

LEADERSHIP
FOUNDATIONS
CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT

Workshops and Webinars
for the Leader
In **EVERYONE**

Jan
Feb
Mar
2013

LEADERSHIP

ON **Fast Forward**
Details on page 6

NEW!
*Personal
Discovery Path
for Employees*
Details on page 7

THE
LEADER
IN
YOU





STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

Building A Strong Missouri

The **Center for Management and Professional Development** (Center) within the State Office of Administration exists to help government entities and private sector businesses 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 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 universities and other world class training leaders that include *Achieve Global*, *Development Dimensions International*, *the Center for Leadership Studies*, and *FranklinCovey*.

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; and provide IT training for applications, languages, operating systems or other systems shared by multiple state agencies. 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 value and realize the benefits that increasing competency and technical proficiency through training can provide.

We serve as an affordable resource for employers to unlock staff potential, increase productivity and improve their overall performance—while strengthening Missouri's economy.

The Center Helps Leaders:

- Ensure employees work together when it is important to pull together.
- Leverage the performance and productivity 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 local government provide.

Contact us at (573) 526-4554 or 751-4514.
Find us on the web at www.training.oa.mo.gov

Information Technology and Computer Skills Training

Now you can find the technical and computer skills training you need with the Center's other professional development programs—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 now available through the Center for Management and Professional Development.

Learners from all businesses, agencies and organizations can register online for **Microsoft Office Desktop Classes** that include:

- Access**
- Excel**
- Outlook**
- PowerPoint**
- Word**

...and other software programs

E-learning sessions are available too.

Through the Center, 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.

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

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

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



elearning

WEBINARS *delivered to your desktop*

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.

All webinars feature engagement with a content expert and a downloadable toolkit to use during and after the webinar.

Learners experience training right from their own computer, eliminating travel costs and minimizing time away from the office, while reducing their carbon footprint.

At \$79.00 or less per person, our webinars are great ways to help individuals build critical skills within themselves and their team to achieve consistent and lasting success.

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

Don't worry about technology

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.

Enrollment is easy!

Enroll for any webinar using the Center's Online Enrollment Form. Once enrolled, participants receive instructions on how to access the webinar on the day and time the webinar is scheduled.

January – March Webinars

Be Proactive:

Using Your Resourcefulness and Initiative to Get Things Done

This LiveClicks webinar focuses on helping both new and experienced managers learn how to manage themselves proactively to better manage others effectively. Participants discover how to bring their "whole selves" to their work, define their unique contribution, and achieve great and enduring results. They also acquire a set of tools to assist them in meeting today's management challenges, including prioritization, accountability, trust and execution.

March 15, 10 AM – Noon, \$79

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.

January 25, 10:00 AM – Noon, \$79

The Clarity Imperative

This Advantage webinar provides a simple but powerful way to get people "on the same page" so that team clarity and cohesiveness can emerge. Learners will be introduced to a variety of examples, activities and ideas designed to help them work with others to better articulate what they do, the direction in which they are moving and what their organization's culture is really all about.

January 11, 10:00 AM – Noon, \$79

Diversity: The Power of Perception

This Advantage webinar provides insightful discussion to help participants examine some of the perceptions they may have of other individuals in today's culturally diverse workplace, and how those perceptions may have been created. This webinar can serve as a unique "stand alone" program, or as a companion to other diversity programs.

February 22, 10:00 AM – Noon, \$50

NEW! The 3rd Alternative: Problem Solving

So many problem solving techniques are mechanical and fail to arrive at the truly creative solution that is better than anyone anticipated. In this LiveClicks webinar you will learn to apply a "3rd Alternative" process that does just that. Because it is based in universal principles of human synergy, you can apply the approach to any kind of challenge. Learners will discover how to obtain a deep and thorough understanding of the roots as well as the symptoms of problems, how empathic relationship building is key to problem solving, and go for the surprising solution that transcends the usual answers.

