

LEADERSHIP
FOUNDATIONS
CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT

Our customers expect a variety of training options when it comes to professional development. One of our *newest* ideas is loosely based on a “tried and true” formula you may remember from school...

THE
STUDY
HALL

S E R I E S

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

Learn more on page 7



Jan
Feb
2014
Mar

Workshops and Webinars
FOR THE **LEADER**
IN **EVERYONE**

www.training.oa.mo.gov



New!
Strengthen
Your

Emotional
Intelligence

Find out how on page 9



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

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.

The **Center's** 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 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 also available.

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.

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

In this LiveClicks webinar, 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 7, 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.

February 28, 10:00 AM – Noon, \$79

Communication Skills for the Manager

This Advantage Webinar engages participants in the discussion of communication and how implied power and perceived power can influence the sending and receiving of information. The webinar will also focus on how the leader can enhance the communication process; and "seize the moment" in daily conversation.

January 31, 10:00 AM – Noon, \$79

Diversity: The Power of Perception

This Advantage webinar uses insightful discussion to examine perceptions some people may have of other individuals in today's culturally diverse workplace, and how those perceptions may have been created.

March 21, 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 10, 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.

January 24, 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.

February 21, 10:00 AM – Noon, \$79.00

Time Challenged

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

March 28, 10:00 AM – Noon, \$79

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.

January 21, 9:00 AM – 11:00 AM, \$50.00

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 19, 9:00 AM – 10:00 AM, \$25.00

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

January 22, 9:00 AM – 11:00 AM, \$50.00



New! Open Labs

FOR
Microsoft Applications

THE GOAL OF OUR OPEN LABS CONCEPT IS SIMPLE:

We know that there are times when even skilled employees who regularly use Microsoft applications get “stuck” working on a new project, or while attempting to learn something new about a specific Microsoft application on their own.

In these situations, our *Open Lab* can provide the “extra set of eyes” and one-on-one technical expertise from an instructor to help each person move their project forward while increasing their technical competence.

During the *Open Lab*, an instructor is available to answer specific questions learners have on software issues they are facing—and receive “hands-on” help with a “real world” work project they bring with them to the Lab.

If learners know what topic(s) they need help with, they can contact the Center prior to coming to the Lab so pertinent materials to help them can be ready when they arrive.

Labs are open between the hours of 9 – 11:30 AM. Seating is limited to 10 people to ensure the best one-on-one instruction!

COMING SOON:

ACCESS 2007 OPEN LAB

February 13
1738 E. Elm Street, Lower Level
Jefferson City
9:00 AM - 11:30 AM
COST: \$50

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!



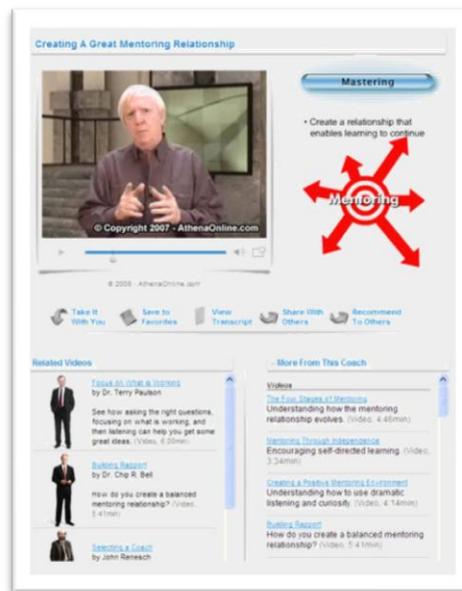
A world-class online coaching system sponsored by the Center for Management and Professional Development

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.



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 or contact the Center.

Ask about group discounts!

InSights ONDEMAND

See differently. Do differently.
Get better.

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

Each course starts with an engaging video, usually 8 –14 minutes long, followed by powerful thought provoking questions that can be answered and then printed or emailed back to the learner, the learner's manager, or someone else—a great way to keep others involved in the learning process.

