaboration.
- Discuss how the natural laws of commerce impact customer relations.
- Examine the impact of constant change on individuals and organizations, and how to monitor those impacts on themselves and others.
- Facilitate positive changes within their workgroups, using a method of communicating change that gains buy-in and commitment.
- Describe how quality customer relations affect their personal bottom line.
- Describe characteristics and behaviors which typify good, or bad, customer relationships.
- Identify situations in their workplace in which the Customer C.A.R.E. model would be helpful and be able to apply C.A.R.E. in those instances.
- Apply strategies and techniques for dealing with the three types of Difficult Customers.

Influencing UP!

May 12, $125, Influencing

No matter what position you hold in your organization, to get things done you must positively influence others—direct reports, colleagues, managers, clients, suppliers—both inside and outside, and up and down the chain of command. This 1-day program will help you grow your own influence when managing your boss. You will receive practical skills to assess workplace situations and propose solutions that enhance your relationship with those in authority, and develop personal strategic initiatives to get your ideas heard and acted upon.

Leadership on Fast Forward

April 21, $125, Workforce Management

Today's leaders must become more adept and competent than ever before at leading by example, facilitating positive change, and cultivating social capital within their teams and the community. This 1-day workshop will provide participants with a set of tools to help them improve their ability to lead, manage, and inspire performance.

Leading Effective Meetings

June 15, $125, Team Work & Verbal Communication

In this 4-hour program, learners will receive skills to enhance the meetings they lead so that their meetings will be more efficient, productive and valued to everyone involved.

Motivation in State Government

May 3, $95, Workforce Management

This 4-hour workshop explores how people are self-motivated and examines the driving force of organizational motivators. Participants will receive strategies to help them infuse both types of motivational factors to create self-motivators that allow employees to motivate themselves while meeting the demands of the organization.

Positive Approaches to Resolving Performance & Conduct Problems

Springfield, June 21, $125
Accountability & Perceptiveness

Most performance problems can be resolved through early and effective communication between an employer and the employee. This 1-day program will help managers recognize employee performance problems and give them skills to address the problem effectively.

Project Management

June 28, $125, Accountability & Planning

This 1-day introductory workshop will introduce learners to a tools and strategies that can be used to facilitate short-term projects to a successful completion. Learners will explore the phases of project management and what they can do to effectively plan, implement and evaluate future projects.

Supervisory Liability

Jefferson City, April 5, $125
Chesterfield, May 17, $125
Accountability & Technical Knowledge

This 1-day program will discuss and review the legal responsibility or liability of management in government. EEOC, landmark cases, civil liabilities, employment liability, frivolous lawsuits, negligence and internal litigation are among the many topics discussed.

Thinking Outside the Box

April 19, $125, Creative Thinking & Vision

This 4-hour program deals with moving beyond the restrictions we place on the process of thinking by focusing on the stages of creativity (thinking outside the box) as well as examining the restrictions (thinking inside the box) to creativity. The program will identify those restrictions and offer strategies which can be used to overcome them.

Managing Your Emotions *At Work*

June 30, $95
Flexibility & Self-Direction

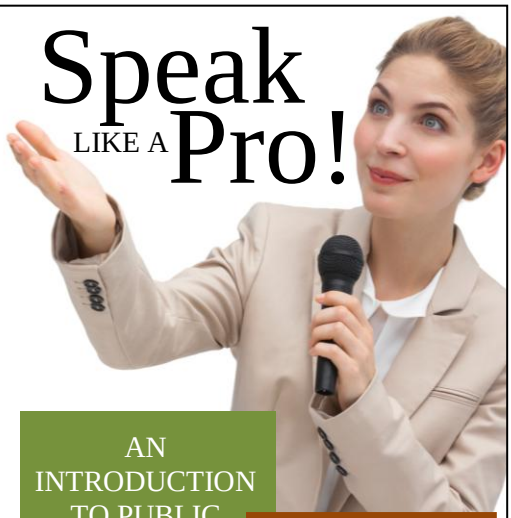
Emotions guide our behavior, sometimes productively and sometimes unproductively. Unfortunately, when emotions are not expressed constructively, they can drain your energy and damage relationships. This 4-hour program will provide the skills and strategies to help you manage your emotions in ways that increase your effectiveness at work, and enhance your interpersonal communication with co-workers, customers and peers.