February 8, 10:00 AM – Noon, \$79

Relationship Trust:

Building Strong Teams and Relationships at Work

In work teams where low trust overshadows cooperation and results, trust-related problems can bog down productivity, divert resources, and squander opportunities. But when team members trust each other—communication improves and productivity accelerates as attention is redirected toward shared objectives. This LiveClicks webinar can help learners resolve conflicts, keep commitments, empower others, improve business relationships, and achieve business results through increased trust.

March 29, 10:00 AM – Noon, \$79

Time Challenged

This Advantage webinar takes a humorous, good-natured look at overcoming the challenges of time management. Learners will explore how to 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 to others.

March 22, 10:00 AM – Noon, \$79

Other webinars not scheduled this quarter include:

- Business Writing Skills**
- Preventing Sexual Harassment**
- Communication Skills for the Manager**
- Resolving Generational Conflict**

NEW!

Special Webinars to Enhance Your Computer Skills

Excel 2007: Working with Navigation, Formulas and Simple Functions

This 2-hour Advantage webinar designed for Excel 2007 users provides skill building strategies to increase the learner's understanding of Excel navigation features and proficiency in the use of formulas and simple functions. Learning areas include: becoming familiar with the Excel 2007 screen; using the Excel 2007 Ribbon; using your cursor; selecting a range of cells in Workbook; entering data into Worksheet; and performing calculations using simple formulas and functions.

September 27, 9:00 AM – 11:00 AM
Price - \$50.00

Windows 7 Basics

This 2-hour Advantage webinar provides strategies to increase the learner's skill in using the Menu in the Windows environment, using Windows accessories; viewing files using Windows Explorer; managing files and folders, creating and managing shortcuts; and customizing the Start Menu.

January 9, February 11 and March 11
9:00 AM – 11:00 AM
Price - \$50.00

Word 2007: Working with Tabs, Tables and Section Breaks

This 2-hour Advantage webinar provides skill building in working with tabs; creating, managing and formatting tables; performing calculations; and creating page and section breaks.

January 8, 9:00 AM – 11:00 AM
Price - \$50.00

Other webinars not scheduled this quarter include:

- Outlook 2007:** Basic Mail and Calendar Tips
- Outlook 2007:** Learning About Attachments, Flagging, Address Book and Distribution Lists
- Outlook 2010:** Basic Mail and Calendar Tips

“Finally, a brilliant use of technology to provide fast answers to vexing business questions, along with leading edge guidance and direction, all within fingertip reach!”

- Dr. Rick Kirschner



A world-class online coaching system sponsored by the Center for Management and Professional Development

Today's leaders know that they can achieve greater business success by having a coach who gives them advice to make better and faster decisions while improving their performance and the performance of their team.

With MyQuickCoach, you can have access to world-class coaches whenever you need one.

MyQuickCoach brings on-demand business advice from respected “thoughtleaders” right to your computer desktop. Whether you are in your office or half a world away, *MyQuickCoach* is there for you.

With *MyQuickCoach*, you can point and click to access over one thousand short online video lessons by renowned consultants, authors, and educators. Each lesson - usually about five minutes long - is designed to help you get the most out of your online learning experience in the shortest amount of time.

MyQuickCoach constantly adds new content to help you stay on top of emerging business trends and get answers to the kinds of questions you face in today's ever-changing business climate.



Obtain one year of 24/7 access to some of the world's best business coaches for \$125.00*

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

To learn more, visit www.training.oa.mo.gov/MyQuickCoach/ or contact the Center.

Ask about group discounts!

LEADERSHIP

ON **Fast Forward**

It's not that things are changing; it's that things are changing faster and faster. The increasing velocity of change creates new and greater challenges for individuals and organizations everywhere. Whether you're in state government or working in the private sector, leaders at all levels are expected to meet ever-escalating demands.

Today's leaders must become more adept and competent than ever before at leading by example, modeling emotional intelligence, 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.

