

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

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Our 2<sup>nd</sup> Annual  
**Conference on Leadership  
& Innovation**

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**Regional Classes  
To Save Time & Money**

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LEADERSHIP  
**FOUNDATIONS**  
CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT  
WORKSHOPS AND WEBINARS FOR LEADERS

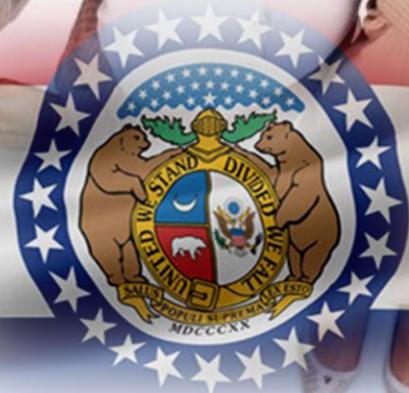
Apr  
May  
Jun  
2012

*Plus...*

**THE  
PARTNERSHIP  
PAYOFF**

**The 7 Keys to Better Relationships  
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Great leaders know how important it is to have a clear sense of purpose and invigorating passion that doesn't fizzle out – whether they are working with their team or their customers. They know that success is not some far out dream. It's the natural result of consistently doing the right things in the right way at the right time. This quarter, we're offering special programs, long-time favorites, and our annual *Conference on Leadership and Innovation* to provide you with the best variety and quality of training you'll find anywhere. Invest some of your time with us and leave with lasting tools that will help you succeed today and long into the future!



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

## Building A Strong Missouri

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

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

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

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

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

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

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



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

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

We serve as an affordable resource for employers to unlock staff potential, increase productivity and improve their overall performance—while strengthening Missouri’s economy.

#### The Center Helps Leaders:

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

Contact us at (573) 526-4554 or 751-4514  
 Find us on the web at [www.training.oa.mo.gov](http://www.training.oa.mo.gov)

# 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, the State of Missouri's technical training function (previously part of the Office of Administration's Information Technology Services Division) is now part of the Center for Management and Professional Development.



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 application programs

E-learning sessions are available too.

**Through the Center, 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.

Outside training providers can also use the Center's computer classroom facility to offer specialized training in:

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

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

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

# e-learning

Webinar workshops delivered to your desktop

## April – June Webinars

The Center for Management and Professional Development is ready to provide world-class training to our customers no matter where they live or work through our unique webinar formats:

**LiveClicks webinars** combine compelling content and award-winning videos from FranklinCovey.

**Advantage webinars** are specifically designed by the Center to address leadership, organizational and professional development issues.

All webinars feature engagement with a content expert and a downloadable toolkit to use during and after the webinar.

Learners experience training right from their own computer, eliminating travel costs and minimizing time away from the office, while reducing their carbon footprint.

**At \$79.00 or less per person, our webinars are great ways to help individuals build critical skills within themselves and their team to achieve consistent and lasting success.**

### Key Benefits:

- Save money by saving time and reducing travel costs
- Reach employees who typically can't attend training
- Spread training faster throughout your organization
- Reinforce knowledge provided in other training programs

### Don't worry about technology

Assuming the learner has Internet capability, a computer with speakers, Microsoft Internet Explorer 6 or more, Adobe Flash Player 8 or later and a telephone, connectivity shouldn't be a problem.

### Enrollment is easy!

Enroll for any webinar using the Center's Online Enrollment Form. Once enrolled, participants receive instructions on how to access the webinar on the day and time the webinar is scheduled.

### Be Proactive:

Using Your Resourcefulness and Initiative to Get Things Done

This LiveClicks webinar focuses on helping both new and experienced managers learn how to manage themselves proactively to better manage others effectively. Participants discover how to bring their "whole selves" to their work, define their unique contribution, and achieve great and enduring results. They also acquire a set of tools to assist them in meeting today's management challenges, including prioritization, accountability, trust and execution.

April 13, 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 27, 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 30, 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.

June 11, 10:00 AM – Noon, \$79

### Relationship Trust:

Building Strong Teams and Relationships at Work

In work teams where low trust overshadows cooperation and results, trust-related problems can bog down productivity, divert resources, and squander opportunities. But when team members trust each other—communication improves and productivity accelerates as attention is redirected toward shared objectives. This LiveClicks webinar can help learners resolve conflicts, keep commitments, empower others, improve business relationships, and achieve business results through increased trust.