The 5 Waves of Trust

April 27, $95
Verbal Communication & Influencing

This 4-hour program based on the bestselling book, *"The Speed of Trust"* uses examples, discussion and application activities to suggest that that there are various layers of trust to which today's leaders must be attuned. By focusing on each layer, leaders can build credibility in ways that boost employee engagement and productivity; reduce the cost of poor performance; and improve business results by increasing the loyalty of the customers who depend upon their business for the services they need.

Speak LIKE A Pro!



AN INTRODUCTION TO PUBLIC SPEAKING

June 23 - 24
$149, Verbal Communication

IN A RECENT SURVEY OF MORE THAN 2,000 BUSINESS LEADERS, THE ABILITY TO COMMUNICATE EFFECTIVELY – **INCLUDING PUBLIC SPEAKING** – RANKED AT THE VERY TOP OF THE LIST OF MOST ESSENTIAL SKILLS.

Public Speaking is a vital means of expressing your ideas; and making a difference on the things you care about.

This **NEW** 1.5-day, interactive workshop is designed to help you polish and perfect your public speaking skills - whether you are preparing to speak before your management team or employees, representing your civic group or charity, or providing testimony in front of a Legislative committee.

DAY 1 - **Learn how to:**

- Manage and work through public speaking fears and anxiety.
- Capture and maintain the audience's attention.
- Organize and prepare for your presentation.
- Establish credibility and build rapport through storytelling.
- Find your personal presentation style.
- Introduce yourself or others with confidence.
- Use verbal, non-verbal and multimedia tools to effectively enhance your speech.
- Take questions and get feedback from your audience.

DAY 2 - **Skill Building and Practice**

Building on the skills presented on Day 1, you will prepare and present your own speech, and receive feedback on your planning approach and presentation style from others.

BONUS! While the workshop will officially conclude at Noon on Day 2, interested participants can return after lunch to receive one-on-one guidance from the trainer on an upcoming presentation they will be giving (as time permits).

Open Enrollment
REGIONAL TRAINING CLASSES
April – June 2016

Important Information

The Center for Management and Professional Development provides site specific training at locations across the state not indicated on this calendar. If you believe you have been scheduled to attend a workshop not listed here, please contact the Center for Management and Professional Development, or your employer to ensure the information you have is correct.

NORTHWEST REGION

MAY 23 – 24
BASIC SUPERVISION
8:30 A.M. – 4:30 P.M., $125 (Both Days)
Department of Natural Resources Building
500 NE Colbern Road
Lee's Summit

NORTHEAST REGION

MAY 17
SUPERVISORY LIABILITY
8:30 A.M. – 4:30 P.M., $125
Department of Transportation Building
14301 South Outer Road 40
Chesterfield

SOUTHWEST REGION

JUNE 21
POSITIVE APPROACHES TO RESOLVING PERFORMANCE AND CONDUCT PROBLEMS
8:30 A.M. – 4:30 P.M., $125
Department of Natural Resources Building
2014 West Woodland
Springfield

SOUTHEAST REGION

JUNE 13
HOW TO MAKE YOURSELF INDISPENSABLE
10:00 A.M. – 3:00 P.M., $95
Department of Natural Resources Building
2155 North Westwood Blvd.
Poplar Bluff

WEBINARS *for* ALL REGIONS

BEGIN WITH THE END IN MIND:
DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE
May 20, 10:00 A.M. – Noon, $79