Participants will learn how to:

- ▷ Identify and define leadership traits which encourage performance, loyalty, and trust.
- ▷ Avoid the three most common pitfalls that prevent leaders from driving positive change.
- ▷ Apply principles of Emotional Intelligence to improve and sustain their own personal leadership capability.
- ▷ Describe the impacts of constant change on individuals and organizations.
- ▷ Recognize the stages of change and enable their workgroups to move on sooner than later.
- ▷ Decrease negativity in the workplace when new demands arise.
- ▷ Use a method of communicating change which is proven to gain buy-in and commitment.
- ▷ Improve morale and dedication even during daunting economic times.
- ▷ Set goals and achieve objectives by cultivating and reinforcing positive performance and desired behaviors.
- ▷ Facilitate positive changes within their workgroups.



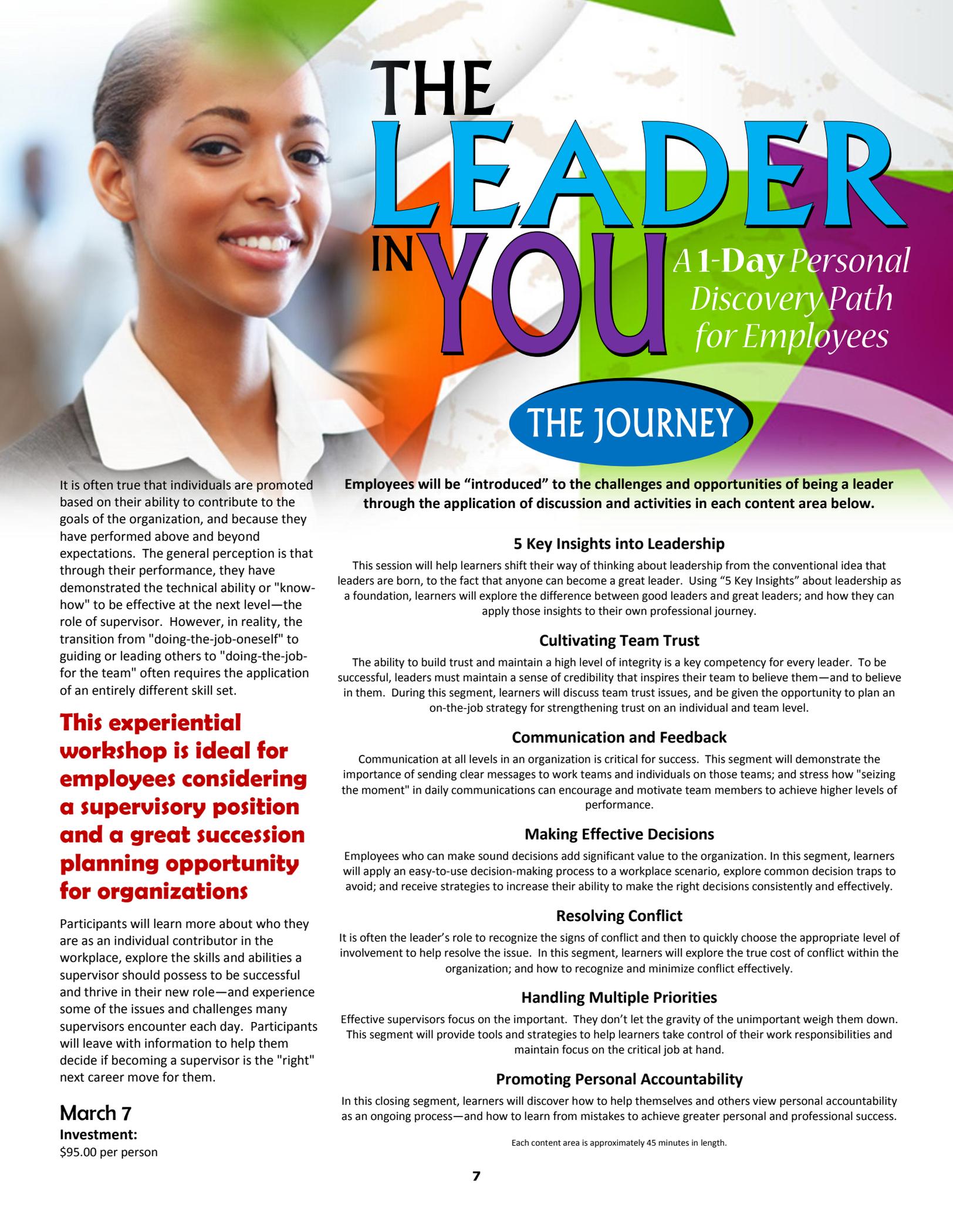
MARCH
14

8:30 AM – 4:30 PM
Investment: \$125.00



Presenter:
Dale McCoy

Dale McCoy is a Training and Organizational Development Practitioner, specializing in human performance improvement and leadership cultivation through learning and development strategies that yield measurable, data-driven, business results. After managing a multi-million dollar retail sales operation in Los Angeles for eight years, Dale gained extensive experience as a Human Resource Development Specialist with MCI Telecommunications, and as Manager of Training and Development with United Healthcare. Before launching his independent practice, Dale was also the Professional Services Manager of Training Development for Ineto, a web-based customer relations company in Texas. Dale is proud to be an adjunct instructional partner for Missouri State University and a frequent training contributor to the Center for Management and Professional Development.



THE LEADER IN YOU

A 1-Day Personal Discovery Path for Employees

THE JOURNEY

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 the application of an entirely different skill set.

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

Participants will learn more about who they are as an individual contributor in the workplace, explore the skills and abilities a supervisor should possess to be successful and thrive in their new role—and experience some of the issues and challenges many supervisors encounter each day. Participants will leave with information to help them decide if becoming a supervisor is the "right" next career move for them.

March 7

Investment:

\$95.00 per person

Employees will be "introduced" to the challenges and opportunities of being a leader through the application of discussion and activities in each content area below.

