

**DON'T
MISS
THIS!**



MANAGING THE **GENERATIONAL MiX**

5 Steps to Leading through Generational Sticking Points With Generational Expert Haydn Shaw

LEADERSHIP

FOUNDATIONS

CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT

Workshops and Webinars for the

LEADER IN EVERYONE



AND

Computer Skills Training

for your professional development needs

Apr
May
Jun
2014



It's **OK** TO BE THE BOSS

While managing others can be challenging, the rewards can be tremendous. Our programs will help you and your team become **extraordinary!**



www.training.oa.mo.gov

Building A Strong Missouri

The **Center for Management and Professional Development** (Center) within the State Office of Administration exists to help government entities and private sector businesses cultivate and enhance the leadership, interpersonal and technical skills of current and future leaders and front-line employees through the delivery of innovative, participant-centered training programs.

Leadership and Interpersonal Communication

The Center's leadership and interpersonal communication programs prepare individuals to handle the challenges present in today's demanding workplace that include goal setting, managing a diverse workforce, creating and maintaining a culture of trust, dealing with conflict, leading change and innovation, decision making, communication and other day-to-day issues that, left unresolved, can potentially derail any team's success. In addition to creating and providing customized workshops and webinars, the Center also provides training programs developed by universities and other world class training leaders that include *Achieve Global*, *Development Dimensions International*, *the Center for Leadership Studies*, and *FranklinCovey*.

Technical and Computer Skills

The Center's technical and computer skills programs help learners from all businesses and organizations increase their proficiency in Microsoft Office programs and other specialized software applications; and provide IT training for applications, languages, operating systems or other systems shared by multiple state agencies. In addition, the Center's computer training labs allow other organizations and businesses to bring their employees together in a pre-prepared training environment to increase staff proficiency in specialized or organizational specific software programs.

Together, the Center provides a **"one-stop-shop"** from which critical skills can be obtained for employees at all levels in businesses and organizations and a customer friendly support structure to effectively manage the training process for everyone.

***Come to our training facility, or invite us to your work place to establish your very own "center for learning." We can strengthen the knowledge and skill of your most valuable resource - your people.**

*Technical and computer skills training programs are typically not available for on-site delivery due to the need for computer learning labs.

The Center encourages businesses and entities to realize and value the benefits that increasing competency and technical proficiency through training can provide.

The Center serves as an affordable resource to help leaders:

- Ensure employees work together when it is important to pull together.
- Unlock staff potential and increase productivity.
- Leverage the performance of employees to achieve cost-effective and better services for customers.
- Maintain their employer's competitive edge, while helping to develop and retain their workforce.
- Achieve higher morale and a renewed commitment to quality in the products and services Missouri businesses and local government provide.

Contact us at (573) 751-4514 or 522-1332
Find us on the web at www.training.oa.mo.gov

Information Technology and Computer Skills Training

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

April – June Webinars

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.

May 16, 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.

April 11, 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.

May 2, 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.

April 4, 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.

April 18, 10:00 AM – Noon, \$79

Resolving Generational Conflict

Understanding and Navigating Generational Differences at Work

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

June 13, 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.

May 22, 10:00 AM – Noon, \$79.00

Webinars to Enhance Your Computer Skills

Outlook 2010: Basic Mail and Calendar Tips

This 1-hour Advantage webinar designed for Outlook 2010 users provides basic mail and calendar tips that include: Using the Outlook screen; using Help contents; writing, saving, editing, formatting and sending E-mail messages; replying to a message; forwarding, printing, deleting and retrieving messages; and working with Outlook's Calendar features.

May 12, 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

May 5 or June 16

9:00 AM – 11:00 AM, \$50.00

Word 2007: Working with Tabs, Tables and Section Breaks

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

June 24, 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:

EXCEL 2007 OPEN LAB

June 6
 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!



