

COMPUTER SKILLS TRAINING
FOR YOUR PROFESSIONAL DEVELOPMENT NEEDS

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

LEADERSHIP
FOUNDATIONS

CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT

Jan
Feb
Mar
2015

HOW
FULL
IS YOUR
BUCKET
and more
Workshops and
Webinars for the
LEADER IN
EVERYONE

MANAGING
TENSE
MOMENTS

STUDY
HALL

S E R I E S

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



www.training.oa.mo.gov

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 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 local government provide.

Contact us at (573) 751-4514 or 522-1332
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 now available through the Center for Management and Professional Development too.

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.



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
- SAM II HR Pay for Agencies

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

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.



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.

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

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 20, 10 AM – Noon, \$79

Begin with the End in Mind

Defining Your Contribution and Leading with Purpose

In this LiveClicks webinar, both new and experienced managers acquire a set of tools to help them meet today's management challenges, including performance management, collaboration, and team development.

January 30, 10:00 AM – Noon, \$79

The Clarity Imperative

This Advantage webinar provides a simple but powerful method for getting people "on the same page" so that team clarity and cohesiveness can emerge. It's not about creating a mission statement or slogan, it's about understanding who you are, identifying the meaning in what you do and ensuring that you can bring your strengths and values to bear in every situation. 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.

March 6, 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.

January 16, 10:00 AM – Noon

Special Price! \$50

The 3rd Alternative: Problem Solving

Solving Life's Most Difficult Problems

This LiveClicks webinar focuses on a universal synergistic approach to solving challenging problems. Learners will obtain a deep and thorough understanding of the roots as well as the symptoms of a problem; discover how empathic relationship building is the key to problem solving; and go for the surprising solution that transcends the usual answers.

January 9, 10:00 AM – Noon, \$79

Relationship Trust

Building Strong Teams and Relationships at Work

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.

February 6, 10:00 AM – Noon, \$79

Resolving Generational Conflict

Understanding and Navigating Generational Differences at Work

In this LiveClicks webinar, participants learn how to understand the unique differences in age groups, discover effective ways to manage generational differences so that all age groups are satisfied, understand why and how all four generations respond differently in the workplace, and learn how to work through common friction points.

February 27, 10:00 AM – Noon, \$79

Webinars to Enhance Your Computer Skills

Outlook 2010: Basic Mail and Calendar Tips

This 1-hour Advantage webinar designed for Outlook 2010 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.

February 11, 9:00 AM – 10:00 AM, \$25

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

March 2, 9:00 AM – 11:00 AM, \$50

InSights ONDEMAND

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

Insights OnDemand transforms award winning leadership lessons from FranklinCovey's most requested training programs into **over 60 self-paced "on demand" web-based courses** that build or reinforce the critical skills of great leadership, effectiveness, and productivity.

Each course contains an engaging video, followed by powerful thought provoking questions that focus on the learning process. Learners can also 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.

The program allows learners to track which courses they have completed—and provides the option to view each course again—as often as needed.

Courses Address Critical Development Areas that Include:

- Communication
- Conflict Management
- Customer Service
- Innovation & Creativity
- Managing Change
- Productivity, Vision & Purpose
- Problem Solving
- Leadership & Team Building
- Trust & Integrity

...and more!



Obtain a ***1 year subscription for \$85.**

**1 year from the date of activation*

Each subscription includes 4 hours of Management Training Rule Credit.

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



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. Point and click to access thousands of 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.



Ask about group discounts!