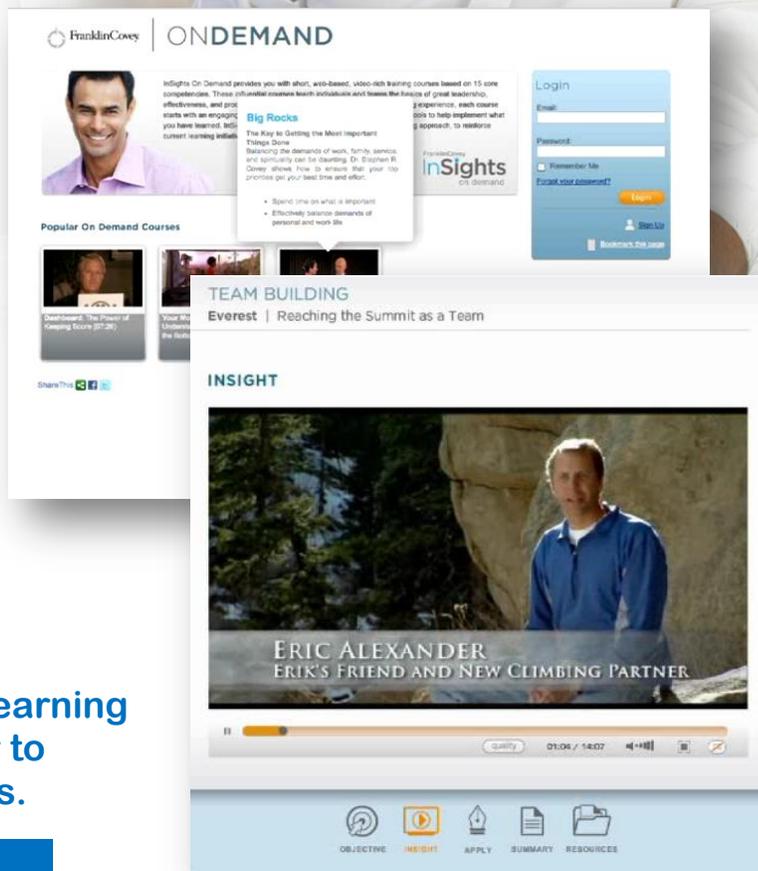
Learners can also review and print-out the key principles and ideas presented in each course and download goal setting tools tied to the content of the course for additional thought and action.

The program will allow learners to track which courses they have completed—and provides the option to view each course again—as often as needed. To make learning even easier, the content is always available through the learner's desktop computer—24/7.

InSights OnDemand is a perfect e-learning option for self-study application, or to reinforce current learning initiatives.

Courses address the following areas:

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



Obtain a *1-year subscription for \$85.00.

**1-year from the date of activation*

Each subscription includes 4-hours of Management Training Rule Credit.

To learn more, contact us at TheCenter@oa.mo.gov
Enroll online anytime at www.training.oa.mo.gov

Help your organization take action for increased performance with

InSights | ONDEMAND

STUDYHALL SERIES

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

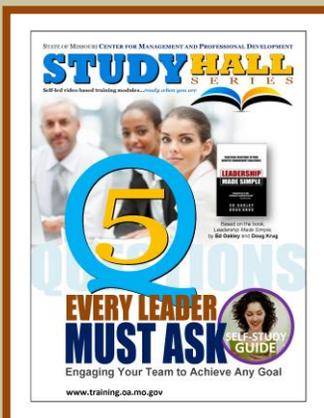
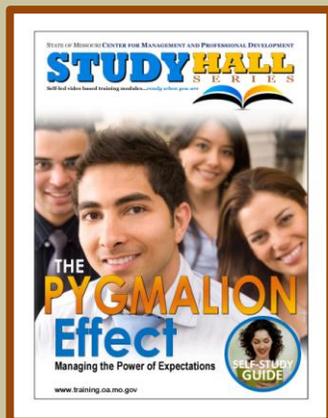
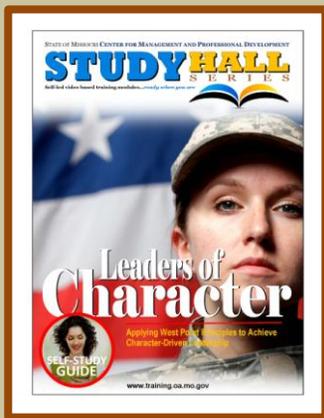
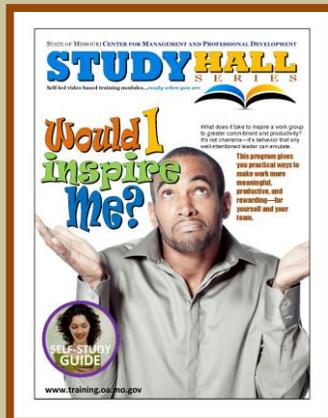


It's probably **NOT** the Study Hall you remember from school, but these “study-on-your-own” lessons are sure to make a difference in your success as a leader.