BUSINESS WRITING SKILLS:
GETTING YOUR POINT ACROSS WITH POWER AND INFLUENCE
April 8, 10:00 A.M. – Noon, $79

COMMUNICATION SKILLS FOR THE MANAGER
June 3, 10:00 A.M. – Noon, $79

PREVENTING SEXUAL HARASSMENT
May 6, 10:00 AM – Noon, $50

SELF TRUST:
INCREASING YOUR CREDIBILITY AND INFLUENCE AT WORK
June 24, 10:00 A.M. – Noon, $79

TIME CHALLENGED
April 22, 10:00 A.M. – Noon, $79

Computer Skills Webinars

OUTLOOK 2010:
LEARNING ABOUT ATTACHMENTS, FLAGGING, ADDRESS BOOK AND DISTRIBUTION LISTS
May 16, 9:00 AM – 10:00 AM, $50

OUTLOOK 2010:
BASIC MAIL AND CALENDAR TIPS
May 4, 9:00 AM – 10:00 AM, $50

WINDOWS 7 BASICS
April 25, 9:00 AM – 11:00 AM. $50

CENTRAL REGION WORKSHOPS

JEFFERSON CITY

LEADERSHIP AND INTERPERSONAL DEVELOPMENT TRAINING

Workshops in Jefferson City are held in Room 430 of the Truman Office Building unless stated otherwise

APRIL

5	**Supervisory Liability**, 8:30 – 4:30, $125
6	**Accountability that Works**, 8:30 – 12:30, $95
7	**Coaching Employees**, 8:30 – 4:30, $125
13 – 14	**Basic Supervision**, 8:30 – 4:30 (Both Days), $125
19	**Thinking Outside the Box**, 8:30 – 12:30, $125
20	**It's Okay to be the Boss**, 8:30 – 12:30, $95
21	**Leadership on Fast Forward**, 8:30 – 4:30, $125
26	**Enhancing Customer Service Over the Telephone**, 8:30 –12:30, $125
27	**The 5 Waves of Trust**, 8:30 – 12:30, $95
28	**History and Culture of Missouri Politics**, 8:30 – 4:30, $50

MAY

3	**Motivation in State Government**, 8:30 – 12:30, $95
11	**Skills to Handle Crucial Conversations**, 8:30 – 4:30, $125
12	**Influencing Up**, 8:30 – 4:30, $125
18	**Cultivating Productive Relationships**, 8:30 – 4:30, $125
19	**Employee Development from A - Z**, 8:30 – 4:30, $125
26	**Assertiveness Skills**, 8:30 – 4:30, $125

JUNE

2	**Just Your Type: Exploring the Power of Personality**, 8:30 – 4:30, $149
7	**The Leader in You**, 8:30 – 4:30, $125
15	**Leading Effective Meetings**, 8:30 – 12:30, $125
16	**Handling Change**, 8:30 – 12:30, $95
21 – 22	**Situational Leadership: The Core Program and Twelve O'clock High**, 8:30 – 4:30, $249
23 – 24	**Speak Like A Pro**, 8:30 – 4:30, $149
28	**Project Management**, 8:30 – 4:30, $125
29	**Anger Management**, 8:30 – 4:30, $125
30	**Managing Your Emotions at Work**, 8:30 – 12:30, $95

TECHNICAL AND COMPUTER SKILLS TRAINING

Workshops in Jefferson City are held at 1738 East Elm Street, Lower Level

APRIL

5	**Excel 2010 Introduction**, 8:00 – 4:00, $125
7	**Access 2010 Introduction**, 8:00 – 4:00, $125
11	**Outlook 2010 Intermediate**, 8:00 – 4:00, $125
12	**SAM II HR Position Control**, 8:00 – 11:00, $50
14	**SAM II HR Employee Maintenance**, 8:00 – 4:00, $95
19	**PowerPoint 2010 Intermediate**, 8:00 – 4:00, $125
21	**Word 2010 Intermediate/Advanced**, 8:00 – 4:00, $125
26	**Excel 2007 Introduction**, 8:00 – 4:00, $125
28	**Access 2007 Introduction**, 8:00 – 4:00, $125

MAY

3	**Excel 2010 Intermediate**, 8:00 – 4:00, $125
5	**Access 2010 Intermediate**, 8:00 – 4:00, $125
11	**SAM II Fixed Assets**, 8:00 – Noon, $50
12	**SAM II Financial Data Warehouse Using Access**, 8:00 – 4:00, $95
17	**Excel 2007 Intermediate**, 8:00 – 4:00, $125
19	**Access 2007 Intermediate**, 8:00 – 4:00, $125
24	**Excel 2010 Advanced**, 8:00 – 4:00, $125
26	**Access 2010 Advanced**, 8:00 – 4:00, $125
31	**Excel 2007 Advanced**, 8:00 – 4:00, $125

