COMPUTER SKILLS TRAINING
FOR YOUR PROFESSIONAL DEVELOPMENT NEEDS

Regional and Agency-Specific Training
That fit your budget and organizational priorities

LEADERSHIP FOUNDATIONS

CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT

Follow The LEADER

No matter what you're doing or where you're working, **you can be someone people will follow.** Let our programs prepare you and your team to do the **extraordinary!**

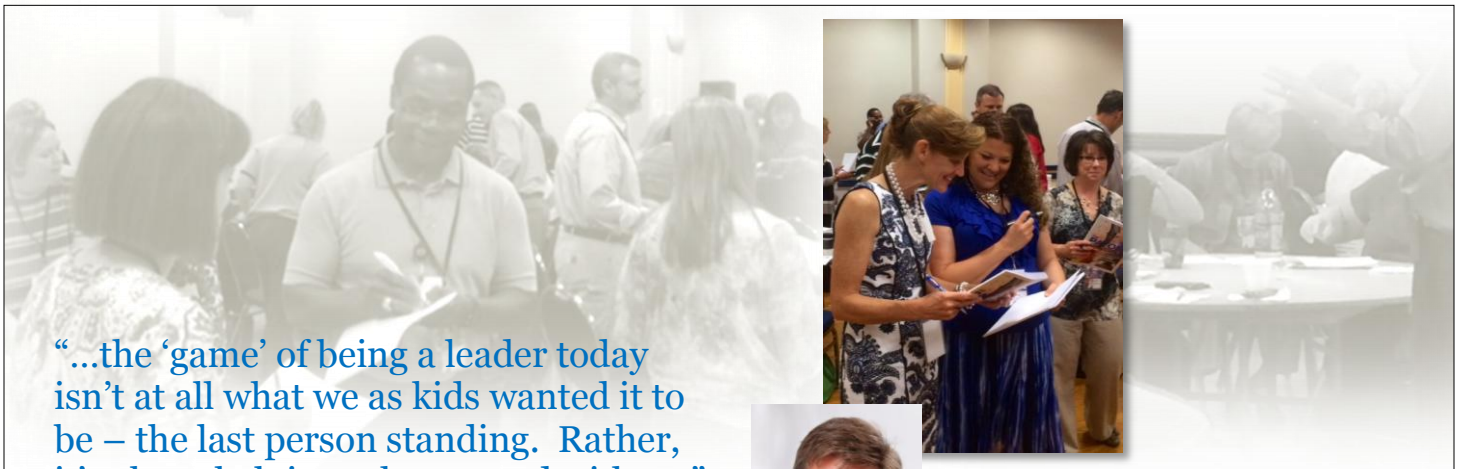
Make Yourself INDISPENSIBLE

Become A MICROSOFT Access Wizard!

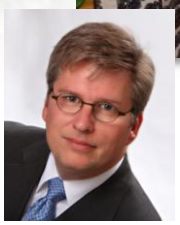
Workshops and Webinars for the LEADER IN EVERYONE

www.training.oa.mo.gov

Jul
Aug
Sep
2015



"…the 'game' of being a leader today isn't at all what we as kids wanted it to be – the last person standing. Rather, it's about helping others stand with us."



This Issue's Power Point

Follow the Leader

If you don't remember the old children's game, "follow the leader," *Wikipedia* reminds us of the "rules." First a leader or "head of the line" is chosen. Then the children all line up *behind the leader.* The leader then moves around and all the children have to mimic the leader's actions. Any players who fail to follow, or do exactly what the leader does, are out of the game. When only one person other than the leader remains, that player becomes the leader, and the game begins again…

As a child, I can still remember playing this game in school. It was fun. However, as I grew older, and maybe just a little wiser, it occurred to me that being a leader isn't necessarily about having others follow your every move. Rather, it's about making decisions and doing things in life –at work and at home – that positively impacts someone else, and that encourages and motivates them to do something similar for others.

In today's workplace, I think most of us are looking for leaders like this – individuals who take it upon themselves to make the best of a work assignment by giving it their "all." Maybe it's someone who can master a new software program, reach out to others who need a helping hand, or who take the time to communicate with others in ways that help the person they are working with become the best they can be. These are the things that may not always be easy, but ultimately make an impact on others and organizations as a whole.

So, when you think about it, the "game" of being a leader today isn't at all what we as kids wanted it to be – the last person standing. Rather, **it's about helping others stand with us**.

Hellen Keller said, *"One can never consent to creep when one feels an impulse to soar."* At the Center, we believe this too. That's why we're constantly reinventing ourselves by offering new training classes that can help you in different areas of your work and life.