Each lesson will include 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 make you think about how you're leading your team today—and what you might want to do differently tomorrow.

Each lesson takes about an hour to complete, and you'll work at your own pace.

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. It's *not required*, but it is a great way to receive some one-on-one feedback *if you want it*.



You can take any lesson for \$20, or all four for \$75.

Each lesson provides one hour of Management Training Rule credit.

Available
Early
2014

The First Series of Lessons Include:

Would I Inspire Me?

Practical ways to make work more meaningful, productive and rewarding for yourself and your team

The Pygmalion Effect

How the demonstration of expectations can drive better performance, develop staff and lift productivity

Leaders of Character

Using West Point's example, learn how ethics form the basis of leadership, integrity and alignment of core organizational values

5 Questions Every Leader Must Ask

How to engage your team to achieve any goal

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

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

Assertiveness Skills

*March 20, \$125
Self-Direction & Influencing*

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.

Basic Supervision

*Jefferson City, March 26 – 27, \$99
Lee’s Summit, February 19 - 20, \$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

*February 5, \$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

*February 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.

Telephone Skills Training for Office Support Staff

Dealing with Difficult Customers Over the Phone

January 9, 1 PM – 5 PM, \$89.00

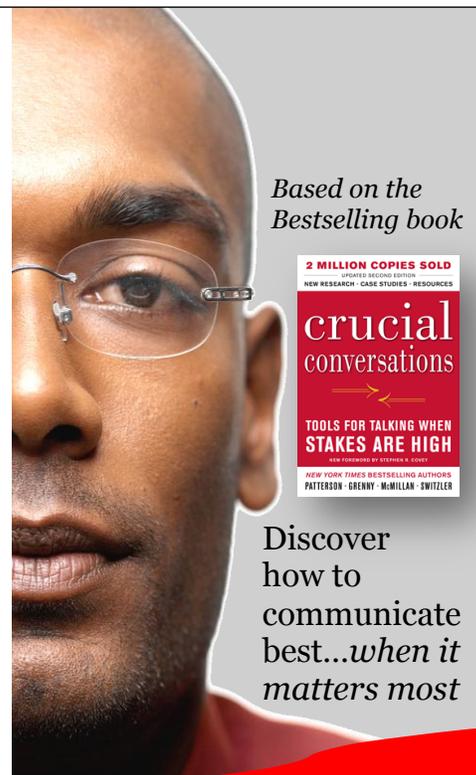
This 4-hour program will help participants understand the psychology of the angry customer, as well as give them techniques they can use to calm customers while remaining calm themselves.

Enhancing Your Telephone Skills

January 9, 8 AM – Noon, \$89.00

This 4-hour program offers telephone techniques that create a positive first impression with callers. Participants will learn to speak with an effective telephone voice, use effective call greetings, practice good telephone manners, and use effective approaches to handle special tasks like call transfers, taking messages, putting others on hold, and unintentional disconnects.

Attend Both Classes for \$149.00!



Based on the Bestselling book



Discover how to communicate best...when it matters most

SKILLS TO HANDLE crucial conversations

March 19, \$125
Team Work & Verbal Communication

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

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

Participants will learn how to:

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

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

Great leaders are inspiring. They know where they are headed; the visions they are trying to create, and have the unique ability to enlist others who can help them get there.

This 1-day workshop explores the art and skill of leadership through specific leadership 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 and its importance to followers; Examine communication practices of great leaders; Identify key leadership behaviors to model for employees; Examine the leader’s role in creating empowering environments; Explore leadership strategies for improved team performance...and more.

LESSONS IN LEADERSHIP

MARCH 25, \$125
VISION AND SELF-DIRECTION

Situational Leadership

The Core Program and
Twelve O'clock High

A 2-day Leadership Workshop



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



January 22-23

\$249

Workforce
Management

Day 1: Situational Leadership: The Core program

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

The workshop will help leaders:

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

Day 2: Twelve O'clock High

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

Insights Discovery Profile

January 30, \$95

Perceptiveness

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

NEW! Leadership on Fast Forward

March 13, \$125

Workforce Management

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

Leadership Styles and Conflict Management

February 13, \$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.