5 Key Insights into Leadership

This session will help learners shift their way of thinking about leadership from the conventional idea that leaders are born, to the fact that anyone can become a great leader. Using "5 Key Insights" about leadership as a foundation, learners will explore the difference between good leaders and great leaders; and how they can apply those insights to their own professional journey.

Cultivating Team Trust

The ability to build trust and maintain a high level of integrity is a key competency for every leader. To be successful, leaders must maintain a sense of credibility that inspires their team to believe them—and to believe in them. During this segment, learners will discuss team trust issues, and be given the opportunity to plan an on-the-job strategy for strengthening trust on an individual and team level.

Communication and Feedback

Communication at all levels in an organization is critical for success. This segment will demonstrate the importance of sending clear messages to work teams and individuals on those teams; and stress how "seizing the moment" in daily communications can encourage and motivate team members to achieve higher levels of performance.

Making Effective Decisions

Employees who can make sound decisions add significant value to the organization. In this segment, learners will apply an easy-to-use decision-making process to a workplace scenario, explore common decision traps to avoid; and receive strategies to increase their ability to make the right decisions consistently and effectively.

Resolving Conflict

It is often the leader's role to recognize the signs of conflict and then to quickly choose the appropriate level of involvement to help resolve the issue. In this segment, learners will explore the true cost of conflict within the organization; and how to recognize and minimize conflict effectively.

Handling Multiple Priorities

Effective supervisors focus on the important. They don't let the gravity of the unimportant weigh them down. This segment will provide tools and strategies to help learners take control of their work responsibilities and maintain focus on the critical job at hand.

Promoting Personal Accountability

In this closing segment, learners will discover how to help themselves and others view personal accountability as an ongoing process—and how to learn from mistakes to achieve greater personal and professional success.

Each content area is approximately 45 minutes in length.

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

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

Dates offered, cost and associated competencies are printed in italics under each workshop title.

