

LEADERSHIP
FOUNDATIONS
CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT

**Workshops and Webinars
for the Leader**

In EVERYONE

Apr
May
Jun
2013

**Finding
New IDEAS**

Learn about our NEW program,
"Creating Creativity and Harnessing
Innovative Ideas" on Page 6

Enroll in our NEW LiveClicks Webinar
The 3rd Alternative: More on Page 7

**PROBLEM
SOLVING**

New!
**COMPUTER
SKILLS
TRAINING**
AT AFFORDABLE PRICING

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

Information Technology and Computer Skills Training

Now you can find the technical and computer skills training you need with the Center's other professional development programs—all at affordable pricing!



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

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.

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.

April – June 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.

May 31, 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.

April 12, 10:00 AM – Noon, \$79

Communication Skills for the Manager

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

May 24, 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.

April 26, 10:00 AM – Noon, \$50

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.

April 19, 10:00 AM – Noon

Special Price! \$50

NEW! The 3rd Alternative: Problem Solving

May 17, 10:00 AM – Noon, \$79

See the ad on page 7

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.

June 18, 10:00 AM – Noon, \$79

Other webinars not scheduled this quarter include:

- Business Writing Skills
- The Clarity Imperative
- Relationship Trust
- Time Challenged

Special Webinars to Enhance Your Computer Skills

Featured this Quarter: 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

How to minimize, maximize and restore Windows, how to close, move and resize Windows, how to scroll through Windows, and how to unlock, move and resize the Taskbar

Using Windows Accessories

How to use the Snipping Tool and Sticky Notes

Viewing Files Using Windows Explorer

How to open Windows Explorer, how to view folders and files, select different views for files and folders, and change the Layout View of Windows Explorer

Managing Files and Folders

How to create, rename and save a file in a folder, select multiple files, move and copy files to another folder, and delete files and folders

Creating and Managing Shortcuts

How to create, rename and delete a shortcut

Customizing the Start Menu

How to add and delete shortcuts from the Pinned Items list, how to change the number of items in the most frequently used programs list, and how to search for programs

April 22, May 15 and June 17
9:00 AM – 11:00 AM
Price - \$50.00

Other webinars not scheduled this quarter include:

- Excel 2007:**
Working with Navigation, Formulas and Simple Functions
- Outlook 2007:**
Basic Mail and Calendar Tips
- Outlook 2007:**
Learning About Attachments, Flagging, Address Book and Distribution Lists
- Outlook 2010:**
Basic Mail and Calendar Tips
- Word 2007:**
Working with Tabs, Tables and Section Breaks

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!

myquickcoach

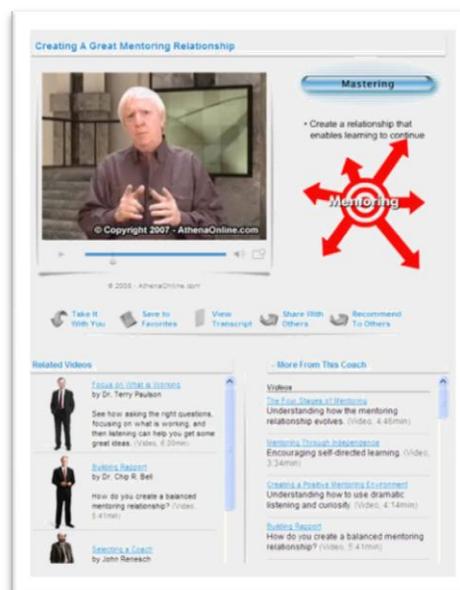
A world-class online coaching system sponsored by the Center for Management and Professional Development

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. 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
contact the Center.



Ask about group discounts!

Where do good ideas come from?
Do they just fall from the sky?

Do you have to wait for inspiration to strike like lightning? Or can you learn to generate and capture new innovative ways to improve results and expand value? This full-day highly interactive workshop will show you how to collect and combine a variety of ideas to produce new ways of working. You will practice divergent thinking techniques which have been proven to increase creativity and the capacity to solve problems. You will learn methods for gathering valuable feedback from customers and co-workers which you can apply to increase your own efficiency and effectiveness. And you will leave with ways to combine seemingly unrelated points of view to create new concepts, find innovative approaches, and unlock the potential lying dormant in your organization. There is no substitute for a better way of doing things, but finding and applying them should not be a painful process. Galileo said, "No man teaches any other man, he only helps him find the answer within himself." Attending this workshop will enable you to find new ideas all around you, and then use those ideas to meet the increasingly rigorous challenges of today's stringent work environment, while having fun doing it!