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.*

MANAGING TENSE MOMENTS

A New STUDY HALL

S E R I E S

Self-led training modules...ready when you are

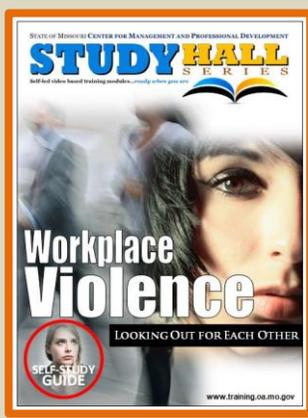
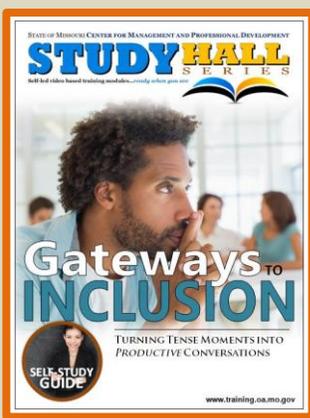
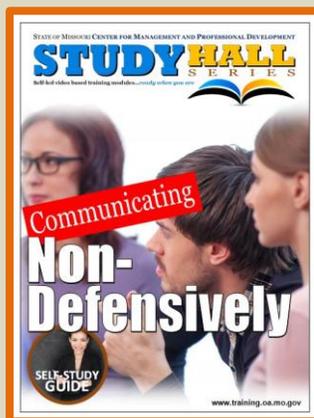
It's probably NOT the Study Hall you remember from school, but these “study-on-your-own” lessons are sure to make a difference in your success as a leader and workplace participant.

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 how you're leading your team today—and what you might want to do differently tomorrow.

Working at your own pace, each lesson takes about an hour to complete.

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

EACH NEW
LESSON WILL
BE AVAILABLE
EARLY 2015



The lesson makes the point that all of us must be responsible for how we deliver and receive messages, as well as the symptoms and consequences of inappropriate defensiveness.

Improve teamwork and productivity by learning how to effectively handle diversity-related tension while modeling respectful communication – a key competency for today's workplace

Learn about forms of workplace violence, such as threats, intimidation, harassment, and cyber-bullying – behaviors that can be precursors to physical violence; then discover how to spot warning signs, and defuse potentially violent situations through compromise, collaboration and avoidance.

This lesson shows how people are vulnerable to stress, especially in positions which carry more responsibility than authority, or lack the support they may need. You will also discover how stress can be caused by our own personality or anxieties; and receive positive approaches to alleviate anxiety, for yourself and others on your work team.

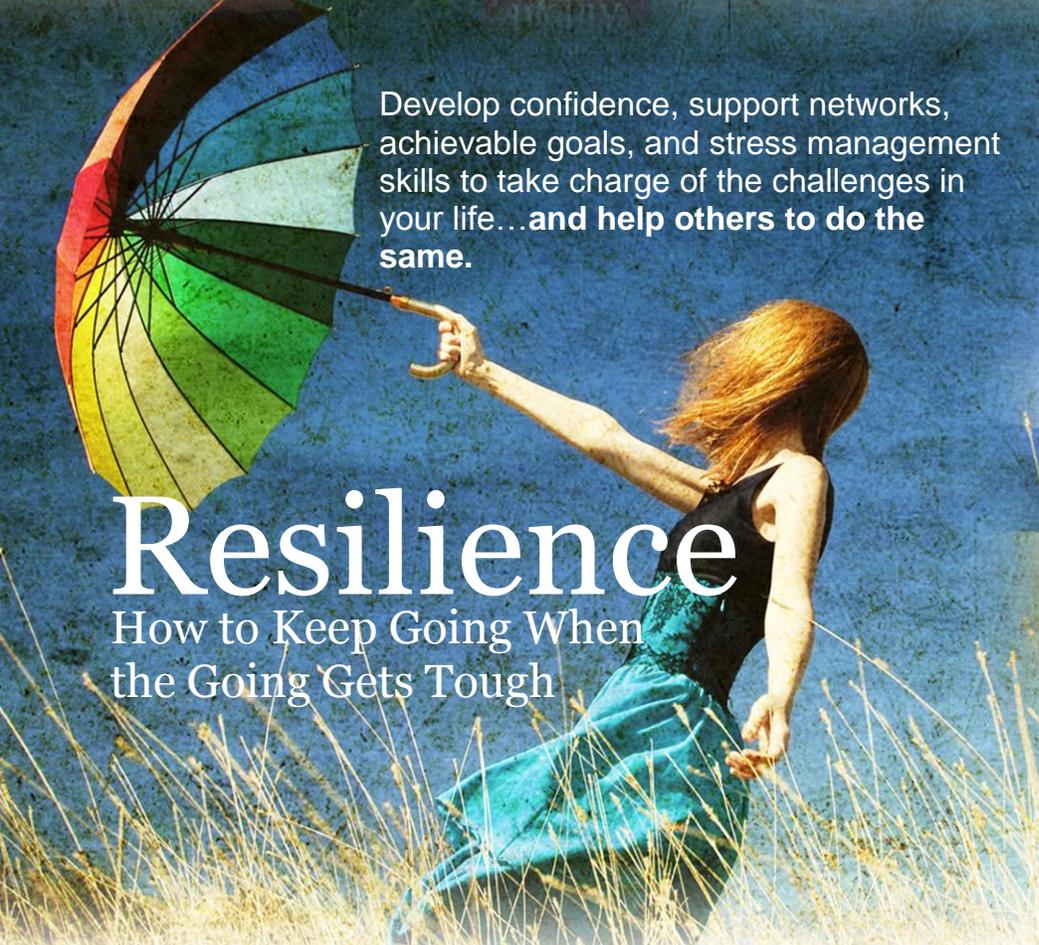
ALSO AVAILABLE: The LEADERSHIP SERIES that consists of the following four lessons:

