

# LEADERSHIP FOUNDATIONS

CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT  
WORKSHOPS AND WEBINARS FOR LEADERS

New for Our Customers...  
**Computer Skills  
Training**

**+**

**Online Learning  
That Works for You**

AND

**REGIONAL CLASSES  
TO SAVE TIME AND MONEY**

**Jan  
Feb  
Mar  
2012**

**LOOKING  
TOWARD THE  
FUTURE**

Every leader knows that one of their most important responsibilities come rain or shine is to prepare themselves and their team to handle the multitude of workplace challenges and opportunities that will appear next week, next month and next year. While it may be impossible to foresee the future, you and your team can be better prepared for it by enhancing your skills and increasing your value as a contributor to your organization's success. Invest in your future by attending one or more of our programs and leave with lasting tools that will help you thrive in 2012 and beyond!

Let us inspire your current and potential leaders on their **journey to excellence.**



[www.training.oe.mo.gov](http://www.training.oe.mo.gov)

STATE OF MISSOURI  
**Center** FOR  
**MANAGEMENT AND**  
**Professional Development**

## Building A Strong Missouri

To aid and enhance the productivity and economic growth of Missouri businesses and public entities, the **Center for Management and Professional Development** (Center) within the State Division of Personnel is ready to help private sector businesses and government entities cultivate and enhance the leadership, interpersonal and technical skills of their current and potential leaders and “front-line” employees through the delivery of innovative, participant-centered training programs.

Our programs establish a foundation for long-term success through the development of skilled supervisors, managers, team leaders and staff who work together to create a stronger Missouri.

In addition to creating and providing customized workshops and webinars, the Center also conducts training programs developed by other world class training leaders that include: *Achieve Global, Development Dimensions International, The Center for Leadership Studies, FranklinCovey*, and others. Together, these programs provide a rich, affordable curriculum from which critical skills can be encouraged.

**\*Come to our training facility, or invite us to your work place to establish your very own “center for learning.” Either way, 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.

### Good People are *Great* for Business!

How much more does a high performer generate annually than an average performer?



Source: McKinsey's War for Talent 2000 survey of 410 corporate offices at 35 US companies

The Center encourages businesses and entities to value and realize the benefits that increasing leadership 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](http://www.training.oa.mo.gov)

## **NEW from the Center!** Information Technology and Computer Skills Training

To establish a central “one-stop” training source for state agencies, city and county government and private sector businesses, the State of Missouri’s technical training function (previously part of the Office of Administration’s Information Technology Services Division) is now part of the Center for Management and Professional Development.

Now you can find the technical and computer skills training you need right along with the Center’s other leadership and professional development programs—all at affordable pricing.

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

- Access
- Excel
- Outlook
- PowerPoint
- Word

Other specialized programs like Adobe Photoshop will also be offered throughout the year. E-learning sessions will be available too.

**Through the Center, state government agencies will also be able to 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 will also use the Center’s computer classroom facility to offer specialized training in:

- Server Applications and Administration
- Web Applications/Development
- Mainframe Application Programming

**It’s the training you need...all in one place.**



# e-learning

Webinar workshops delivered to your desktop

## January – March Webinars

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.

### 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.

February 2, 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.

March 2, 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; learn how to write faster with more clarity; and gain skills for revising and fine-tuning every kind of document from emails to manuals.

February 10, 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 31, 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.

March 30, 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.

Thursday, January 27, 10:00 AM – Noon, \$79

## NEW! Special 1-Hour Webinars to Enhance Your Computer Skills

### Outlook 2007: 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.

January 25 or February 23, 9:00 AM – 10:00 AM  
Special Price - \$25.00

### Outlook 2007: 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.

March 21, 9:00 AM – 10:00 AM  
Special Price - \$25.00

**“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

**myquickcoach**

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

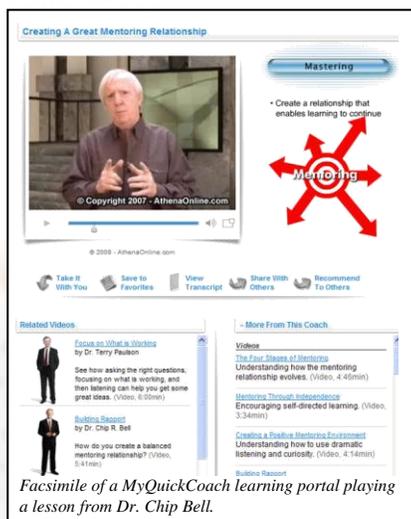
Today's leaders know that they can achieve greater business success by having a coach who gives them advice to make better and faster decisions while improving their performance and the performance of their team.

**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.



**Let MyQuickCoach work for you!**

**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 about *MyQuickCoach*, visit [www.training.oa.mo.gov/MyQuickCoach/](http://www.training.oa.mo.gov/MyQuickCoach/) or contact the Center.