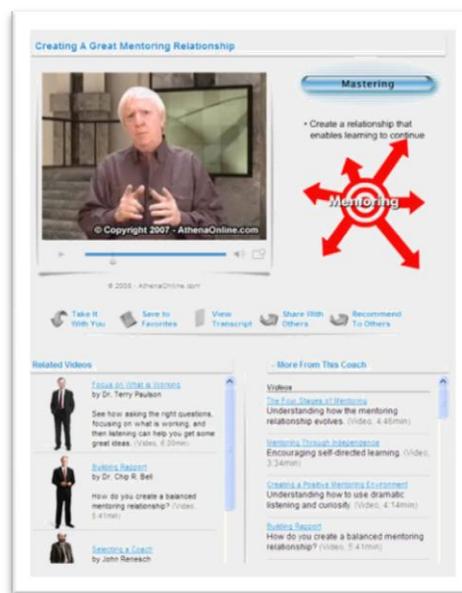
A world-class online coaching system sponsored by the Center for Management and Professional Development

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

Each course contains an engaging video, followed by powerful thought provoking questions that focus on the learning process. Learners can also review and print-out the key principles and ideas presented in each course, and download goal setting tools tied to the content of the course for additional thought and action.

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

Courses Address 16 Critical Development 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.

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 on-demand lesson includes a video you'll watch online and a study guide to help you put the information in the video to good use. The questions in the study guide will encourage you to think about how you're leading your team today—and what you might want to do differently tomorrow.

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

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

THE STUDY HALL SERIES

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



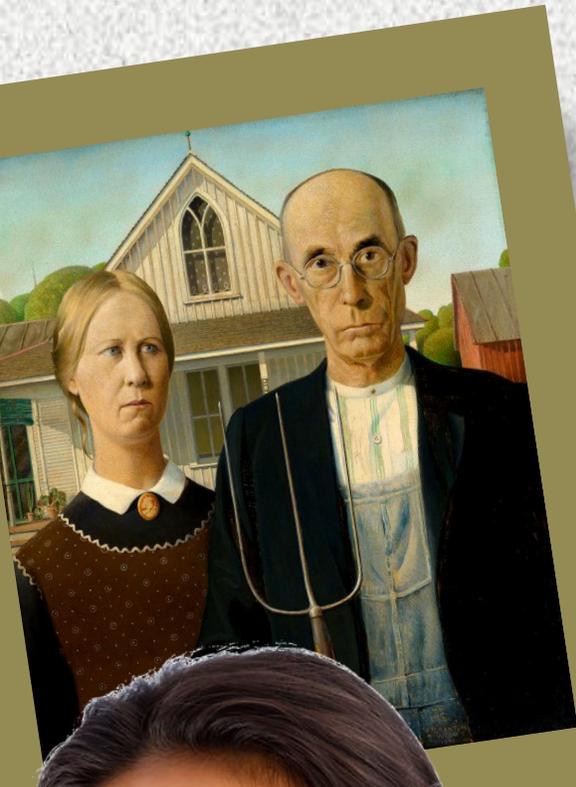
Take any lesson for \$20, or all four for \$75.

Each lesson provides one hour of Management Training Rule credit.

The initial series consists of four separate lessons.

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

Go ahead. Take your seat.



For the first time ever there are four generations working side by side in America's workplaces.

Having four generations in the workplace is revealing surprising generational differences, which popular business speaker and generational expert Haydn Shaw calls "sticking points." These sticking points lead to misunderstanding, irritation, and stereotyping that hurts results and gets teams stuck.

There's no need to remain stuck.

In this full-day program, Haydn Shaw, using humor and pointed examples, shows you how to apply a five-step process to the twelve sticking points where the four generations tend to come apart. These sticking points revolve around differing attitudes toward work hours, texting, social media, respect, and dress code, among others. This *can't-miss* program will help you understand the generational differences you encounter while teaching all of us how we can learn to speak one another's language and... **get better results together!**



Haydn Shaw



MANAGING THE GENERATIONAL Mix

5 Steps to Leading through Generational Sticking Points

CAN WE GET BEYOND THE TOP 4 GENERATIONAL MYTHS?



TRADITIONALISTS
BORN BEFORE 1945

MYTH: "They think they know it all. They're impossible to manage (and can't work their phones)."