For example, in this calendar you'll learn about new programs that include *Talk Like a Leader* and *Women and Leadership*. We'll also be offering programs that are truly for the leader in everyone that include, *People Skills for Public People, Resilience: How to Keep Going when the Going Gets Tough*, *Influencing UP!*, and *How to Make Yourself Indispensible*.

I hope you'll consider attending some of these programs or others we're offering to see firsthand how they can help you establish yourself as a leader, and stand with others to help your organization become extraordinary.

I wish you all the best on your professional journey.

Allan Forbis
Director, Center for Management and Professional Development

STATE OF MISSOURI
Center FOR MANAGEMENT AND Professional Development

We're helping to build a strong Missouri

The **Center for Management and Professional Development** (Center) within the State of Missouri's Office of Administration exists to help business organizations and government entities 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, performance management 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 other world class training leaders.

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. 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 government entities provide.

Contact us at (573) 526-4554
Find us on the web at **www.training.oa.mo.gov**

Information Technology and Computer Skills Training

The technical and computer skills training you need—**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 available through the Center for Management and Professional Development.

Our 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 can attend **Microsoft Office Desktop Classes** that include:

- ☐ Access
- ☐ Excel
- ☐ Outlook
- ☐ PowerPoint
- ☐ Word
- ☐ and other software programs

E-learning sessions are also available.

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.

SAM II TRAINING PROGRAMS FOR MISSOURI STATE GOVERNMENT AGENCIES

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.

SAM II HR TRAINING programs are also available and include:

- ☐ SAM II HR Introduction
- ☐ SAM II HR Position Control
- ☐ SAM II HR Employee Maintenance
- ☐ SAM II HR Deductions and Benefits
- ☐ SAM II HR Time and Leave

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

Microsoft
EXCEL

LEARN THE SECRETS THE PROS USE TO CREATE FLAWLESS SPREADSHEETS, PRESENTATION-READY GRAPHS AND CHARTS, EASY-TO-READ FINANCIAL REPORTS AND MORE!

Whether you've been working with Microsoft Excel for some time, or new to this powerful spreadsheet application, chances are you've only scratched the surface of what this program can do for you.

No matter what type of user you are, the techniques you'll learn in our programs will make your job easier and increase the sophistication of your data reporting and analyzing.

If you've ever been frustrated using Excel because you knew there had to be a better way of accomplishing your tasks, you'll soon be on your way to getting more done - and more efficiently with the skill building components our programs provide.

Coming Up...

EXCEL 2007
Introduction - August 25
Intermediate - September 15
Advanced - September 29

EXCEL 2010
Introduction - July 7
Intermediate - July 21
Advanced - August 4

Each program is $95.

According to the Information Technology and Innovation Foundation, investments in technology and training can produce **gains in productivity three to five times greater than other investments** because it allows employees to do their jobs - better and faster.

While we offer some online computer training options, our experience has shown us that learners often need to have access to more tactile learning opportunities for a successful transfer of learning to occur. That's why the majority of our computer skills classes are hands-on and instructor led. Many of our **Microsoft Office** classes also offer three course levels:

- Introduction
- Intermediate
- Advanced

This allows the learner to continue enhancing their skill set when they are ready, and when it is needed. It's all part of ongoing learning - *one step followed by another*.

MICROSOFT **ACCESS**

PUT THE POWER OF ACCESS TO WORK FOR YOU

Your organization or business is probably overflowing with valuable information to help you and others make better decisions. Unfortunately, if the information is not organized and easily accessed, it can't be analyzed and used to its full potential. To bring the pieces of the puzzle together, **Microsoft Access -** one of the most powerful and versatile relational database programs on the market today - makes it easy to structure your data so you can find answers quickly, share information with others and build fast solutions that help you make good business decisions. Whether you've been working with Access for some time, or new to this powerful application, chances are you've only scratched the surface of what this program can do for you.

Microsoft Access will help you manage and store information for reference, reporting and analysis; and can help you to overcome limitations you may find when you try to manage large amounts of information in Excel or other spreadsheets. If you're looking for a better way to effectively design and create new databases, tables, and relationships; create, locate and maintain records; and produce reports based on the information in the database, Microsoft Access will help you get the job done!