**Ask about group discounts!**



Our Franklin Covey workshops motivate participants to incorporate new principles right away. As a result, they begin to transform their organization from the inside out—starting with themselves. They behave differently, create trust, and form strong relationships that ultimately lead to superior results and realized objectives.

## THE 7 HABITS for Managers WORKSHOP

### MANAGING YOURSELF, LEADING OTHERS, UNLEASHING POTENTIAL

These days, the demands of leadership are more complex than ever. More and more, organizations are seeking ways to develop leaders with not only competence, but character as well.

*The 7 Habits for Managers Workshop* is a 2-day learning experience that applies insights and tools from *The 7 Habits Fundamentals Workshop* specifically to the challenges facing managers today. Current and future managers learn to leverage hidden resources, define their contribution, hold team members accountable, give constructive feedback, and unleash the potential of their team to achieve crucial goals. The workshop also offers a means of preparing new and future leaders upon a foundation of character and effectiveness, thus deepening the “bench strength” of the organization. New and experienced leaders who attend this workshop will receive a set of “tools” that can help them:

- Increase their resourcefulness and initiative
- Define the contribution they want to make in their leadership role
- Focus on “wildly important goals” and follow through
- Manage team performance through a balance of accountability and trust
- Coach team members through candid and helpful feedback
- Improve team decision-making skills by encouraging diverse viewpoints
- Unleash the full potential of each team member

### Tools for Highly Effective Managers

The workshop follows a reinforced learning process that includes:

- A rich, comprehensive guidebook
- Award winning videos illustrating key concepts
- A 131 page *Management Essentials* book with insights on the role of the manager and answers to frequently asked questions
- An Audio CD with Stephen Covey explaining how *The 7 Habits* apply to managers
- Paper and electronic versions of the tools used in the workshop

### For Consideration:

To deepen understanding of the 7 Habits principles and to build a foundation of individual effectiveness, participants are *encouraged* to attend *The 7 Habits Fundamentals Workshop* before attending the *7 Habits for Managers Workshop*.

Competency: Influencing and Integrity

March 6 - 7

Cost: \$175.00

**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](http://www.training.oa.mo.gov)

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

### **Accountability that Works**

**Lee's Summit: March 21, \$95, Special Price \$75**

*Accountability*

This 4-hour workshop presents a simple-to-use method of accountability common to all tasks. When managed properly, this method of accountability can help to establish a mindset of ownership for the task and taking responsibility for getting it done; doing what is necessary to complete the task, including identifying action steps, a timeline and using necessary resources; and owning the outcome of the task, good or bad, acknowledging it and learning from the experience.

### **Basic Supervision**

*February 7 – 8, \$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.

### **Communication Skills for the Manager**

*March 14, \$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, the JoHari Window, 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.

## **THE 5 WAVES OF TRUST**

**Cape Girardeau: March 28, Special Price \$75**

*Verbal Communication & Influencing*

This 4-hour program based upon the bestselling book, “The Speed of Trust,” by Stephen M. R. Covey, is devoted to the ONE THING that is common to every individual, work team, and organization—TRUST. Trust affects the quality of relationships, communication, work projects—every effort in which we are engaged. Through the use of video examples, discussion and application activities, learners will explore the premise that there are various layers of trust to which today's leaders must be attuned: Self Trust, Relationship Trust, Organizational Trust, Market Trust and Societal Trust. By focusing on each layer (or wave) at the right time, leaders can: build credibility in ways that boost employee engagement and productivity; reduce the cost of poor performance associated with a climate of distrust; and improve business results by increasing the loyalty of the customers who depend upon their business for the products and services they need or want.

# **Challenging NEGATIVE Attitudes**

*February 28, \$125*

*Influencing & Self-Direction*

All too often, even the most confident of managers can struggle to turn things around when negative attitudes exist within their work team. Negative employee attitudes can run the gamut, be triggered by a variety of situations, and can unfortunately be infectious. 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.

**NEW!**

## **Confronting Constructively**

*February 29, \$95*

*Accountability & Verbal Communication*

Often, when we think of confrontation, we think of conflict and anger. But constructive confrontation isn't conflict—it is a structured, systematic approach to increasing accountability and decreasing conflict within your work team and organization. If you are a leader responsible for seeing that the work gets done—the right way and on time—this program is for you. Learners who attend this 4-hour workshop will receive a clear and concise road map that will ensure constructive conversations between team leaders and team members happen when they need to happen; keep these important conversations on track and consistent; improve accountability; and ultimately unleash the leadership potential in everyone.