BABY BOOMERS
BORN 1946-1964

MYTH: "They will retire soon, and then we won't need all these meetings"



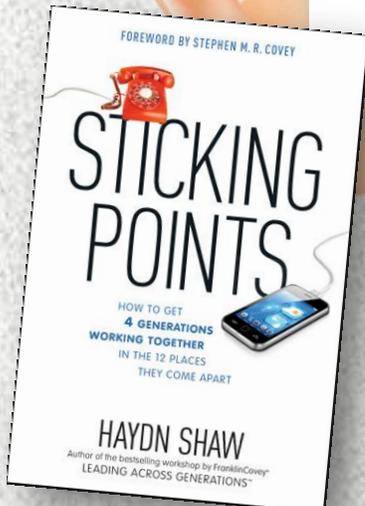
GEN XERS
BORN 1965-1980

MYTH: "They aren't leadership material. They'll jump ship for any offer."



MILLENNIALS
BORN 1981-2001

MYTH: "They think they're entitled. They won't pay their dues (or stop looking at their phones)."



Get curious about the "Whys," not stuck in the Whats."
Focus on the business necessities, not your generational preferences.

Each participant will also receive a copy of Haydn Shaw's new book to use as a learning resource during and after the program.

June 25, 2014
8:30 AM - 4:30 PM
Governor Office Building
Room 450 (Ballroom)
200 Madison Street
Jefferson City
\$169.00

This program addresses the competencies of Perceptiveness and Team Work

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.

Basic Supervision

Jefferson City, June 4 - 5, \$99
Poplar Bluff, May 5 - 6, \$99
Workforce Management

This 2-day workshop can help first-time supervisors make the transition from technician to supervisor by focusing on specific, fundamental skills, such as time management, delegation, leadership and feedback, to produce positive results within the team they lead. Whether you are a new supervisor, or a seasoned "veteran," this program will identify or improve strategies and practices necessary to every supervisor's job.

Business Writing

June 3, \$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.

NEW! Dynamic Decision Making

May 15, \$125
Decisiveness & Problem Solving

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

Telephone Skills Training for Office Support Staff

Dealing with Difficult Customers Over the Phone

April 16, 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

April 16, 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**

June 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!



Situational Leadership

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

June 17 - 18
\$249, Workforce Management

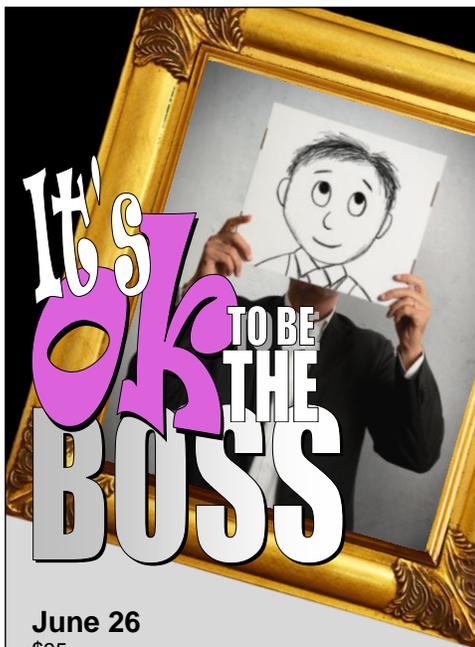
Day 1: Situational Leadership Core Program

This powerful workshop, based on a simple model of how to adapt one's behavior - and when - provides an intuitively simple framework for developing people. It is a model that works across culture, language and other barriers to help leaders diagnose the needs of individuals or teams and use the leadership style that responds to the situation.

Day 2: Twelve O'clock High

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

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



June 26

\$95

Accountability & Perceptiveness

"Follow any problem in business...bad service, missed deadlines...whatever. Everything is somebody's job and everyone has a boss. Everything leads back to the boss."

– Bruce Tulgan

Many supervisors may contend that it has never been more difficult to be a good manager. The pressure to increase productivity and results by trying to do more with dwindling resources, coupled with trying to manage an ever changing workforce that brings its own set of expectations and demands, has never been greater. All of this has led bestselling author and management consultant, Bruce Tulgan, to declare the days of "hands-off" management officially over.