ACCESS 2007

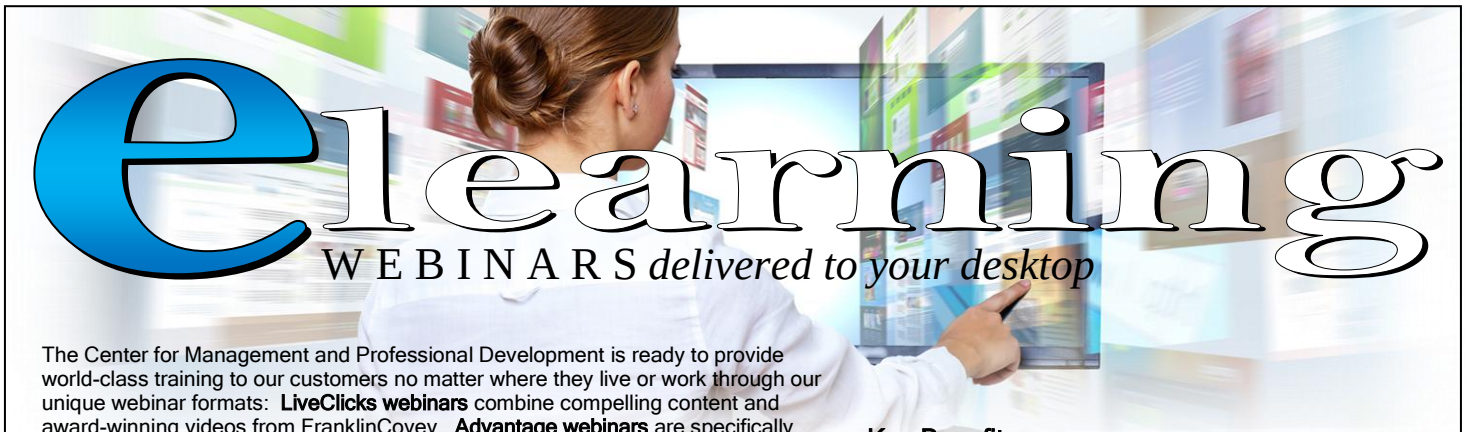
Introduction - August 27
Intermediate - Sept. 17

ACCESS 2010

Introduction - July 9
Intermediate - July 23
Advanced - August 6

COST: $95
1738 East Elm Campus
Jefferson City

Find information about the content of each Access program on our website.



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

July – September 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.

July 10, 10 AM – Noon, $79

Begin with the End in Mind
Defining Your Contribution and Leading with Purpose

In this LiveClicks webinar, both new and experienced managers acquire a set of tools to help them meet today's management challenges, including performance management, collaboration, and team development.

July 24, 10:00 AM – Noon, $79

The Clarity Imperative

This Advantage webinar provides a simple but powerful method for getting people "on the same page" so that team clarity and cohesiveness can emerge. It's not about creating a mission statement or slogan, it's about understanding who you are, identifying the meaning in what you do and ensuring that you can bring your strengths and values to bear in every situation. Learners will be introduced to a variety of examples, activities and ideas designed to help them work with others to better articulate what they do, the direction in which they are moving and what their organization's culture is really all about.

July 31, 10:00 AM – Noon, $79.00

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.

August 28, 10:00 AM – Noon, $79

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 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.

August 7, 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.

September 25, 10:00 AM – Noon, $79

NEW! Self Trust:
Increasing Your Credibility and Influence at Work

In a work setting of low trust, people's unseen agendas or motivations generate suspicion and ultimately hinder getting things done. However, when individuals and their leaders trust each other—and are trusted by others—team objectives are more easily accomplished. This LiveClicks webinar helps individual contributors and leaders identify and address "trust gaps" in their own personal credibility, and in their relationships at work. Participants discover how to avoid the costs of low trust, build confidence in themselves, restore trust with others, and act with integrity.

August 21, 10:00 AM – Noon, $79

Time Challenged

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

September 18, 10:00 AM – Noon, $79

Webinars to Enhance Your Computer Skills

Outlook 2007: Learning About Attachments, Flagging, Address Book and Distribution Lists

This 1-hour Advantage webinar designed for Outlook 2007 users provides skill building strategies to better use attachments, flagging, Address Book and distribution lists. Learning areas include: filing, previewing, opening, saving and removing attachments from messages; flagging messages for follow-up using custom dates and color categories; finding, adding and removing an address in an Address Book; creating and deleting a distribution list, adding and removing members in existing distribution lists; and sending a message to a distribution list.

September 28, 9:00 AM – 10:00 AM, $25.00

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.

September 14, 9:00 AM – 10:00 AM, $25

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

August 24, 9:00 AM – 11:00 AM, $50

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 Critical Development Areas that Include:

- Communication
- Conflict Management
- Customer Service
- Innovation & Creativity
- Managing Change
- Productivity, Vision & Purpose
- Problem Solving
- Leadership & Team Building
- Trust & Integrity

…and more!