# Diversity & Unlawful DISCRIMINATION



February 14 and March 19

**Value Priced for Diversity Compliance Training: \$25.00**

*Workforce Management & Perception*

Most people recognize that harassment is when someone openly bullies, belittles, threatens or even terrorizes another person. However, harassment isn't always that obvious, and can be subtle in nature. The key to eliminating harassment and the sometimes unintentional – and unlawful – aspects of discrimination in today's workplace is in prevention.

This **3-hour program** is designed to clarify the range of behaviors which are considered unlawful harassment and discrimination, and help learners resolve these issues in a proactive manner. Learners will discuss the concept of harassment and discrimination, how to recognize if it's happening in the workplace, and how to prevent it. Through active discussion and reflection, learners (i.e., all workforce participants) can work together to maintain a diverse, productive and harassment-free workplace.

#### **Program Objectives:**

- Understand the impact of stereotypes and biased statements, even when casually stated.
- Identify common reasons people sometimes remain silent in the face of bias and stereotypes.
- Enhance skills for speaking up against stereotypes and/or harassment without blame or guilt.
- Review and discuss definitions, impact and behaviors defined by the courts as discrimination and harassment in the workplace.
- Discuss standard procedures and practical guidelines for confronting and reporting sexual harassment.
- Review the manager and/or supervisor's role in preventing, reporting and investigating unlawful discrimination and sexual harassment.

## **Driving Innovation From the Inside Out**

February 16, \$95.00

*Creative Thinking & Problem Solving*

This 4-hour workshop explores the strengths and innovative personas that comprise any organization's workforce and the strategies and tools that can be used to improve innovative thinking. Learners will discover that each person brings their own "lever," their own skill set, and their own point of view when it comes to innovation—and that with the right combination of motivation, strategy and opportunity, each employee can generate a remarkably powerful force.

## **NEW! Leadership Styles and Conflict Management**

**Chesterfield: February 9, \$125**

*Perceptiveness*

One of the toughest challenges facing a manager in any business setting today is determining the appropriate leadership style and leadership skill to apply when working with team members—whether in typical workday conversations, or more challenging team conflict issues. This **1-day workshop** will use a survey and other discovery tools to help supervisors, managers and team leaders 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, and how to manage and gauge their interactions with others.

And because a combination of styles can influence work issues that develop into conflict, learning activities will also focus on how to define, address and resolve conflict through an understanding of style types.

## **Managing Stress During Organizational Change**

January 25, \$95.00

*Flexibility & Influencing*

Like it or not, in the dynamic world surrounding today's organizations, change is no longer a choice – and for many people, neither is the stress that accompanies it. Unfortunately, stress during changing times can sideline employee productivity in many ways. This 4-hour program will provide supervisors and managers with strategies to encourage, refocus, and revitalize both themselves and their employees during and after stress-filled situations to ensure that organizational goals, and the individuals who work to accomplish them, remain viable.



**NEW for front-line service team members!**

## *People Skills* FOR **Public People**

**Springfield: January 31, \$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.

#### **Successful learners will be able to:**

- Explain how the natural laws of commerce impact their organization or business
- Describe how quality customer relations affect their personal bottom line
- Describe behaviors that make positive first impressions and build rapport
- Give examples of the Four Levels of Conversation
- Demonstrate effective body language and voice control when dealing with customers
- Describe characteristics and behaviors which typify good or bad customer relationships
- Identify situations in the 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 to deal with three types of difficult customers in a positive manner

## Didn't find what you're looking for?

The Center for Management and Professional Development offers a 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 being added to our curriculum!

- Adaptive Leadership
- Delegating for Results
- Dealing with Difficult Customers over the Phone
- Driving Innovation from the Inside Out
- Enhancing Your Telephone Skills
- Getting Started as a New Leader
- Generational Differences
- Giving and Receiving Constructive Feedback
- Grammar and the Spoken Language
- Handling Emotions under Pressure
- Healing Customer Relationships
- Launching and Refueling Your Team
- Leadership for the Public Sector
- Managing Performance Problems
- Problem Solving Strategies for Team Leaders
- 7 Habits Fundamentals

...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](http://www.training.oa.mo.gov)

# Open Enrollment Workshops January – March 2012

## 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 21

#### Accountability that Works

10:00 A.M. – 3:00 P.M.

**Special Price** - \$75.00

600 NE Colbern Road

Room 136

Lee's Summit

### NORTHEAST REGION



FEBRUARY 9

#### Leadership Styles and Conflict Management

8:30 A.M. – 4:30 P.M.

\$125.00

14301 South Outer 40

Room 207

Chesterfield

### SOUTHWEST REGION



JANUARY 31

#### People Skills for Public People

8:30 A.M. – 4:30 P.M. \$125.00

Landers State Office Building

149 Park Central Square, Room 2

Springfield

### SOUTHEAST REGION



MARCH 28

#### The 5 Waves of Trust

10:00 A.M. – 3:00 P.M.