Basic Supervision

Lee's Summit, March 26 – 27, \$99

Jefferson City, February 5 – 6, \$99

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 workshop will help identify or improve strategies and practices necessary to every supervisor's job.

Business Writing

March 13, \$95

Technical Knowledge & Written Communication

This 1-day workshop begins with a review of proper grammar, sentence structure, syntax and punctuation in business writing. This workshop also addresses the purpose, intent or goal of written communication in business and reviews the organization and written presentation of key concepts; and the use of rough and final drafts in business writing.

Challenging Negative Attitudes

March 20, \$125

Influencing & Self-Direction

This 1-day workshop explores how to challenge individual negativity as well as how to protect oneself from the negativity of others. Learners will receive behavioral models to use in coaching themselves and others in building optimistic responses to challenging situations; learn how negative norms become entrenched in an organization or team; and how to create a more positive working environment.

Coaching: Bringing Out the Best in Others

Springfield, March 1

Jefferson City, March 21

Special Price \$75

Mentoring & Teamwork

This four-hour workshop describes the role of a coach and why everyone in the organization needs to be a coach. It will also identify behaviors to support coaching, and demonstrate techniques to coach others formally and informally.

NEW! Dynamic Decision Making

February 13, \$125

Decisiveness & Problem Solving

The decisions and choices we make shape our future. Made consciously or unconsciously, decisions represent the fundamental tool we use in facing the opportunities, challenges, and uncertainties of life. Today, though, it's not just a case of "make a decision, any decision." The increased complexity of life and business calls for dynamic decision making! In this 1-day program you will sharpen your decision-making ability in risky and uncertain circumstances and leave with a concrete and powerful decision-making tool that will build your confidence to make future decisions – again and again.

Communication Skills for the Manager

January 8, \$95

Verbal Communication & Influencing

This 4-hour class reviews eight words that form a basis for a sound start in communication and how implied power and perceived power can influence the sending and receiving of information. The class demonstrates how using a simple communication tool can enhance the communication process. Additionally, the class helps managers focus on unleashing their team's talent by encouraging them to "seize the moment" in daily communication.

Generational Differences

January 15, \$95

Integrity & Perceptiveness

Each generation possesses their own unique set of workplace values and attitudes that are born of their experiences and social history. Understanding these generational differences can help build harmony and productivity in the workplace. This 4-hour workshop will give participants an opportunity to discuss and learn strategies to understand, value and leverage those differences for greater productivity.

Leading Change

January 29, \$95

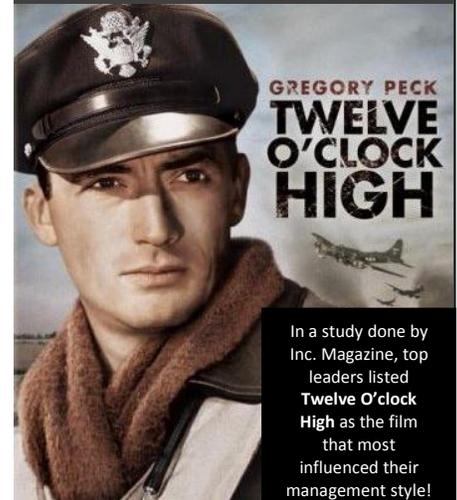
Flexibility & Strategic Thinking

This 4-hour workshop focuses on the leader's crucial role in effectively leading change initiatives in the workplace and the leader's ability to minimize the potentially negative effects of change on morale, processes, and productivity. Participants will receive tools and strategies to help them understand the importance to – and ownership of change for themselves and others; effectively introduce change; overcome people's resistance to change; explore the best way to implement change; and sustain an environment that embraces change and celebrates success.