- *Would I Inspire Me?*
- *5 Questions Every Leader Must Ask*
- *Leaders of Character*
- *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.



Develop confidence, support networks, achievable goals, and stress management skills to take charge of the challenges in your life...and help others to do the same.

Resilience

How to Keep Going When the Going Gets Tough

Conflict, change, and stress are a regular part of everyday organizational life. The key to employee survival is resilience, and the ability to bounce back after adversity. Being resilient doesn't prevent tough challenges from happening, but it does provide individuals with the strength and wherewithal to recover and move on time and time again.

Developing resilience is a lot like engineering a building to withstand an earthquake. It requires a solid foundation and a flexible structure that won't crack or crumble under pressure.

Resilience is the ability to cope with change, and it is a large predictor of our success at work, as well as our overall satisfaction with life. It gives us the ability to adapt and "bounce back" in difficult circumstances in order to reach our goals. In human terms, it translates into self-esteem, connections with others, mental agility, and effective coping strategies. And, in today's rapidly changing world, it is an essential skill for both employees and supervisors.

This **4-hour** program offers individuals a blueprint for increasing anyone's resilience at work, and elsewhere. Aimed at developing confidence, support networks, achievable goals, and stress management skills, this program will help you take charge of the challenges in your life, and help others to do the same.

PROGRAM OBJECTIVES

Successful completion of this program will increase your ability to:

- Bounce back from adversity
- Build your self-esteem as a foundation of resilience
- Make and maintain connections to build resilience
- Accept and embrace change
- Use flexible thinking to overcome obstacles
- Implement stress management and relaxation strategies to maintain resilience

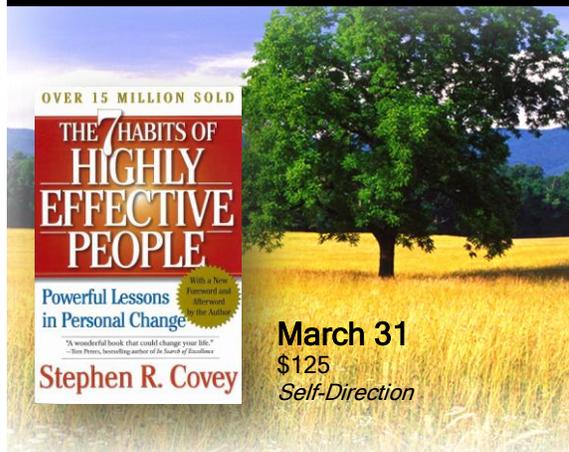
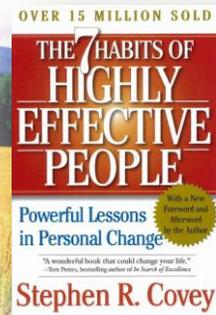
March 12

8:30 AM – 12:30 PM

Competencies: Flexibility & Self-Direction

Investment: \$125

7 THE HABITS OF HIGHLY EFFECTIVE PEOPLE FUNDAMENTALS WORKSHOP



March 31
\$125
Self-Direction

For over 20 years the "7 Habits of Highly Effective People" has been a blueprint for personal and professional development, influencing the lives of millions of people.

Now you can experience those same 7 Habits in a highly concentrated, 1-day workshop.

Our workshop is specifically designed for those who want a fast-paced introduction to "7 Habits" thinking and application. The benefits of this workshop for individuals and organizations include:

- Improved teamwork
- Increased alignment between work activities and the organization's mission
- Increased productivity and accountability

The workshop provides the foundation necessary to strengthen the human side of performance. It introduces key principles and teaches skills needed to work effectively with and through others.