May 25, 10:00 AM – Noon, \$79

### Time Challenged

This Advantage webinar takes a good-natured look at overcoming the challenges of time management. Learners will explore how to 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 to others.

June 8, 10:00 AM – Noon, \$79

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

### Outlook 2007: Basic Mail and Calendar Tips

This 1-hour Advantage webinar designed for Outlook 2007 users provides basic mail and calendar tips that include: Using the Outlook screen; using Help contents; writing, saving, editing, formatting and sending E-mail messages; replying to a message; forwarding, printing, deleting and retrieving messages; and working with Outlook's Calendar features.

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

### Outlook 2010: Basic Mail and Calendar Tips

This 1-hour Advantage webinar designed for Outlook 2007 users provides basic mail and calendar tips that include: Using the Outlook screen; using Help contents; writing, saving, editing, formatting and sending E-mail messages; replying to a message; forwarding, printing, deleting and retrieving messages; and working with Outlook's Calendar features.

April 11 or June 13, 9:00 AM – 10:00 AM  
Special Price - \$25.00

# LEADERSHIP FOR THE PUBLIC SECTOR

GREAT LEADERS. GREAT TEAMS.  
GREAT RESULTS!



No organization has ever become great without exceptional leaders who can connect the efforts of their team to the critical objectives of the organization, who can tap the full potential of each individual on their team, who can align systems and clarify purposes, and who can 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 the organization's highest priorities.

**Leadership for the Public Sector is a powerful 2-day program that 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

**In addition, leaders will 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** - attracting, 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

Competency: Workforce Management

May 2 - 3

\$325

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

- Dr. Rick Kirschner

## myquickcoach

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

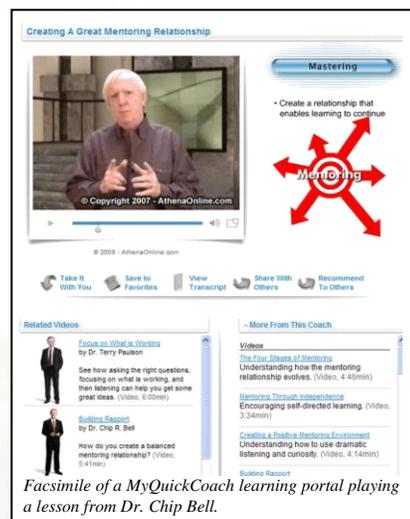
Today's leaders know that they can achieve greater business success by having a coach who gives them advice to make better and faster decisions while improving their performance and the performance of their team.

### With MyQuickCoach, you can have access to world-class coaches whenever you need one.

*MyQuickCoach* brings on-demand business advice from respected "thoughtleaders" right to your computer desktop. Whether you are in your office or half a world away, *MyQuickCoach* is there for you.

With *MyQuickCoach*, you can point and click to access over one thousand short online video lessons by renowned consultants, authors, and educators. Each lesson - usually about five minutes long - is designed to help you get the most out of your online learning experience in the shortest amount of time.

*MyQuickCoach* constantly adds new content to help you stay on top of emerging business trends and get answers to the kinds of questions you face in today's ever-changing business climate.



**Let MyQuickCoach work for you!**

**Obtain one year of 24/7 access to some of the world's best business coaches for \$125.00\***

\*Your year-long access to *MyQuickCoach* begins when you are sent your confirmation and secure password and continues for the next 12 consecutive months.

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

**Ask about group discounts!**

# THE PARTNERSHIP PAYOFF

## The 7 Keys to Better Relationships and Greater Teamwork

Success in today's world requires an extraordinary amount of raw people skills. You've got to know how to start and build relationships...on and off the job. And you've got to know how to work with others so teamwork becomes a reality rather than a buzzword. In this program, you will sharpen the tools you need to communicate more effectively, build relationships more easily, and get the cooperation of others more quickly. You will learn how to gain credibility, present your ideas, and minimize opposition—and learn how to persuade others to get the response you want...from coworkers, customers, and even family members.