Situational Leadership

The Core Program and
Twelve O'clock High

A 2-day Leadership
Development Workshop



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

**COMING
BACK IN
APRIL 2013**



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!*

Assertiveness Skills

February 14, \$125

Self-Direction & Influencing

Handling other people, whether they are aggressive or passive, is something we all need to do no matter what our job happens to be. And doing it well consistently requires skill. In this 1-day program you can learn how to boost your confidence and express yourself assertively. You will receive step-by-step guidelines on how to approach others and construct sentences to get maximum results. You will also learn about the right 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.

LEARN:

- How assertiveness differs from aggressive or passive behaviour
- How to construct your sentences to confidently get your message out
- How to take advantage of body language to say and get what you want
- How to distinguish between different behaviours using non-verbal communications
- How to redirect and change someone's behaviour
- How to respond to someone when your request is not acknowledged
- How to praise
- How to appeal to emotions
- How to receive criticism
- How to use a step-by-step approach to give constructive feedback
- How to effectively express your disagreement to others
- How to say "No"

STAY **Cool**
Calm &
Confident

NEW! Leadership Styles and Conflict Management

March 5, \$125

Perceptiveness

This 1-day workshop will use a survey and other discovery tools to help learners better determine their own leadership style and the communication style of other team members. These methods will provide insights in how to make better work decisions, what to use as the basis for those decisions, how to manage and gauge interactions with others—and how to effectively resolve conflicts.

Preventing Sexual Harassment

Cape Girardeau, February 14
Special Price \$50

Workforce Management

Engaging and insightful, this 4-hour program offers participants a real world perspective—and solutions to a variety of workplace sexual harassment issues ranging from flirting and dating to clueless behavior and predatory harassment.

Preventing Workplace Violence

February 21, \$95

Mediating and Negotiating

This 4-hour program can better prepare individuals to appropriately recognize and react to potentially violent situations that may involve external customers, the public, or employees. Participants will receive information to help detect the warning signs of potential problems, receive strategies to help diffuse anger and destructive behavior, and employ appropriate responses in various workplace situations.

Project Management

February 28, \$95

Accountability & Planning

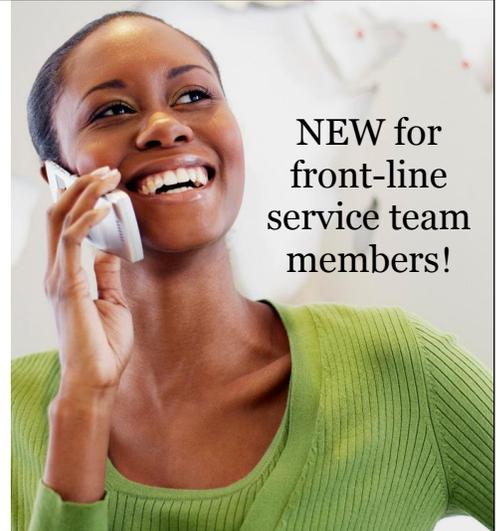
This 1-day introductory level workshop will introduce learners to a variety of tools and strategies that can be used to facilitate short-term projects to a successful completion. Learners will explore the phases of project management and what they can do to effectively plan, implement and evaluate future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

Redirecting Employee Performance

January 17, \$95

Influencing

This 4-hour workshop gives participants an opportunity to use an effective diagnostic tool to identify the root cause of performance deficiencies. During the session, participants will have an opportunity to use this diagnostic tool to determine why an employee may not be performing as expected, and share and discuss strategies to determine an effective course of action to ensure that each employee is performing as expected and according to the goal, vision and values of his or her organization.



NEW for
front-line
service team
members!

People Skills FOR Public People

February 22, \$125

Customer Service

In the midst of increased workloads, interruptions, day-to-day stressors and the need to "just get the job done," maintaining optimum levels of courtesy and professionalism can be challenging at best. This full-day program will equip learners with the skills they need to handle the important job of customer service; and confidently represent the organization in their role as the "first line" of contact customers may interact with each day.