CREATING CREATIVITY AND HARNESSING INNOVATIVE IDEAS

Participants will:

- ▷ Practice techniques to generate multiple solutions to problems
- ▷ Learn effective methods to elicit feedback from key stakeholders
- ▷ Identify obstacles to innovation and strategies to overcome them
- ▷ Develop plans to routinely harvest innovative ideas and involve employees in a positive approach to problem-solving
- ▷ Learn how to use specific questions to enable their team to climb the Scale of Contribution
- ▷ Combine seemingly different ideas to arrive at new solutions
- ▷ Increase their value to their organization through enhanced creativity—and make work more fun!

JUNE 19

8:30 AM – 4:30 PM

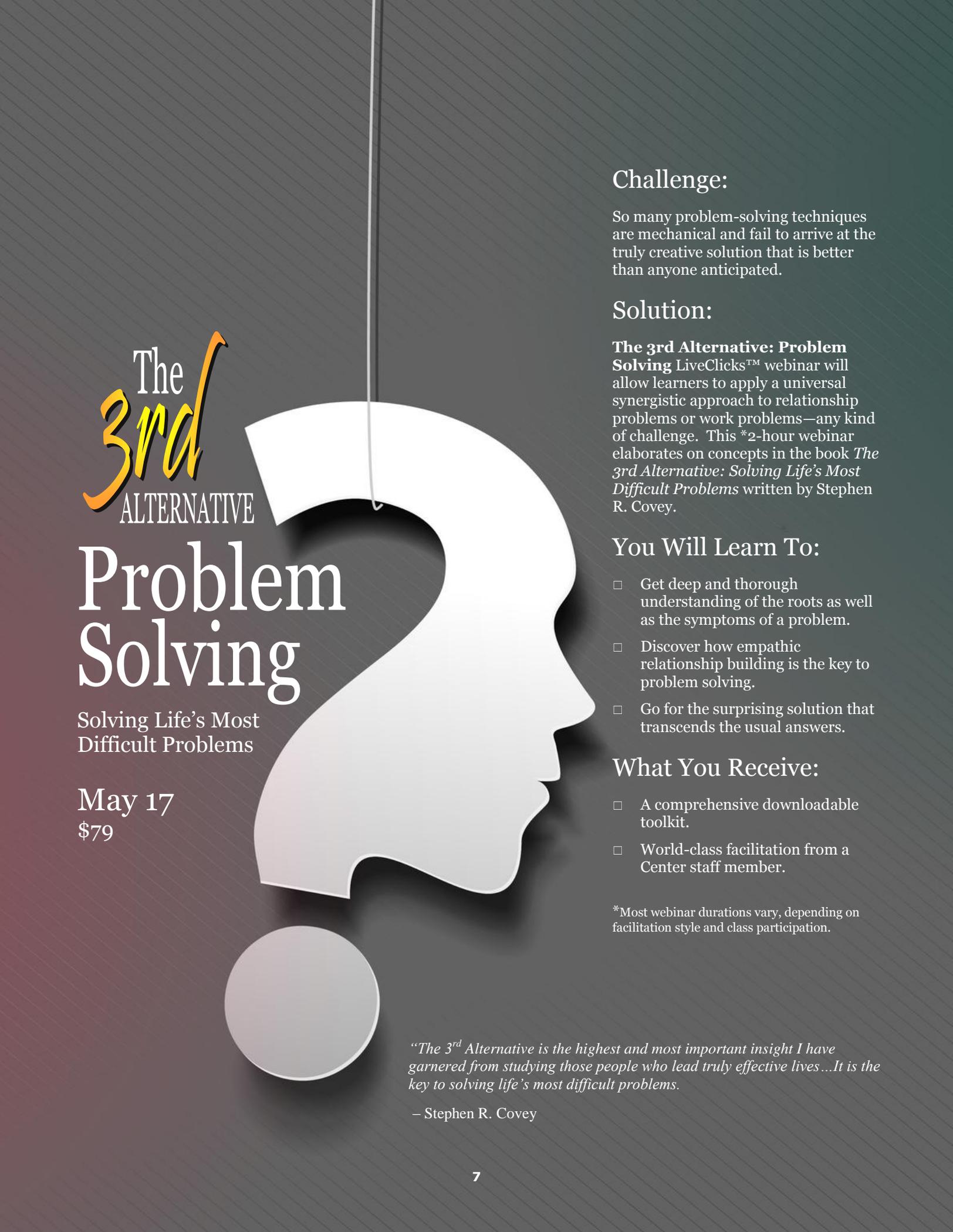
INVESTMENT: \$125.00



Presenter:

Dale McCoy

Dale McCoy is a Training and Organizational Development Practitioner, specializing in human performance improvement through learning and development strategies that yield measurable business results. Dale gained extensive experience as a Human Resource Development Specialist with MCI Telecommunications, and as Manager of Training and Development with United Healthcare. Dale is proud to be an adjunct instructional partner for Missouri State University and a frequent training contributor to the Center for Management and Professional Development.