Presented By:  
Dr. Alan Zimmerman

### PAYOFFS:

- Start and strengthen your personal and professional relationships in ways that benefit everyone
- Develop instant rapport that magnetically pulls people toward you
- Answer the age-old question of "How do I get others to do what I want them to do?"
- Turn an "ordinary" group into a clearly focused, highly productive team that generates extraordinary results
- Turn your negative "naysaying" team members into positive "We can do it" team members
- Effectively resolve conflicts that inevitably pop up in any work situation
- Motivate others with meaningful recognition that doesn't break your budget

**June 14, 2012**

8:30 AM – 4:30 PM  
Governor Office Building Room 450 (Ballroom)  
Jefferson City  
\$169.00

## PROGRAM OUTLINE

### Establish RAPPORT

- Avoid judgments that stifle relationships and teamwork
- Display 5 "satisfying" behaviors and attitudes that draw people towards you

### Demonstrate RESPECT

- Avoid rudeness and apathy and show caring
- Express feelings appropriately
- Speak assertively so others feel respected and give you respect

### Build PARTNERSHIPS

- Identify and avoid major trust busters
- Use 10 trust builders to strengthen your relationships on and off the job
- Meet the 5 needs that lead to positive, productive, profitable relationships
- Listen with empathy so others open up...and listen with accuracy to get it right

### Encourage COOPERATION

- Adopt a communication style that encourages others to listen to you
- Use nonverbal cues that command respect
- Avoid words and behaviors that irk others
- Ask questions that encourage others to say yes

### Strengthen TEAMWORK

- Turn a group, department, or family into a united team
- Engage team members' eager participation by speaking their 5 "work languages"
- Value the contributions of others
- Make quality decisions that invoke high commitment
- Exhibit leadership behaviors at every level

### Eradicate CONFLICT

- Prevent conflicts before they pop-up
- Filter out destructive criticism so team members hear one another without getting defensive
- Develop "style flex" to ensure constructive conflict resolution

### Give ENCOURAGEMENT

- Deliver praise that builds the other person's self-esteem
- Give positive feedback that reinforces good results and motivates great results
- Provide recognition that turbo-charges performance without spending any money

Thanks for opportunity to re-think how I lead and manage people.

I liked the two tracks so I could customize the training according to my interests and interact with staff from other departments.

I learned what needs to be done to get employees to be more invested in their positions and agency goals.



THE CONFERENCE ON

# Leadership & Innovation

Our conference will be full of real life examples, practical methods and techniques that you can put to work immediately to enhance your leadership skills. Whether you're an experienced leader looking for new ways to make innovation happen—or a new or aspiring professional who wants to strengthen your leadership role, **this conference is for you!** Don't miss your chance to attend a full day of high energy learning that will provide with real world ideas and techniques to **Motivate...Inspire...Lead...and Succeed.**

**Your Investment of \$129.00 Includes:**

- All participant materials
- Catered lunch and snacks
- 15% discount voucher for a future Center program
- A great day of learning!

## May 10, 2012

Truman Office Building  
Room 493/494  
301 West High Street  
Jefferson City

Be inspired on your journey to excellence.

Two Tracks allow you to design the conference you need. Move in and out of either Track to get the program that's right for you.

OPENING SESSION: 8:30 AM – 9:15 AM

**You Are What You Are...**

**'Cause' that's What You Want To Be!**

Start the day with a motivating opening session to get you "fired-up" for the day! From there, select the sessions to meet your learning needs.

## You Decide

TRACK 1 Building Your Leadership Skills	TRACK 2 Championing Change & Innovation
<p><b>Speak So Others Can Follow</b> 9:20AM - 10:30AM</p> <p>Explore three critical roles each leader must perform to help their team become a high-performing work team and examine how the leader can use each role to ensure each team member achieves their highest potential.</p>	<p><b>Look Ahead with Confidence</b> 9:20AM - 10:30AM</p> <p>Look at "change champions" and "open-systems thinking" as it applies to the change process. And because innovation can often be found in the cubical next door—or in the mirror—you will also identify 16 Strategies that every leader can use to build an innovative team.</p>
<p><b>Build a Foundation of Trust</b> 10:40 AM - Noon</p> <p>Increase your awareness of common "trust traps" and receive strategies to help you create an environment in which people take risks, solve problems, and work together.</p>	<p><b>Spark Creativity</b> 10:40 AM - Noon</p> <p>Sort through the complexities of problems and develop creative solutions that you and your team can use to move beyond business as usual thinking into "business as necessary" thinking.</p>
<p><b>Define the Job To be Done</b> 1:00PM - 2:20 PM</p> <p>Receive the tools you need to clearly define your team's purpose and the job to be done—and just as importantly, how to get everyone else on board with you.</p>	<p><b>Harnessing Innovative Ideas from Customers, Co-Workers and Countless Others</b> 1:00PM - 2:20 PM</p> <p>Explore various sources to consider when looking for ideas to spur on needed innovation and change; and share lessons learned from other innovation pioneers who achieved success by making the best use out of the information available to them.</p>
<p><b>Are You A Better Leader than A Pirate Captain?</b> 2:30PM - 3:50 PM</p> <p>Discover how core leadership principles have not changed in the 300 years since the golden age of piracy. Arrrg!</p>	<p><b>Go Ahead...Inspire Me!</b> 2:30PM - 3:50 PM</p> <p>Through inspirational stories, simple steps for finding power within, and interactive activities, you will learn to significantly contribute to your own success and the success of the people who follow you.</p>