Resolving Conflict

March 26, \$95

Problem Solving & Self-Direction

In the workplace, it is the leader's role to recognize the signs of conflict and then to quickly choose the appropriate level of involvement to help resolve the issue. This 4-hour workshop teaches leaders how to recognize when a conflict is escalating and minimize damage by using the appropriate resolution tactic to handle even the most challenging conflict-related discussions effectively.

Supervisory Liability

Chesterfield, March 19, \$95

Jefferson City, February 20, \$95

Accountability & Technical Knowledge

This 1-day program gives participants an opportunity to 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.

Didn't find what you're looking for?

We offer a wide variety of programs designed to build and enhance specific professional competencies.

Listed below are examples of other programs we provide throughout the year and upon request. New programs are frequently added to our curriculum!

- Accountability that Works
- Coaching: Bringing Out the Best in Others
- Cultivating Productive Relationships
- Delegating for Results
- Driving Innovation from the Inside Out
- Getting Started as a New Leader
- Generational Differences
- Giving and Receiving Constructive Feedback
- Handling Emotions under Pressure
- Healing Customer Relationships
- Launching and Refueling Your Team
- Leadership for the Public Sector
- Leading Change
- Making Effective Decisions
- Managing Performance Problems
- Problem Solving Strategies for Team Leaders
- Redirecting Employee Performance
- Resolving Conflict
- The Role of Ethics in the Workplace
- 7 Habits Fundamentals
- 7 Habits for Managers
- Working Together

...and MORE

We welcome the opportunity to speak with you about any of our programs, or discuss other ways to help your organization survive and thrive!

Contact us at (573) 526-4554 or 751-4514

Find us on the web at www.training.oa.mo.gov

Open Enrollment Workshops January – March 2013

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.

REGIONAL WORKSHOPS

NORTHWEST REGION



MARCH 26 - 27

BASIC SUPERVISION

8:30 A.M. – 4:30 P.M. (Both Days)
\$99

600 NE Colbern Road
Room 255
Lee's Summit

NORTHEAST REGION



MARCH 19

SUPERVISORY LIABILITY

8:30 A.M. – 4:30 P.M.
\$95

14301 South Outer Road 40
Room 207
Chesterfield

SOUTHWEST REGION



MARCH 1

COACHING: BRINGING OUT THE BEST IN OTHERS

10:00 A.M. – 3:00 P.M.
Special Price - \$75

3025 East Kearney Street, Conference Room 2
Springfield

SOUTHEAST REGION



FEBRUARY 14

PREVENTING SEXUAL HARASSMENT

10:00 A.M. – 3:00 P.M.
Special Price \$50

760 S. Kingshighway, Suite C
Cape Girardeau

WEBINARS

Available in all Regions:

BE PROACTIVE:

USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE
March 15, 10:00 A.M. – Noon, \$79

BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE
January 25, 10:00 A.M. – Noon, \$79

THE CLARITY IMPERATIVE

January 11, 10:00 A.M. – Noon, \$79

DIVERSITY: THE POWER OF PERCEPTION

February 22, 10:00 A.M. – Noon, \$79

THE 3RD ALTERNATIVE: PROBLEM SOLVING

February 8, 10:00 A.M. – Noon, \$79

RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK
March 29, 10:00 A.M. – Noon, \$79

TIME CHALLENGED

March 22, 10:00 A.M. – Noon, \$79

Computer Skills Webinars

EXCEL 2007: NAVIGATION, FORMULAS & SIMPLE FUNCTIONS

February 12, 9:00 AM – 11:00 AM, \$50

WINDOWS 7 BASICS

January 9, February 11, March 11
9:00 AM – 11:00 AM, \$50

WORD 2007: TABS, TABLES & SECTION BREAKS

January 8, 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

JANUARY

- 8 **Communication Skills for the Manager**, 8:30 – 12:30, \$95.00
- 9 **History and Culture of Missouri Politics**, 8:30 – 4:30, \$50.00
Missouri State Capitol Building, Hearing Room 5
- 15 **Generational Differences**, 8:30 – 12:30, \$95.00
- 17 **Redirecting Employee Performance**, 8:30 – 12:30, \$95.00
- 29 **Leading Change**, 8:30 – 12:30, \$95.00
- 31 **PERforM Employee Appraisal System**, 8:30 – 4:30, \$75.00