It helps employees tap into the best they have to give and fosters measurable change and improvement at the personal, managerial and organizational level.

Individuals discover how to maximize their performance and reach career goals by avoiding dependence on others and instead move on to where real success lies—being interdependent. This allows them to experience first-hand the rewards of superb cooperation and collaboration.

What You'll Get:

- A FranklinCovey Planner Starter Kit to help you stay focused on your highest priorities for an entire year
- A paperback copy of *The 7 Habits of Highly Effective People*
- Participant Manual
- Participant Resource Audio CD
- Participant Job Aid

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.

Basic Supervision

*Lee's Summit, February 9 -10, \$99
Jefferson City, March 4 - 5, \$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 program will identify or improve strategies and practices necessary to every supervisor's job.

Business Writing

*January 8, \$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.

Communication Skills for the Manager

*Chesterfield, March 13, \$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

*March 24, \$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.

Influencing Up!

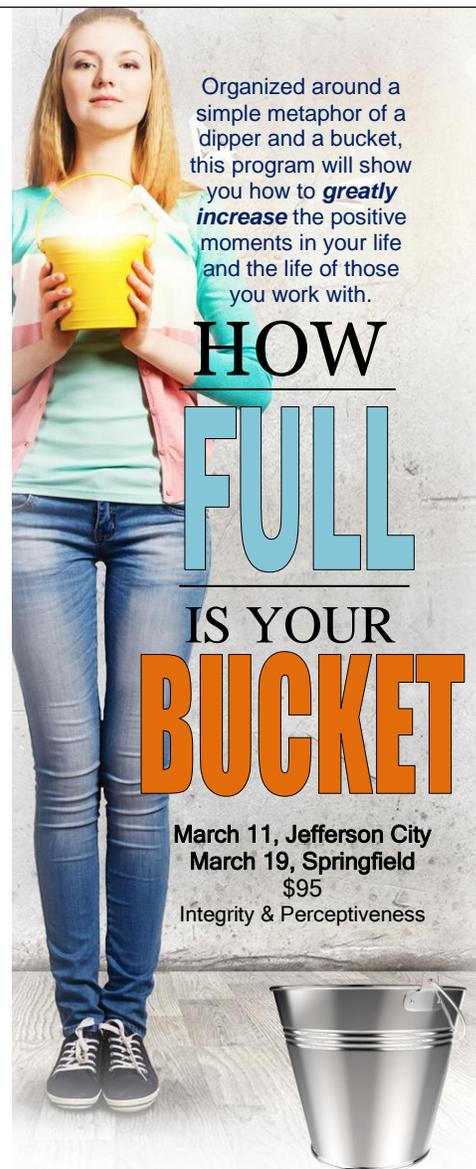
*March 17, \$125
Influencing*

People who demonstrate positive influence fulfill their personal objectives while maintaining and nurturing important work relationships. That may sound simple, but in practice it can be extremely challenging. This 1-day program looks at ways you can grow your own influence when managing your boss. Learners will receive practical skills to assess the situation and propose solutions that enhance their relationship with those in authority; and develop strategic initiatives to get their ideas acted upon.

Insights Discovery Profile

*January 27, \$95
Perceptiveness*

This 4-hour program uses a *Discovery Profile* to help individuals gain a deeper understanding of their working "style;" how their style impacts relationships with others at work environment; and how they can develop personally and professionally to improve their effectiveness as an individual contributor and team leader.



Organized around a simple metaphor of a dipper and a bucket, this program will show you how to **greatly increase** the positive moments in your life and the life of those you work with.

HOW FULL IS YOUR BUCKET

**March 11, Jefferson City
March 19, Springfield
\$95
Integrity & Perceptiveness**

This highly interactive 4-hour program based on the #1 New York Times and Business Week bestseller, *How Full Is Your Bucket?* reveals how even the briefest interactions can affect working relationships, productivity, health and longevity. Grounded in years of research, this program will show you how to greatly increase the positive moments in your life and the life of those you work with.

Whether you are a manager, supervisor or employee, this program filled with discoveries, powerful strategies and engaging stories, will take a refreshing look at the way we behave at work, and inspire lasting changes for you and the people you work with EVERYDAY!

By attending this program, you can:

- Explore the benefits obtained from using employee feedback and recognition;
- Learn how we behave at work can influence individual accountability and productivity;
- Apply three powerful questions to enhance everyday workplace interactions; and
- Receive five strategies to immediately create a more positive work experience for your team and your organization.