CLOSING SESSION: 4:00 PM – 4:30 PM

**Clear the Path to Performance and Innovation: What Teams Need from Their Leaders**

Wrap-up many of the lessons learned throughout the day and prepare to fulfill your team's ongoing need for direction and vision.

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

A complete list and expanded description of all workshops offered by the Center for Management and Professional Development can be found at [www.training.oa.mo.gov](http://www.training.oa.mo.gov)

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

### **Accountability that Works**

**Springfield: May 22, Special Price \$75**

*June 6, Special Price \$75*

#### *Accountability*

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

### **Basic Supervision**

*April 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.

## THE 5 WAVES OF TRUST

**Chesterfield: May 15, Special Price \$75**

*June 5, Special Price, \$75*

#### *Verbal Communication & Influencing*

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

### **Delegating for Results**

*April 18, \$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.

### **Forward Thinking**

*April 24, \$95*

#### *Perceptiveness & Planning*

Participants who attend this 4-hour workshop will have the opportunity to review two prevailing concerns in an organization: (1) reacting to rather than anticipating change and (2) assuming that only management is responsible for moving the organization forward. Participants will explore how to become “change champions” and discuss how “open-systems thinking” helps organizations adapt to changing conditions. Similarly, participants will assess environmental influences that allow them to identify organizational improvement opportunities that may impact their organization now or in the future.

### **Grammar and the Spoken Language**

*June 7, \$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.

### **Handling Emotions Under Pressure**

*June 12, \$95*

#### *Integrity and Self-Direction*

Emotional situations are a natural part of working together, but quite often these negative emotions are a symptom of a deeper problem preventing you and your team from reaching goals. Your emotional reaction, another person’s emotional reaction, and the issues or reasons behind the emotion are the focus of this four-hour workshop. In addition, specific actions discussed in class for handling emotions under pressure allow participants to apply techniques to real-work situations.

## Challenging NEGATIVE Attitudes

*June 19, \$125*

#### *Influencing & Self-Direction*

All too often, even the most confident of managers can struggle to turn things around when negative attitudes exist within their work team. Negative employee attitudes can run the gamut, be triggered by a variety of situations, and can unfortunately be infectious. This **1-day workshop** explores how to challenge individual negativity as well as how to protect oneself from the negativity of others. Learners will receive behavioral models to use in coaching themselves and others in building optimistic responses to challenging situations; learn how negative norms become entrenched in an organization or team; and how to create a more positive working environment.



# Diversity & Unlawful DISCRIMINATION



April 6 and April 20

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

*Workforce Management & Perception*

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

**NEW!** The Center also provides **Online Compliance Training and Testing Programs for Managers and Employees** at affordable pricing. For more information, visit our website or call (573) 751-4514.

## Insights Discovery Profile

April 5, \$95

*Perceptiveness*

This 4-hour program provides both insight and discovery into personal and professional effectiveness through the explanation and use of the Insights Discovery Profile. Through the Profile, individuals can 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. Prior to attending the workshop, participants will be directed to a secure web site to answer a series of questions used to construct their own personalized Insights Profile.

## Interviewing and Selecting "Best" Candidates

May 22, \$95

*Decisiveness and Technical Knowledge*

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

## NEW! Leadership Styles and Conflict Management

Cape Girardeau: April 24, \$125

*Perceptiveness*

This 1-day workshop will use a survey and other discovery tools to help supervisors, managers and team leaders better determine their own leadership style—and the communication style of other team members. These methods will provide insights in how to make better work decisions, what to use as the basis for those decisions, and how to manage and gauge interactions with others. And because a combination of styles can influence work issues that develop into conflict, learning activities will also focus on how to define, address and resolve conflict through an understanding of style types.

## Leadership versus Management: Beyond the Myth!

June 20, \$95

*Workforce Management & Perceptiveness*

The concept of leadership in today's business world has taken a new direction in recent years. Today's brand of leadership incorporates influence, inspiration, motivation, and persuasion techniques to drive their organizations and work teams toward higher levels of success—which in turn makes room for infinite creativity and happy, challenged employees. During this 4-hour workshop, learners will lay the groundwork for what leadership really is by discussing common leadership myths, the differences between managers and leaders and the two types of leaders. Then learners will delve into how they can make effective leadership part of their ongoing success.