Life IS a Series of Presentations

Chesterfield, March 21, \$95

Influencing & Verbal Communication

This 4-hour workshop teaches learners how to focus and execute successful communication by following an easy-to-apply model. Individuals who learn how to make their "POINT" can communicate with impact anytime and anywhere. Whether through voicemail or email, meetings, hallway conversations, or formal presentations, this workshop will help learners present themselves clearly, concisely and confidently.

People Skills for Public People

March 5, \$125

Customer Service

In the midst of increased workloads, 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 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.

Preventing Workplace Violence

March 12, \$95

Mediating and Negotiating

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



Working Out A Smarter Heart

Exercising Your
Emotional Intelligence

March 6

\$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...

Redirecting Employee Performance

January 28, \$95
Influencing

During this 4-hour workshop participants will use a diagnostic tool to determine why an employee may not be performing as expected, and share and discuss strategies to determine a course of action to ensure that each employee is performing according to the goal, vision and values of the organization.

Supervisory Liability

March 11, \$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.

The Extraordinary Leader: Going from Good to Great

Springfield, February 6, \$95
Self-Direction

In this 4-hour workshop, learners will explore the difference between good leaders and great leaders; learn five key insights about leadership; determine their individual leadership strengths and areas for development by completing a self-assessment; and learn how to create a personal development plan to help them achieve extraordinary leadership abilities.

The Role of Ethics in the Workplace

February 19, \$95
Integrity

This 4-hour session examines the values and characteristics at play as leaders make good ethical decisions. Participants will discuss the role of ethics in leadership; discuss how leaders develop their ethics; receive a model for making sound, ethical decisions when faced with challenging and conflicting dilemmas; and participate in case studies regarding ethics.

The 7 Habits for Managers

February 26 – 27, \$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.

Working Together

Poplar Bluff, February 6, \$95
Integrity & Perceptiveness

This 4-hour workshop will examine common workplace "rules," why team members sometimes can't or won't follow these rules, and what techniques or actions other team members can use to help them cope with and resolve these situations. This workshop has recently been revised to include strategies from the best-selling book and video, "Working with You Is Killing Me!"

Open Enrollment Workshops January – March 2014

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 19 - 20

BASIC SUPERVISION

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

NORTHEAST REGION



MARCH 21

LIFE IS A SERIES OF PRESENTATIONS

10:00 A.M. – 3:00 P.M., \$95
Department of Natural Resources Building
1590 Woodland Drive
Room 160
Chesterfield

SOUTHWEST REGION



FEBRUARY 6

THE EXTRAORDINARY LEADER: GOING FROM GOOD TO GREAT

10:00 A.M. – 3:00 P.M., \$95
Department of Natural Resources Building
2040 W. Woodland
Springfield

SOUTHEAST REGION



FEBRUARY 6

WORKING TOGETHER

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 RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE
March 7, 10:00 A.M. – Noon, \$79

BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE
February 28, 10:00 A.M. – Noon, \$79

COMMUNICATION SKILLS FOR THE MANAGER

January 31, 10:00 A.M. – Noon, \$79

DIVERSITY: THE POWER OF PERCEPTION

March 21, 10:00 A.M. – Noon, \$50

THE 3RD ALTERNATIVE:

PROBLEM SOLVING:

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

RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK
January 24, 10:00 A.M. – Noon, \$79

THE CLARITY IMPERATIVE

February 21, 10:00 A.M. – Noon, \$79

TIME CHALLENGED

March 28, 10:00 A.M. – Noon, \$79

Computer Skills Webinars

EXCEL 2007:

WORKING WITH NAVIGATION, FORMULAS AND SIMPLE FUNCTIONS

January 21, 9:00 AM – 10:00 AM, \$50

OUTLOOK 2010:

BASIC MAIL AND CALENDAR TIPS
February 19, 9:00 AM – 10:00 AM, \$25

WINDOWS 7 BASICS

January 22
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

- 7 **PERforM State Employee Performance Planning and Appraisal System**, 8:30 – 4:30, \$75
- 8 **The History and Culture of Missouri Politics**, Truman Office Building, Room 493/494, 8:30 – 4:30, \$39
- 9 **Enhancing Your Telephone Skills**, 8:00 – Noon, \$89
- 9 **Dealing with Difficult Customers Over the Phone**, 1:00 – 5:00, \$89
- 22–23 **Situational Leadership**, 8:30 – 4:30 (Both days), \$249
- 28 **Redirecting Employee Performance**, 8:30 – 12:30, \$95
- 30 **Insights Discovery Profile**, 8:30 – 12:30, \$95