The
3rd
ALTERNATIVE

Problem Solving

Solving Life's Most Difficult Problems

May 17
\$79

Challenge:

So many problem-solving techniques are mechanical and fail to arrive at the truly creative solution that is better than anyone anticipated.

Solution:

The 3rd Alternative: Problem Solving LiveClicks™ webinar will allow learners to apply a universal synergistic approach to relationship problems or work problems—any kind of challenge. This *2-hour webinar elaborates on concepts in the book *The 3rd Alternative: Solving Life's Most Difficult Problems* written by Stephen R. Covey.

You Will Learn To:

- Get 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.
- Go for the surprising solution that transcends the usual answers.

What You Receive:

- A comprehensive downloadable toolkit.
- World-class facilitation from a Center staff member.

*Most webinar durations vary, depending on facilitation style and class participation.

“The 3rd Alternative is the highest and most important insight I have garnered from studying those people who lead truly effective lives...It is the key to solving life's most difficult problems.

– Stephen R. Covey

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

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

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

NEW! Assertiveness Skills

May 21, \$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

Kansas City, May 14 – 15, \$99

Chesterfield, June 25 – 26, \$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.

Coaching: Bringing Out the Best in Others

Lee’s Summit, June 6

Special Price \$75

Mentoring & Teamwork

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

Telephone Skills Training for Office Support Staff

Enhancing Your Telephone Skills

April 11, 8 AM - Noon, \$89.00

This 4-hour workshop 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!

Delegating for Results

April 30, \$95

Workforce Management

This 4-hour workshop will help learners identify tasks and responsibilities that can and should be delegated and determine the most effective method of allocating them. Participants will receive strategies to assess the scope of delegated tasks and identify the appropriate level of authority and support to give the people doing the work. Additionally, participants will be given a set of criteria to help them select the best people for tasks and responsibilities; and determine methods for monitoring the progress of delegations that will allow them to stay in touch without getting in the way.

Grammar and the Spoken Language

May 14, \$95

Verbal Communication

This 4-hour workshop examines the appropriate use of grammar and English in today’s business environment. The program will focus on appropriate grammar usage, sentence structure, and syntax. And because practical application is critical to the overall understanding and development of the spoken word, participants will have an opportunity to practice learned concepts during the class that will help them back on the job.

NEW! Juggling Multiple Priorities

May 22, \$125

Accountability & Self-Direction

This 1-day program examines many different approaches to time management and introduces new techniques to enhance your approach in different situations. Learners will receive tools to help them prioritize tasks, set boundaries, eliminate timewasters, and much more in this action packed program!

Dealing with Difficult Customers Over the Phone

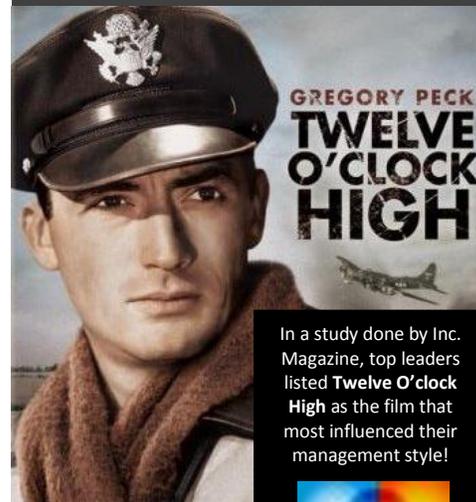
April 11, 1 PM - 5 PM, \$89.00

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

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!



APRIL 16-17

\$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:

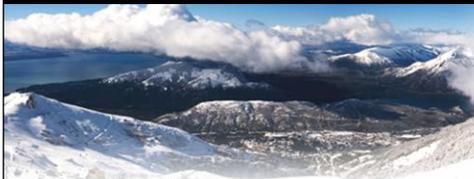
- Determine their primary and backup leadership style
- Select a style appropriate for a situation
- Determine the skill and motivational level of employees
- Effectively address difficult performance issues
- Apply the correct leadership style to obtain maximum results from employees while maintaining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

LEADERSHIP FOR THE PUBLIC SECTOR

GREAT LEADERS. GREAT TEAMS.
GREAT RESULTS!