Based on Tulgan's bestselling book, *"It's Okay to be the Boss,"* this 4-hour program is a new call to action for managers, supervisors and leaders. The program will engage learners in dispelling 7 myths that can potentially create a current of under-management; and challenge managers to re-engage with their employees by spelling out expectations, providing specific guidelines, correcting failure quickly and rewarding success even more quickly. In essence, this program presents a clear-cut plan to become the manager who will help your team accomplish organizational goals from each day to the next.

This program will help you:

- Identify your management style
- Identify popular myths about managing people
- Identify ways to effectively manage your work team in today's work environment
- Avoid the under management trap
- Implement an action plan to immediately impact how you manage employees

Grammar and the Spoken Language

May 20, \$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 practice learned concepts during the class that will help them back on the job.

Insights Discovery Profile

April 30, \$95

Perceptiveness

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

NEW! Influencing Up!

May 29, \$125

Influencing

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

NEW! Juggling Multiple Priorities

May 14, \$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!

The LEADER in You

April 15, \$95

Self-Direction

In this 1-day program, participants will learn more about who they are as an individual contributor in the workplace—while exploring some of the skills and abilities a supervisor needs to be successful and thrive in their role too. Participants will leave with information to help them decide if becoming a supervisor is the "right" next career move for them. **This experiential workshop is ideal for employees considering a supervisory position and a great succession planning opportunity for organizations.**

Leadership Styles and Conflict Management

May 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.



Exercising Your EMOTIONAL INTELLIGENCE

Working Out A Smarter Heart

June 12

\$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...

NEW! Leading Effective Meetings

June 11, \$95

Team Work & Verbal Communication

All leaders know that meetings—if not managed properly—can become mere formalities, “time-wasters,” and even fuel turf wars among meeting members. An ineffective meeting impedes teamwork and anyone’s hope for success. In this 4-hour program, learners will receive skills to enhance the meetings they lead so that their meetings will be more efficient, productive and valued to everyone involved.

Life IS a Series of Presentations

Lee’s Summit, May 2, \$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” clearly, concisely and confidently can communicate with impact through voicemail or email, meetings, or formal presentations.

Problem Solving Strategies for Team Leaders

June 10, \$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

April 29, \$95

Accountability & Planning

This 1-day introductory level workshop provides 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

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.

The Extraordinary Leader

Chesterfield, June 11, \$95

Self-Direction

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

Working Together

Springfield, June 19, \$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.

Open Enrollment Workshops April – June 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



MAY 2

LIFE IS A SERIES OF PRESENTATIONS

10:00 A.M. – 3:00 P.M., \$95

Department of Natural Resources Building

500 NE Colbern Road

Lee’s Summit

NORTHEAST REGION



JUNE 11

THE EXTRAORDINARY LEADER:

GOING FROM GOOD TO GREAT

10:00 A.M. – 3:00 P.M., \$95

Department of Transportation Building

14301 South Outer Road 40

Chesterfield

SOUTHWEST REGION



JUNE 19

WORKING TOGETHER

10:00 A.M. – 3:00 P.M., \$95

Department of Natural Resources Building

2040 W. Woodland

Springfield

SOUTHEAST REGION



MAY 5 - 6

BASIC SUPERVISION

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

Department of Natural Resources Regional Office

2155 North Westwood Blvd.

Poplar Bluff

WEBINARS for ALL REGIONS

BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE

May 16, 10:00 A.M. – Noon, \$79

COMMUNICATION SKILLS FOR THE MANAGER

April 11, 10:00 A.M. – Noon, \$79

DIVERSITY: THE POWER OF PERCEPTION

May 2, 10:00 A.M. – Noon, \$50

THE 3RD ALTERNATIVE:

PROBLEM SOLVING:

SOLVING LIFE’S MOST DIFFICULT PROBLEMS

April 4, 10:00 A.M. – Noon, \$79

RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK

April 18, 10:00 A.M. – Noon, \$79

RESOLVING GENERATIONAL CONFLICT:

UNDERSTANDING AND NAVIGATING GENERATIONAL DIFFERENCES

AT WORK

June 13, 10:00 A.M. – Noon, \$79

THE CLARITY IMPERATIVE

May 22, 10:00 A.M. – Noon, \$79

Computer Skills Webinars

OUTLOOK 2010:

BASIC MAIL AND CALENDAR TIPS

May 12, 9:00 AM – 10:00 AM, \$25

WINDOWS 7 BASICS

May 5 or June 16

9:00 AM – 11:00 AM, \$50

WORD 2007:

WORKING WITH TABS, TABLES AND

SECTION BREAKS

June 24, 9:00 AM – 10:00 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

- 15 **The Leader in You**, 8:30 – 4:30, \$125
- 16 **Enhancing Your Telephone Skills**, 8:00 – Noon, \$89
- 16 **Dealing with Difficult Customers Over the Phone**, 1:00 – 5:00, \$89
- 29 **Project Management**, 8:30 – 4:30, \$95
- 30 **Insights Discovery Profile**, 8:30 – 12:30, \$95

MAY

- 13 **Leadership Styles and Conflict Management**, 8:30 – 4:30, \$125
- 14 **Juggling Multiple Priorities**, 8:30 – 4:30, \$125
- 15 **Dynamic Decision Making**, 8:30 – 4:30, \$125
- 20 **Grammar and the Spoken Language**, 8:30 – 12:30, \$95
- 21 **Supervisory Liability**, 8:30 – 4:30, \$95
- 28 **PERforM State Employee Performance Planning and Appraisal System**, 8:30 – 4:30, \$75
- 29 **Influencing Up!**, 8:30 – 4:30, \$125

JUNE

- 3 **Business Writing**, 8:30 – 4:30, \$95
- 4-5 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$99
- 10 **Problem Solving Skills for Team Leaders**, 8:30 – 4:30, \$125
- 11 **Leading Effective Meetings**, 10:00 – 3:00, \$95
- 12 **Exercising Your Emotional Intelligence: Working Out A Smarter Heart**, 8:30 – 4:30, \$125
- 17-18 **Situational Leadership & Twelve O'clock High**, 8:30 – 4:30 (Both days), \$249
- 19 **Crucial Conversations**, 8:30 – 4:30, \$125
- 25 **Managing the Generational Mix: 5 Steps to Leading through Generational Sticking Points with Haydn Shaw**
Governor Office Building, Room 450, 8:30 – 4:30, \$169
- 26 **It's Okay to be the Boss**, 8:30 – 12:30, \$95

TECHNICAL AND COMPUTER SKILLS TRAINING

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

APRIL

- 1 **Excel 2010 Introduction**, 8:00 – 4:00, \$95.00
- 3 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 7 **Outlook 2010 Introduction**, 8:00 – 4:00, \$95.00
- 8 **SAM II Financial Introduction**, 8:00 – 4:00, \$95
- 10 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95
- 15 **PowerPoint 2010 Introduction**, 8:00 – 4:00, \$95.00
- 17 **SAM II Payment Voucher Processing/Vendor Invoice Processing**, 8:00 – 4:00, \$95.00
- 21 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 22 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 24 **Access 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 29 **SAM II HR Introduction**, 8:00 – Noon, \$50.00

MAY

- 1 **SAM II HR Position Control**, 8:00 – 4:00, \$95.00
- 6 **Excel 2007 Introduction**, 8:00 – 4:00, \$95.00
- 7 **Access 2007 Introduction**, 8:00 – 4:00, \$95.00
- 13 **SAM II HR Data Warehouse Using Access**, 8:00 – 4:00, \$95.00
- 15 **Word 2010 Introduction**, 8:00 – 4:00, \$95.00
- 20 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 22 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 27 **SAM II Fixed Assets**, 8:00 – Noon, \$50.00
- 29 **PowerPoint 2007 Introduction**, 8:00 – 4:00, \$95.00

JUNE

- 3 **Excel 2010 Advanced**, 8:00 – 4:00, \$95.00
- 5 **Access 2010 Advanced**, 8:00 – 4:00, \$95.00
- 9 **Outlook 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 10 **Word 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 12 **SAM II Financial Data Warehouse Using Access**, 8:00 – 4:00, \$95.00
- 17 **Excel 2007 Advanced**, 8:00 – 4:00, \$95.00
- 19 **Access 2007 Advanced**, 8:00 – 4:00, \$95.00
- 26 **SAM II HR Position Control**, 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

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 APRIL, MAY & JUNE 2014

STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

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