MANAGING Workplace Anxiety

March 19
\$125, Flexibility and Self-Direction

This 1-day program will provide you with the important skills and resources to recognize and manage workplace anxiety to keep you moving forward - and in control of your own emotions. By identifying the symptoms of anxiety, and providing the skills needed to cope with feelings of anxiety, employees and managers alike will be better prepared to deal with common anxiety situations—and ready to handle the sometimes hectic and frenzied challenges that the workplace can bring.

This program will help you to:

- Understand different types of workplace anxieties
- Learn to recognize symptoms and warning signs
- Determine ways of coping and managing problems
- Recognize common trigger and accelerants
- Learn the difference between anxiety and common nervousness

LEADERSHIP FOR THE PUBLIC SECTOR

GREAT LEADERS. GREAT TEAMS.
GREAT RESULTS!



March 25 – 26

\$325, *Workforce Management*

No organization has ever become great without exceptional leaders who can connect the efforts of their team to the critical objectives of the organization, tap the full potential of each team member, align systems and inspire trust. It takes a "mind-set, skill-set, tool-set" approach to develop leaders who can unleash the talent and capability of their team against their organization's highest priorities.

This powerful 2-day program addresses 3 critical leadership challenges:

- Building trust and influence
- Defining the "job to be done"
- Creating a strategic link between the work of the team and the goals of the organization

Leaders will also learn how to align four essential systems that drive success:

Execution - the discipline of focusing on a few critical objectives with a process for achieving those objectives.

Talent - positioning, and developing individual workers in order to tap into their full potential.

Core work processes - creating clearly understood and aligned work processes for each team function.

Customer feedback - understanding the one thing you need to know about how your customers perceive you.

Leaders receive powerful tools to use during & after the program:

- A comprehensive guidebook and *Leadership Essentials* resource book
- Access to an online assessment to receive feedback from others on their leadership effectiveness
- A CD with printable versions of the tools introduced in the workshop
- A DVD with selected videos from the workshop
- Exclusive access to additional online resources

Interviewing and Selecting "Best" Candidates

January 21, \$95

Decisiveness and Technical Knowledge

This 4-hour workshop will help interviewers confidently determine the best person for the job. Participants will be provided with strategies to help identify the key skills, traits and abilities needed for the job (competencies), and learn how to incorporate this information into their interview and selection strategy. The program will suggest that behavioral-based interviewing – gaining specific examples of what a person has done in the past in order to help predict what the person will do in the future – is crucial to a successful process.

It's Okay to Be the Boss

Poplar Bluff, February 18, \$95

Jefferson City, March 18, \$95

Accountability & Perceptiveness

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.

Leadership Styles and Conflict Management

February 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.

Leading Effective Meetings

March 10, \$95

Team Work & Verbal Communication

All leaders know that meetings—if not managed properly—can become mere formalities, "time-wasters," and even fuel turf wars among meeting members. An ineffective meeting impedes teamwork and anyone's hope for success. 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.

Lessons in Leadership

February 10, \$125

Vision & Self-Direction

This 1-day workshop explores leadership through specific lessons that will help any current or future leader enhance their own abilities, and mobilize their team to achieve extraordinary results. Learners will: Examine ways to build credibility so that others want to follow their example; discuss the art of visioning for followers; examine communication practices of great leaders; Identify key leadership behaviors; examine the leader's role in creating empowering environments; explore strategies for improved team performance...and more.

For Front-line Service Team Members...

People Skills for PUBLIC PEOPLE

February 18, \$125

Customer Service

In the midst of increased workloads, daily 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 staff at all levels in the organization 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.



EXERCISING YOUR EMOTIONAL INTELLIGENCE

WORKING OUT A SMARTER HEART

March 3

\$125, *Perceptiveness & Team Work*

Setting goals and assigning tasks is much easier than influencing people. The ability to cultivate a high trust work environment in which everyone feels connected to the organizational mission is the mark of a truly powerful leader, one who inspires commitment instead of erroneously believing it is theirs to command.