FEBRUARY

- 5-6 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$99.00
- 13 **Dynamic Decision Making**, 8:30 – 4:30, \$125.00
- 14 **Assertiveness Skills**, 8:30 – 4:30, \$125
- 20 **Supervisory Liability**, 8:30 – 4:30, \$95
- 21 **Preventing Workplace Violence**, 8:30 – 12:30, \$95.00
- 22 **People Skills for Public People**, 8:30 – 4:30, \$125.00
- 27 **PERforM Employee Appraisal System**, 8:30 – 4:30, \$75.00
- 28 **Project Management**, 8:30 – 4:30, \$95.00

MARCH

- 5 **Leadership Styles and Conflict Management**, 8:30 – 4:30, \$95.00
- 7 **The Leader In You**, 8:30 – 4:30, \$95.00
- 13 **Business Writing**, 8:30 – 4:30, \$95.00
- 14 **Leadership on Fast Forward**, 8:30 – 4:30, \$125.00
- 20 **Challenging Negative Attitudes**, 8:30 – 12:30, \$125.00
- 21 **Coaching: Bringing Out the Best in Others**, 8:30 – 4:30, \$95.00
- 26 **Resolving Conflict**, 8:30 – 12:30, \$95.00

TECHNICAL AND COMPUTER SKILLS TRAINING

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

JANUARY

- 3 **Access 2007: Intermediate**, 8:00 – 4:00, \$95.00
- 15 **SAM II Financial Introduction**, 8:00 – 4:00, \$95.00
- 17 **Excel 2010: Introduction**, 8:00 – 4:00, \$95.00
- 21 **Outlook 2010 Introduction**, 8:00 – 4:00, \$95.00
- 22 **MOBIUS**, 8:00 – Noon, \$50.00
- 24 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 29 **PowerPoint 2010 Introduction**, 8:00 – 4:00, \$95.00
- 31 **Word 2010 Introduction**, 8:00 – 4:00, \$95.00

FEBRUARY

- 5 **Excel 2007 Introduction**, 8:00 – 4:00, \$95.00
- 7 **Access 2007 Introduction**, 8:00 – 4:00, \$95.00
- 14 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 19 **SAM II Financial Data Warehouse Web Interface**, 8:00 – Noon, \$50.00
- 21 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95.00
- 25 **Windows 7 Introduction**, 8:00 – Noon, \$95.00
- 26 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 28 **SAM II Payment Voucher/Vendor Invoice Processing**, 8:00 – 4:00, \$95.00

MARCH

- 5 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 7 **Access 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 12 **SAM II Financial Introduction**, 8:00 – 4:00, \$95.00
- 14 **Word 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 19 **SAM II Financial Data Warehouse Using Access**, 8:00 – 4:00, \$95.00
- 21 **Access 2010 Advanced**, 8:00 – 4:00, \$95.00
- 26 **Excel 2010 Advanced**, 8:00 – 4:00, \$95.00
- 27 **Windows 7 Introduction**, 8:00 – Noon, \$95.00

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

Enrollment Information

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

All 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 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 is unable to 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 may still be billed.

To cancel an enrollment, please contact the Center for Management and Professional Development as soon as possible. A staff member will provide assistance and provide dates for future sessions if desired.

Phone:

(573) 751-4514
(573) 526-4554

E-Mail:

Teresa.Sheridan@oa.mo.gov

Fax:

(573) 751-8641

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 _____



STATE OF MISSOURI
CENTER FOR MANAGEMENT AND PROFESSIONAL DEVELOPMENT
FOUNDATIONS

TRAINING CALENDAR FOR JANUARY, FEBRUARY & MARCH 2013