**Special Price** - \$75.00

760 S. Kingshighway, Suite C

Cape Girardeau

## WEBINARS

Available in all Regions:

#### BE PROACTIVE:

USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE

February 2, 10:00 A.M. – Noon, \$79.00

#### BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE

March 2, 10:00 A.M. – Noon, \$79.00

#### BUSINESS WRITING SKILLS

February 10, 10:00 A.M. – Noon, \$79.00

#### THE CLARITY IMPERATIVE

January 31, 10:00 A.M. – Noon, \$79.00

#### DIVERSITY: THE POWER OF PERCEPTION

March 30, 10:00 A.M. – Noon, \$79.00

#### RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK

January 27, 10:00 A.M. – Noon, \$79.00

#### AND...

#### NEW! 1-Hour Webinars to Enhance Your Computer Skills

**Special Price** - \$25.00

#### Outlook 2007:

#### Basic Mail and Calendar Tips

January 25 or February 23, 9:00 AM – 10:00 AM

#### Outlook 2007:

#### Learning About Attachments, Flagging, Address Book and Distribution Lists

March 21, 9:00 AM – 10:00 AM



# 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

- 11 **PERforM: Employee Performance Planning and Appraisal**, 8:30 – 4:30, \$75.00
- 12 **Handling Emotions Under Pressure**, 8:30 – 12:30, \$95.00
- 24 **Life Is A Series of Presentations**, 8:30 – 12:30, \$95.00
- 25 **Managing Stress During Organizational Change**, 8:30 – 12:30, \$95.00
- 31 **Project Management**, 8:30 – 4:30, \$95.00

#### FEBRUARY

- 3 **The Extraordinary Leader: Going from Good to Great**, 8:30 – 12:30, \$95.00
- 7 - 8 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$99.00
- 14 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25.00, Truman Bld., 301 W. High, Rm. 493
- 15 **Supervisory Liability**, 8:30 – 4:30, \$95.00
- 16 **Driving Innovation from the Inside Out**, 8:30 – 12:30, \$95.00
- 28 **Challenging Negative Attitudes**, 8:30 – 4:30, \$125.00
- 29 **Confronting Constructively**, 8:30 – 12:30, \$95.00

#### MARCH

- 6 – 7 **The 7 Habits for Managers**, 8:30 – 4:30 (Both Days), \$175.00
- 13 **Giving and Receiving Constructive Feedback**, 8:30 – 12:30, \$95.00
- 14 **Communication Skills for the Manager**, 8:30 – 12:30, \$95.00
- 15 **COACHING: Bringing Out the Best in Others**, 8:30 – 12:30, \$95.00
- 19 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25.00, Truman Bld., 301 W. High, Rm. 493
- 20 **Thinking Outside the Box**, 8:30 – 4:30, \$95.00
- 21 **Business Writing**, 8:30 – 4:30, \$95.00
- 22 **Helping Your Team Manage Customer Expectations**, 8:30 – 12:30, \$95.00
- 27 **Motivation in State Government**, 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 **SAM II Financial Data Warehouse Web Interface**, 8:00 – Noon, \$50.00
- 5 **Access 2007 Introduction**, 8:00 – 4:00, \$95.00
- 10 **SAM II Financial Introduction**, 8:00 – 4:00, \$95.00
- 12 **Word 2007 Introduction**, 8:00 – 4:00, \$95.00
- 17 **SAM II: Fixed Assets**, 8:00 – Noon, \$50.00
- 19 **PowerPoint 2007 Introduction**, 8:00 – 4:00, \$95.00
- 24 **Excel 2007 Introduction**, 8:00 – 4:00, \$95.00
- 26 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95.00
- 31 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00

#### FEBRUARY

- 2 **Word 2007 Introduction**, 8:00 – 4:00, \$95.00
- 7 **Excel 2010 Introduction**, 8:00 – 4:00, \$95.00
- 9 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 14 **SAM II Financial Introduction**, 8:00 – 4:00, \$95.00
- 16 **SAM II HR Data Warehouse Using Access**, 8:00 – 4:00, \$95.00
- 21 **MOBIUS**, 8:00 – Noon, \$50.00
- 28 **PowerPoint 2007 Intermediate**, 8:00 – 4:00, \$95.00

#### MARCH

- 1 **Word 2010 Introduction**, 8:00 – 4:00, \$95.00
- 6 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 8 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 13 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95.00
- 15 **SAM II Vendor Invoicing and Payment Voucher**, 8:00 – 4:00, \$95.00
- 20 **PowerPoint 2010 Introduction**, 8:00 – 4:00, \$95.00
- 22 **Access 2007 Advanced**, 8:00 – 4:00, \$95.00
- 27 **Word 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 29 **SAM II Financial Introduction**, 8:00 – 4:00, \$95.00

Descriptions for technical and computer skills training workshops can be found on our website at [www.training.oa.mo.gov](http://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 2012