FEBRUARY

- 4 **PERforM State Employee Performance Planning and Appraisal System**, 8:30 – 4:30, \$75
- 5 **Business Writing**, 8:30 – 4:30, \$95
- 13 **Leadership Styles and Conflict Management**, 8:30 – 4:30, \$125
- 19 **The Role of Ethics in the Workplace**, 8:30 – 12:30, \$95
- 20 **Challenging Negative Attitudes**, 8:30 – 4:30, \$125
- 26–27 **The 7 Habits for Managers**, 8:30 – 4:30 (Both Days), \$225

MARCH

- 5 **People Skills for Public People**, 8:30 – 4:30, \$125
- 6 **Working Out A Smarter Heart**, 8:30 – 4:30, \$125
- 11 **Supervisory Liability**, 8:30 – 4:30, \$95
- 12 **Preventing Workplace Violence**, 8:30 – 12:30, \$95
- 13 **Leadership on Fast Forward**, 8:30 – 4:30, \$125
- 19 **Crucial Conversations**, 8:30 – 4:30, \$125
- 20 **Assertiveness Skills**, 8:30 – 4:30, \$125
- 25 **Lessons in Leaderships**, 8:30 – 4:30, \$125
- 26–27 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$99

TECHNICAL AND COMPUTER SKILLS TRAINING

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

JANUARY

- 6 **Outlook 2010 Introduction**, 8:00 – 4:00, \$95.00
- 7 **SAM II Financial Introduction**, 8:00 – 4:00, \$95
- 9 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95
- 14 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 16 **SAM II Financial Data Warehouse Using Access**, 8:00 – 4:00, \$95.00
- 23 **Word 2010 Introduction**, 8:00 – 4:00, \$95.00
- 28 **SAM II Payment Voucher Processing/Vendor Invoice Processing**, 8:00 – 4:00, \$95.00
- 30 **SAM II HR Introduction**, 8:00 – Noon, \$50.00

FEBRUARY

- 3 **Outlook 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 4 **Excel 2010 Introduction**, 8:00 – 4:00, \$95.00
- 6 **Access 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 11 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 13 **Access 2007 Open Lab**, 9:00 – 11:30, \$50.00
- 18 **SAM II Financial Data Warehouse Web Interface**, 8:00 – Noon, \$50.00
- 20 **Word 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 25 **Excel 2010 Advanced**, 8:00 – 4:00, \$95.00
- 27 **Access 2010 Advanced**, 8:00 – 4:00, \$95.00

MARCH

- 3 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 4 **Word 2007 Introduction**, 8:00 – 4:00, \$95.00
- 6 **PowerPoint 2007 Introduction**, 8:00 – 4:00, \$95.00
- 11 **Excel 2007 Introduction**, 8:00 – 4:00, \$95.00
- 13 **Access 2007 Introduction**, 8:00 – 4:00, \$95.00
- 18 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 19 **Outlook 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 20 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 25 **Word 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 27 **SAM II HR Introduction**, 8:00 – Noon, \$50.00

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

Didn't find what you're looking for?

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

Enrollment Information

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

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

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

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

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

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

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

Leadership and Interpersonal Communication Skills Training

Ph: (573) 751-4514 or (573) 526-4554
Fax: (573) 751-8641
Email: Teresa.Sheridan@oa.mo.gov

Technical and Computer Skills Training

Ph: (573) 522-1332
Fax: (573) 522-1335
Email: Eve.Campbell@oa.mo.gov

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

Application for Enrollment

You can register for a workshop in several ways:



Enroll on-line at:

www.training.oa.mo.gov



Mail this application to:

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



Fax this application to:

(573) 751-8641

Name of Course _____

Date of Course _____

Participant's Name _____

Job Title _____

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

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

SECTION A: FOR MISSOURI STATE GOVERNMENT EMPLOYEES

If within Jefferson City, please use the inter-agency mailing address

Department/Agency _____

Division _____

Section _____

Agency Address _____

Name of Supervisor _____

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

Agency/Business _____

Agency/Business Address _____

E-Mail Address _____ Phone _____

LEADERSHIP FOUNDATIONS

TRAINING CALENDAR FOR JANUARY, FEBRUARY & MARCH 2014

STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

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