Learners who attend this 1-day program will discover that productive relationships can either flourish or wither as a result of our ability, or inability, to exert control over our behavior. The essential premise of EI is that true, sustainable, success requires an honest awareness, control, and management of one's own emotions, and an understanding of the emotions of others. By first understanding how emotions influence our behavior, we can prevent negative emotions from driving us to behaviors we later regret. Only then are we able to influence others. Only then can a team work together with increased cooperation, collaboration, and communication toward a common purpose.

Numerous studies identify EI as the number one core competency for effective leadership, regardless of rank or title.

Successful participants will...

- Gauge their current level of Emotional Intelligence and identify how to increase their EQ
- Gain the ability to accurately assess their own emotional responses—and the consequences of those responses
- Practice choosing a response that is aligned with their desired goals when faced with adverse circumstances
- Exercise Emotional Intelligence to create positive outcomes in spite of negative emotions
- and more...

Don't miss some of our most popular programs back again this quarter!

Situational Leadership

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

February 3 - 4, \$249
Workforce Management

Day 1: Core Program

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 other barriers to help leaders diagnose the needs of individuals or teams and use the leadership style that responds to the situation.

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!*

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

SKILLS TO HANDLE

crucial conversations

February 19, \$125
Team Work & Verbal Communication

Discover how to communicate best when it matters most! Based on the book, "*Crucial Conversations*," this 1-day program provides the tools to handle difficult and important interactions that happen to everyone and affect our life. Learn to share information safely, be persuasive instead of abrasive, 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. 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!

THE 7 HABITS FOR MANAGERS

February 25 - 26, \$225
Influencing and Integrity

This 2-day program applies insights from best-selling "*7 Habits of Highly Effective People*" book to the challenges facing managers today. Managers learn to leverage resources, define their contribution, hold team members accountable, give constructive feedback, and unleash the potential of their team to achieve crucial goals. **The workshop follows a reinforced learning process that includes:** Award winning videos illustrating key points; A *Management Essentials* book with insights on the role of the manager; A CD explaining how The 7 Habits apply to managers; and Paper and electronic versions of the tools used in the workshop.

Supervisory Liability

January 7, \$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.

Open Enrollment Workshops January - March 2015

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



FEBRUARY 9 - 10
BASIC SUPERVISION
8:30 A.M. - 4:30 P.M., \$99 (Both Days)
Department of Natural Resources Building
500 NE Colbern Road
Lee's Summit

NORTHEAST REGION



MARCH 13
COMMUNICATION SKILLS FOR THE MANAGER
10:00 A.M. - 3:00 P.M., \$95
Department of Transportation Building
14301 South Outer Road 40
Chesterfield

SOUTHWEST REGION



MARCH 19
HOW FULL IS YOUR BUCKET
10:00 A.M. - 3:00 P.M., \$95
Department of Natural Resources Building
2040 W. Woodland
Springfield

SOUTHEAST REGION



FEBRUARY 18
IT'S OKAY TO BE THE BOSS
10:00 A.M. - 3:00 P.M., \$95
Department of Natural Resources Regional Office
2155 North Westwood Blvd.
Poplar Bluff

WEBINARS for ALL REGIONS

BE PROACTIVE:

USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE
March 20, 10:00 A.M. - Noon, \$79

BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE
January 30, 10:00 A.M. - Noon, \$79

THE CLARITY IMPERATIVE

March 6, 10:00 A.M. - Noon, \$79

PREVENTING SEXUAL HARASSMENT

January 16, 10:00 AM - 11:00 AM, \$50

THE 3RD ALTERNATIVE:

PROBLEM SOLVING:
SOLVING LIFE'S MOST DIFFICULT PROBLEMS
January 9, 10:00 A.M. - Noon, \$79

RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK
February 6, 10:00 A.M. - Noon, \$79

RESOLVING GENERATIONAL CONFLICT:

UNDERSTANDING AND NAVIGATING GENERATIONAL DIFFERENCES
AT WORK
February 27, 10:00 A.M. - Noon, \$79

Computer Skills Webinars

OUTLOOK 2010:

BASIC MAIL AND CALENDAR TIPS
February 11, 9:00 AM - 10:00 AM, \$25

WINDOWS 7 BASICS

March 2, 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

- 6 **PERforM State Employee Performance Planning and Appraisal System**, 8:30 – 4:30, \$75
- 7 **Supervisory Liability**, 8:30 – 4:30, \$95
- 8 **Business Writing**, 8:30 – 4:30, \$95
- 13 **PERforM State Employee Performance Planning and Appraisal System**, 8:30 – 4:30, \$75
- 21 **Interviewing and Selecting “Best” Candidates for Organizational Effectiveness**, 8:30 – 12:30, \$95
- 27 **Insights Discovery Profile**, 8:30 – 12:30, \$95
- 29 **PERforM State Employee Performance Planning and Appraisal System**, 8:30 – 4:30, \$75