NEW for front-line service team members!

## People Skills FOR Public People

Lee's Summit: April 17, \$125

*Customer Service*

In the midst of increased workloads, interruptions, day-to-day stressors and the need to "just get the job done," maintaining optimum levels of courtesy and professionalism can be challenging at best. This full-day program will equip learners with the skills they need to handle the important job of customer service; and confidently represent the organization in their role as the "first line" of contact customers may interact with each day.

## Preventing Workplace Violence

May 16, \$95

*Mediating and Negotiating*

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

## Working Together

June 26, \$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!"

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

The Center for Management and Professional Development offers a variety of programs designed to build and enhance specific professional competencies.

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

- Adaptive Leadership
- Driving Innovation from the Inside Out
- Enhancing Your Telephone Skills
- Getting Started as a New Leader
- Generational Differences
- Giving and Receiving Constructive Feedback
- Handling Emotions under Pressure
- Healing Customer Relationships
- Launching and Refueling Your Team
- Managing Performance Problems
- Problem Solving Strategies for Team Leaders
- Redirecting Employee Performance
- Resolving Conflict
- The Role of Ethics in the Workplace
- Situational Leadership
- 7 Habits Fundamentals

...and MORE

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

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

Find us on the web at  
[www.training.oa.mo.gov](http://www.training.oa.mo.gov)

# Open Enrollment Workshops April – June 2012

## Important Information

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

## REGIONAL WORKSHOPS

### NORTHWEST REGION



APRIL 17

#### People Skills for Public People

8:30 A.M. – 4:30 P.M.  
\$125.00

600 NE Colbern Road  
Room 255  
Lee's Summit

### NORTHEAST REGION



MAY 15

#### The 5 Waves of Trust

10:00 A.M. – 3:00 P.M.  
**Special Price** - \$75.00

14301 South Outer Road 40  
Room 207  
Chesterfield

### SOUTHWEST REGION



MAY 22

#### Accountability that Works!

10:00 A.M. – 3:00 P.M.  
**Special Price** - \$75.00

3025 East Kerney Street, Room 2  
Springfield

### SOUTHEAST REGION



APRIL 24

#### Leadership Styles and Conflict Management

8:30 A.M. – 4:30 P.M.  
\$125.00

760 S. Kingshighway, Suite C  
Cape Girardeau

## WEBINARS

Available in all Regions:

#### BE PROACTIVE:

USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE

April 13, 10:00 A.M. – Noon, \$79.00

#### BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE

April 27, 10:00 A.M. – Noon, \$79.00

#### COMMUNICATION SKILLS FOR THE MANAGER

May 30, 10:00 A.M. – Noon, \$79.00

#### DIVERSITY: THE POWER OF PERCEPTION

June 11, 10:00 A.M. – Noon, \$79.00

#### RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK  
May 25, 10:00 A.M. – Noon, \$79.00

#### TIME CHALLENGED

June 8, 10:00 A.M. – Noon, \$79.00

### AND...

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

**Special Price** - \$25.00

#### Outlook 2007:

#### Basic Mail and Calendar Tips

May 9, 9:00 AM – 10:00 AM

#### Outlook 2010:

#### Basic Mail and Calendar Tips

April 11 or June 13, 9:00 AM – 10:00 AM



# CENTRAL REGION WORKSHOPS

## JEFFERSON CITY

### LEADERSHIP AND INTERPERSONAL DEVELOPMENT TRAINING

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

#### APRIL

- 3 **The Role of Ethics in the Workplace**, 8:30 – 12:30, \$95.00
- 4 **Redirecting Employee Performance**, 8:30 – 12:30, \$95.00
- 5 **Insights Discovery Profile**, 8:30 – 12:30, \$95.00
- 6 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25.00, Truman Bld., 301 W. High, Rm. 493
- 11-12 **Situational Leadership**, 8:30 – 4:30 (Both days), \$249.00
- 18 **Delegating for Results**, 8:30 – 12:30, \$95.00
- 20 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25.00, Truman Bld., 301 W. High, Rm. 493
- 24 **Forward Thinking**, 8:30 – 12:30, \$95.00
- 25 - 26 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$99.00