JUNE

2	**Access 2007 Advanced**, 8:00 – 4:00, $125
6	**Windows 7 Introduction**, 8:00 – Noon, $95
7	**SAM II HR Introduction**, 8:00 – 11:00, $50
8	**SAM II Financial Introduction**, 8:00 – 4:00, $95
14	**Excel 2010 Introduction**, 8:00 – 4:00, $125
16	**Access 2010 Introduction**, 8:00 – 4:00, $125
21	**Excel 2007 Introduction**, 8:00 – 4:00, $125
23	**Access 2007 Introduction**, 8:00 – 4:00, $125
27	**Outlook 2010 Introduction**, 8:00 – 4:00, $125
28	**Excel 2010 Intermediate**, 8:00 – 4:00, $125
30	**Access 2010 Intermediate**, 8:00 – 4:00, $125

Descriptions for technical and computer skills training workshops can be found on our website at **www.training.oa.mo.gov**

Didn't find what you're looking for?

We offer a wide variety of programs designed to build and enhance specific professional competencies. We welcome the opportunity to speak with you about any of our programs, or discuss other ways to help your organization survive and thrive!

Enrollment Information

Class size is limited. Participants are placed in open training sessions in the order that enrollments are received.

Participants enrolled in a training session receive advance confirmation of their enrollment indicating the date, time and location of the session.

The Center for Management and Professional Development (Center) reserves the right to cancel a training session if there is insufficient enrollment. If a training session is cancelled, each participant will be notified.

Confirmed Missouri state government participants will be billed unless cancellations are received ten (10) working days prior to the date of the class.

If a participant cannot attend a scheduled class, another employee from the participant's office may attend in their place. If this occurs, please contact the Center in advance of the session if possible.

If a participant does not attend the class in its entirety, the participant may not receive a Certificate of Completion. However, the participant's agency may still be billed.

To cancel an enrollment, please contact the Center. A staff member will provide assistance and provide dates for future sessions if desired.

Leadership and Interpersonal Communication Skills Training
Ph: (573) 751-4514 or (573) 526-4554
Fax: (573) 751-8641
Email: Teresa.Sheridan@oa.mo.gov

Technical and Computer Skills Training
Ph: (573) 522-1332
Fax: (573) 522-1335
Email: Eve.Campbell@oa.mo.gov

State of Missouri
Center for Management and Professional Development
Office of Administration,
Division of Personnel
Truman Office Building
301 West High Street
Room 430
Jefferson City, MO 65102

Application for Enrollment

You can register for a workshop in several ways:

Enroll on-line at:

www.training.oa.mo.gov

Mail this application to:

Center for Management and Professional Development
Truman Office Building, Rm. 430
301 West High Street
Jefferson City, MO 65102

Fax this application to:

(573) 751-8641

Name of Course _____

Date of Course _____

Participant's Name _____

Job Title _____

☐ My/This participant's supervisor/employer has authorized attendance in this workshop.

☐ I/This participant will need special accommodation in compliance with the Americans with Disabilities Act (such as an interpreter, or other need). A staff member will contact me to discuss the accommodation.

SECTION A: FOR MISSOURI STATE GOVERNMENT EMPLOYEES
If within Jefferson City, please use the inter-agency mailing address

Department/Agency _____

Division _____

Section _____

Agency Address _____

_____

Name of Supervisor _____

SECTION B: FOR PRIVATE SECTOR BUSINESSES, CITY AND COUNTY AGENCIES

Agency/Business _____

Agency/Business Address _____

E-Mail Address _____ Phone _____

L E A D E R S H I P

FOUNDATIONS

APRIL, MAY & JUNE 2016 TRAINING CALENDAR
FOR

STATE OF MISSOURI
Center FOR MANAGEMENT AND Professional Development

"We inspire current and potential leaders on their journey to excellence."