FEBRUARY

- 3 – 4 **Situational Leadership: The Core Program and Twelve O’clock High**, 8:30 – 4:30 (Both Days), \$249
- 5 **Leadership Styles & Conflict Management**, 8:30 – 4:30, \$125
- 10 **Lessons in Leadership**, 8:30 – 4:30, \$125
- 18 **People Skills for Public People: Strengthening Interpersonal Communication**, 8:30 – 4:30, \$125
- 19 **Skills to Handle Crucial Conversations**, 8:30 – 4:30, \$125
- 25 – 26 **The 7 Habits for Managers**, 8:30 – 4:30 (Both days), \$225

MARCH

- 3 **Exercising Your Emotional Intelligence**, 8:30 – 4:30, \$125
- 4 – 5 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$99
- 10 **Leading Effective Meetings**, 8:30 – 12:30, \$95
- 11 **How Full Is Your Bucket**, 8:30 – 12:30, \$95
- 12 **Resilience: How to Keep Going When the Going Gets Tough**, 8:30 – 12:30, \$95
- 17 **Influencing Up!**, 8:30 – 4:30, \$125
- 18 **It’s Okay to Be the Boss**, 8:30 – 12:30, \$95
- 19 **Managing Workplace Anxiety**, 8:30 – 4:30, \$125
- 24 **Generational Differences**, 8:30 – 12:30, \$95
- 25 – 26 **Leadership for the Public Sector**, 8:30 – 4:30 (Both Days), \$325
- 31 **The 7 Habits of Highly Effective People Fundamentals**, 8:30 – 4:30, \$125

TECHNICAL AND COMPUTER SKILLS TRAINING

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

JANUARY

- 6 **Excel 2007 Introduction**, 8:00 – 4:00, \$95
- 7 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 8 **Access 2007 Introduction**, 8:00 – 4:00, \$95
- 15 **SAM II Financial Introduction**, 8:00 – 4:00, \$95
- 20 **MOBIUS**, 8:00 – Noon, \$50
- 21 **Outlook 2007 Introduction**, 8:00 – 4:00, \$95
- 22 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95
- 27 **SAM II HR Position Control**, 8:00 – Noon, \$50
- 29 **SAM II HR Introduction**, 8:00 – Noon, \$50

FEBRUARY

- 3 **Excel 2010 Introduction**, 8:00 – 4:00, \$95
- 5 **Access 2010 Introduction**, 8:00 – 4:00, \$95
- 10 **Word 2010 Introduction**, 8:00 – 4:00, \$95
- 17 **SAM II Deductions and Benefits**, 8:00 – Noon, \$50
- 18 **PowerPoint 2010 Introduction**, 8:00 – 4:00, \$95
- 19 **SAM II Financial Data Warehouse Using Access**, 8:00 – 4:00, \$95
- 24 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95
- 26 **Access 2010 Intermediate**, 8:00 – 4:00, \$95

MARCH

- 3 **SAM II HR Employee Maintenance**, 8:00 – 4:00, \$95
- 4 **Outlook 2007 Intermediate**, 8:00 – 4:00, \$95
- 5 **SAM II Vendor Invoice & Payment Processing**, 8:00 – 4:00, \$95
- 10 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95
- 12 **Access 2007 Intermediate**, 8:00 – 4:00, \$95
- 16 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 17 **Excel 2010 Advanced**, 8:00 – 4:00, \$95
- 19 **Access 2010 Advanced**, 8:00 – 4:00, \$95
- 24 **Excel 2007 Advanced**, 8:00 – 4:00, \$95
- 26 **Access 2007 Advanced**, 8:00 – 4:00, \$95
- 31 **SAM II HR Time and Leave**, 8:00 – 4:00, \$95

Descriptions for technical and computer skills training workshops can be found on our website at www.training.ia.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 _____

LEADERSHIP FOUNDATIONS

TRAINING CALENDAR FOR JANUARY, FEBRUARY & MARCH 2015

STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

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