#### MAY

- 2 – 3 **Leadership for the Public Sector**, 8:30 – 4:30 (Both Days), \$325.00
- 10 **Conference on Leadership and Innovation**, 8:30 – 4:30, \$125.00, Truman Bld., 301 W. High, Rm. 490/492
- 22 **Interviewing and Selecting “Best” Candidates**, 8:30 – 12:30, \$95.00
- 24 **Resolving Conflict**, 8:30 – 12:30, \$95.00

#### JUNE

- 5 **The 5 Waves of Trust**, 8:30 – 12:30, \$75.00
- 6 **Accountability that Works!**, 8:30 – 12:30, \$75.00
- 7 **Grammar and the Spoken Language**, 8:30 – 12:30, \$95.00
- 12 **Handling Emotions Under Pressure**, 8:30 – 12:30, \$95.00
- 14 **The Partnership Payoff with Dr. Alan Zimmerman**, 8:30 – 4:30, \$169.00, Governor Office Building, Room 450 (Ballroom)
- 19 **Challenging Negative Attitudes**, 8:30 – 4:30, \$125.00
- 20 **Leadership versus Managers: Beyond the Myth**, 8:30 – 12:30, \$95.00
- 21 **Problem Solving Strategies for Team Leaders**, 8:30 – 4:30, \$95.00
- 26 **Working Together**, 8:30 – 12:30, \$95.00

### TECHNICAL AND COMPUTER SKILLS TRAINING

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

#### APRIL

- 3 **Access 2007 Introduction**, 8:00 – 4:00, \$95.00,
- 5 **Excel 2007 Introduction**, 8:00 – 4:00, \$95.00
- 10 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 12 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 17 **Excel 2007 Advanced**, 8:00 – Noon, \$95.00
- 19 **Access 2007 Advanced**, 8:00 – 4:00, \$95.00
- 24 **Excel 2010 Introduction**, 8:00 – 4:00, \$95.00
- 26 **Access 2010 Intermediate**, 8:00 – 4:00, \$95.00

#### MAY

- 1 **PowerPoint 2007 Introduction**, 8:00 – 4:00, \$95.00
- 3 **SAM II Financial Introduction**, 8:00 – 4:00, \$95.00
- 10 **SAM II Vendor Invoicing and Payment Voucher**, 8:00 – 4:00, \$95.00
- 15 **PowerPoint 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 17 **Word 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 22 **Access 2007 Introduction**, 8:00 – 4:00, \$95.00
- 24 **Excel 2007 Introduction**, 8:00 – 4:00, \$95.00
- 29 **Word 2007 Introduction**, 8:00 – 4:00, \$95.00

#### JUNE

- 5 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 7 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 12 **SAM II HR Data Warehouse Using Access**, 8:00 – 4:00, \$95.00
- 19 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95.00
- 21 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 26 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 28 **Access 2010 Intermediate**, 8:00 – 4:00, \$95.00

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

## Enrollment Information

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

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

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

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

If a participant is unable to attend a scheduled class, another employee from the participant's office may attend in their place. If this occurs, please contact the Center in advance of the session if possible.

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

To cancel an enrollment, please contact the Center for Management and Professional Development as soon as possible. A staff member will provide assistance and provide dates for future sessions if desired.

**Phone:**

(573) 751-4514  
(573) 526-4554

**E-Mail:**

Teresa.Sheridan@oa.mo.gov

**Fax:**

(573) 751-8641

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

# Application for Enrollment

You can register for a workshop in several ways:



**Enroll on-line at:**

www.training.oa.mo.gov



**Mail this application to:**

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



**Fax this application to:**

(573) 751-8641

Name of Course \_\_\_\_\_

Date of Course \_\_\_\_\_

Participant's Name \_\_\_\_\_

Job Title \_\_\_\_\_

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

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

**SECTION A: FOR MISSOURI STATE GOVERNMENT EMPLOYEES**

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

Department/Agency \_\_\_\_\_

Division \_\_\_\_\_

Section \_\_\_\_\_

Agency Address \_\_\_\_\_

Name of Supervisor \_\_\_\_\_

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

Agency/Business \_\_\_\_\_

Agency/Business Address \_\_\_\_\_

E-Mail Address \_\_\_\_\_ Phone \_\_\_\_\_



STATE OF MISSOURI  
CENTER FOR MANAGEMENT AND PROFESSIONAL DEVELOPMENT  
**FOUNDATIONS**  
TRAINING CALENDAR FOR APRIL, MAY & JUNE 2012