June 12 - 13, \$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 individual on their team, align systems and clarify purposes—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 three challenges leaders face every day:

- 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

Life IS a Series of Presentations

April 24, \$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.

Motivation in State Government

April 23, \$95

Workforce Management

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

Preventing Sexual Harassment

Springfield, June 6

Special Price \$50

Workforce Management

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

Problem Solving Strategies for Team Leaders

April 9, \$95

Problem Solving

This full day workshop helps leaders develop their ability to recognize and solve problems through their own or group efforts in a variety of ways. Participants will discover how to combine problem-solving techniques with their natural creativity and to put both to work using the "creativity starters" presented in the class.

Project Management

June 27, \$95

Accountability & Planning

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

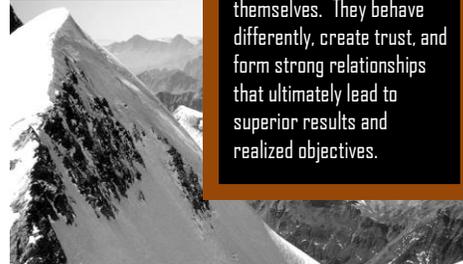
Supervisory Liability

Poplar Bluff, June 13, \$95

Jefferson City, June 20, \$95

Accountability & Technical Knowledge

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



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

MANAGING YOURSELF, LEADING OTHERS, UNLEASHING POTENTIAL

April 3 - 4, \$175

Influencing and Integrity

This 2-day program applies insights from best-selling book, "The 7 Habits Fundamentals of Highly Effective People" 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 can also develop new and future leaders with a foundation of character and effectiveness, deepening the "bench strength" of the organization. Learners 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 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.

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.
- An Audio CD explaining how The 7 Habits apply to managers.
- Paper and electronic versions of the tools used in the workshop.

Didn't find what you're looking for?

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

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

- Accountability that Works
- Cultivating Productive Relationships
- Driving Innovation from the Inside Out
- Getting Started as a New Leader
- Generational Differences
- Giving and Receiving Constructive Feedback
- Handling Emotions under Pressure
- Launching and Refueling Your Team
- Leading Change
- Making Effective Decisions
- Managing Performance Problems
- Microsoft Office Training
- Problem Solving Strategies for Team Leaders
- Redirecting Employee Performance
- Resolving Conflict
- The Role of Ethics in the Workplace
- 7 Habits Fundamentals
- Working Together

...and MORE

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

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

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

Open Enrollment Workshops April – June 2013

Important Information

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

REGIONAL WORKSHOPS

NORTHWEST REGION



MAY 14 – 15

BASIC SUPERVISION

8:30 A.M. – 4:30 P.M.

\$99

Center for Behavioral Medicine
1000 E. 24th Street
Kansas City

JUNE 6

COACHING: BRINGING OUT THE BEST IN OTHERS

10:00 A.M. – 3:00 P.M.

Special Price - \$75

600 NE Colbern Road
Room 136 East
Lee's Summit

NORTHEAST REGION



JUNE 25 – 26

BASIC SUPERVISION

8:30 A.M. – 4:30 P.M.

\$99

14301 South Outer Road 40
Room 207
Chesterfield

SOUTHWEST REGION



JUNE 6

PREVENTING SEXUAL HARASSMENT

10:00 A.M. – 3:00 P.M.

Special Price \$50

Landers State Office Building
149 Park Central Square, Room 816
Springfield

SOUTHEAST REGION



JUNE 13

SUPERVISORY LIABILITY

8:30 A.M. – 4:30 P.M.

\$95

Department of Natural Resources Regional Office
2155 North Westwood Blvd
Poplar Bluff

WEBINARS

Available in all Regions:

BE PROACTIVE:

USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE
May 31, 10:00 A.M. – Noon, \$79

BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE
April 12, 10:00 A.M. – Noon, \$79

COMMUNICATION SKILLS FOR THE MANAGER

May 24, 10:00 A.M. – Noon, \$79

DIVERSITY: THE POWER OF PERCEPTION

April 26, 10:00 A.M. – Noon, \$79

PREVENTING SEXUAL HARASSMENT

April 19, 10:00 A.M. – Noon, \$50

THE 3RD ALTERNATIVE: PROBLEM SOLVING

May 17, 10:00 A.M. – Noon, \$79

RESOLVING GENERATIONAL CONFLICT:

UNDERSTANDING AND NAVIGATING
GENERATIONAL DIFFERENCES AT WORK
June 18, 10:00 A.M. – Noon, \$79

Computer Skills Webinars

WINDOWS 7 BASICS

April 22

May 15

June 17

9:00 AM – 11:00 AM, \$50



CENTRAL REGION WORKSHOPS

JEFFERSON CITY

LEADERSHIP AND INTERPERSONAL DEVELOPMENT TRAINING

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

APRIL

- 3-4 **The 7 Habits for Managers**, 8:30 – 4:30 (Both days), \$175.00
- 8-9 **Project Monitoring, Evaluation and Oversight**, 8:30 – 4:30 (Both Days), Dept. of Conservation, Training Building Conference Room, 2901 W Truman Blvd, Jefferson City MO 65102, \$250.00
- 9 **Problem Solving Strategies for Team Leaders**, 8:30 – 4:30, \$95.00
- 10-12 **Monitoring and Controlling Vendor Relationships**, 8:30 – 4:30 (Each Day), Dept. of Conservation, Training Building Conference Room, 2901 W Truman Blvd, Jefferson City MO 65102, \$349.00
- 11 **Enhancing Your Telephone Skills**, 8:00 – Noon, \$89.00
- 11 **Dealing with Difficult Customers Over the Phone**, 1:00 – 5:00, \$89.00
- 16-17 **Situational Leadership: The Core Program and Twelve O'clock High**, 8:30 – 4:30 (Both days), \$249.00
- 22-23 **Project Scope Management**, 8:30 – 4:30 (Both days), Dept. of Conservation, Training Building Conference Room, 2901 W Truman Blvd, Jefferson City MO 65102, \$250.00
- 23 **Motivation in State Government**, 8:30 – 12:30, \$95.00
- 24 **Life IS a Series of Presentations**, 8:30 – 12:30, \$95.00
- 24-25 **Project Risk Management - Advanced**, 8:30 – 4:30 (Both Days), Dept. of Conservation, Training Building Conference Room, 2901 W Truman Blvd, Jefferson City MO 65102, \$250.00
- 30 **Delegating for Results**, 8:30 – 12:30, \$95.00

MAY

- 2 **Thinking Outside the Box**, 8:30 – 12:30, \$95.00
- 14 **Grammar and the Spoken Language**, 8:30 – 12:30, \$95.00
- 21 **Assertiveness Skills**, 8:30 – 4:30, \$125
- 22 **Juggling Multiple Priorities**, 8:30 – 4:30, \$125

JUNE

- 12-13 **Leadership for the Public Sector**, 8:30 – 4:30 (Both Days), \$325.00
- 19 **Creating Creativity and Harnessing Innovative Ideas**, 8:30 – 4:30, \$125.00
- 20 **Supervisory Liability**, 8:30 – 4:30, \$95.00
- 27 **Project Management**, 8:30 – 4:30, \$95.00

TECHNICAL AND COMPUTER SKILLS TRAINING

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

APRIL

- 2 **Excel 2007 Introduction**, 8:00 – 4:00, \$95.00
- 4 **Access 2007 Introduction**, 8:00 – 4:00, \$95.00
- 9 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95.00
- 18 **Word 2007 Introduction**, 8:00 – 4:00, \$95.00
- 23 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 25 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 30 **PowerPoint 2007 Introduction**, 8:00 – 4:00, \$95.00

MAY

- 2 **Word 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 6 **Windows 7 Introduction**, 8:00 – 4:00, \$95.00
- 14 **Excel 2007 Advanced**, 8:00 – 4:00, \$95.00
- 16 **Access 2007 Advanced**, 8:00 – 4:00, \$95.00
- 21 **Excel 2010 Introduction**, 8:00 – 4:00, \$95.00
- 23 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 28 **SAM II Fixed Assets**, 8:00 – 4:00, \$95.00
- 30 **SAM II Payment Voucher/Vendor Invoice Processing**, 8:00 – 4:00, \$95.00

JUNE

- 4 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 5 **Windows 7 Introduction**, 8:00 – Noon, \$95.00
- 6 **Access 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 11 **Word 2010 Introduction**, 8:00 – 4:00, \$95.00
- 13 **PowerPoint 2010 Introduction**, 8:00 – 4:00, \$95.00
- 18 **Excel 2010 Advanced**, 8:00 – 4:00, \$95.00
- 20 **Access 2010 Advanced**, 8:00 – 4:00, \$95.00
- 25 **Word 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 27 **SAM II Financial Data Warehouse Using Access**, 8:00 – 4:00, \$95.00

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

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 _____



STATE OF MISSOURI
CENTER FOR MANAGEMENT AND PROFESSIONAL DEVELOPMENT
FOUNDATIONS

TRAINING CALENDAR FOR APRIL, MAY & JUNE 2013