Obtain a *1 year subscription for $85.

**1 year from the date of activation*

Each subscription includes 4 hours of Management Training Rule Credit.

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.

Ask about group discounts!

Obtain one year of 24/7 access to some of the world's best business coaches for $125*

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

MANAGING TENSE MOMENTS

A New STUDY HALL SERIES

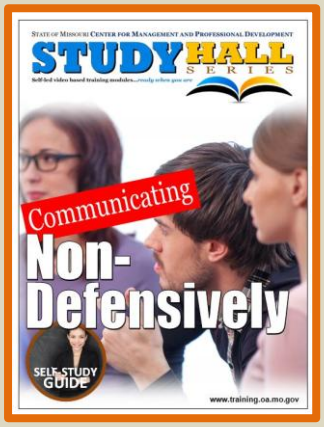
Self-led training modules…ready when you are

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

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.

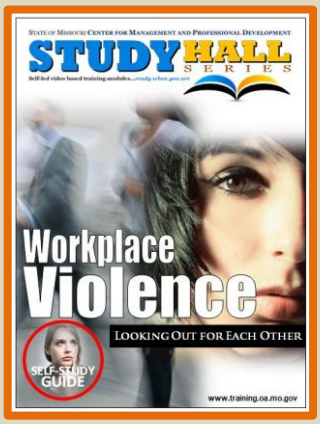
Working at your own pace, each lesson takes about an hour to complete.

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.

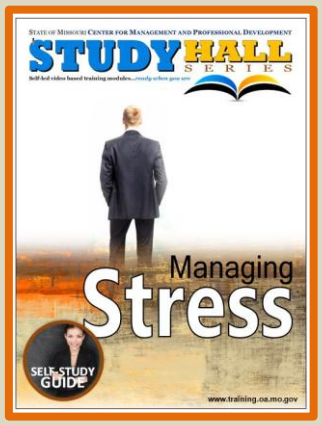


The lesson makes the point that all of us must be responsible for how we deliver and receive messages, as well as the symptoms and consequences of inappropriate defensiveness.

Improve teamwork and productivity by learning how to effectively handle diversity-related tension while modeling respectful communication – a key competency for today's workplace



Learn about forms of workplace violence, discover how to spot warning signs, and defuse potentially violent situations through compromise, collaboration and avoidance.



Discover how stress can be caused by our own personality or anxieties; and receive positive approaches to alleviate anxiety, for yourself and others on your work team.

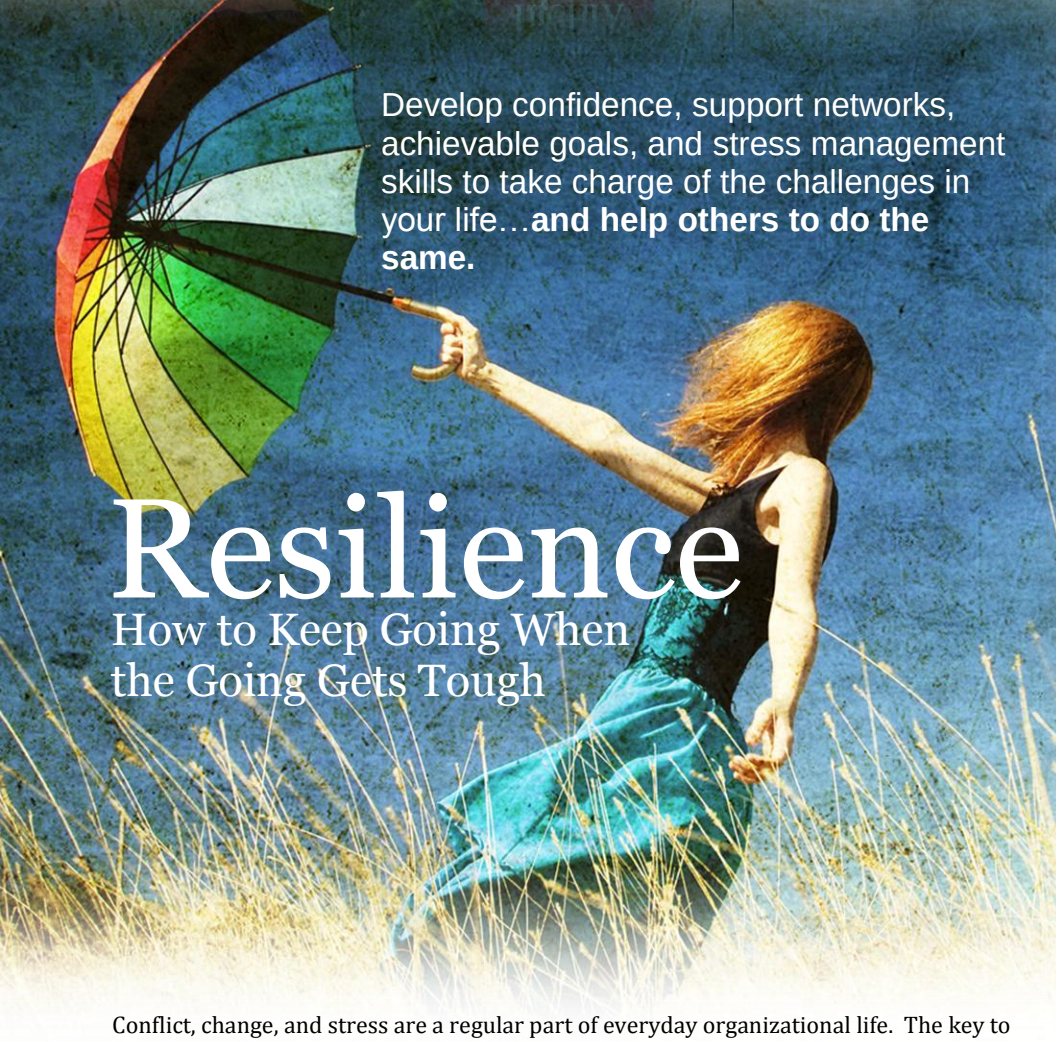
ALSO AVAILABLE: The LEADERSHIP SERIES that consists of the following four lessons:

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

Take any lesson for $20, or each series of 4 lessons for $75.

Each lesson provides one hour of Management Training Rule credit.

Go ahead. Take your seat.



Conflict, change, and stress are a regular part of everyday organizational life. The key to employee survival is resilience, and the ability to bounce back after adversity. Being resilient doesn't prevent tough challenges from happening, but it does provide individuals with the strength and wherewithal to recover and move on time and time again.

Developing resilience is a lot like engineering a building to withstand an earthquake. It requires a solid foundation and a flexible structure that won't crack or crumble under pressure.

Resilience is the ability to cope with change, and it is a large predictor of our success at work, as well as our overall satisfaction with life. It gives us the ability to adapt and "bounce back" in difficult circumstances in order to reach our goals. In human terms, it translates into self-esteem, connections with others, mental agility, and effective coping strategies. And, in today's rapidly changing world, it is an essential skill for both employees and supervisors.

This **4-hour** program offers individuals a blueprint for increasing anyone's resilience at work, and elsewhere. Aimed at developing confidence, support networks, achievable goals, and stress management skills, this program will help you take charge of the challenges in your life, and help others to do the same.

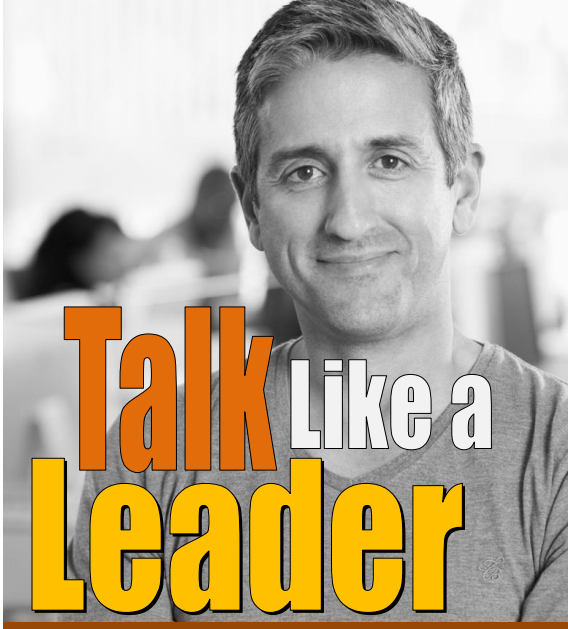
PROGRAM OBJECTIVES

Successful completion of this program will increase your ability to:

- ☐ Bounce back from adversity
- ☐ Build your self-esteem as a foundation of resilience
- ☐ Make and maintain connections to build resilience
- ☐ Accept and embrace change
- ☐ Use flexible thinking to overcome obstacles
- ☐ Implement stress management and relaxation strategies to maintain resilience

August 19

8:30 AM – 12:30 PM
Competencies: Flexibility & Self-Direction
Investment: $125



What Every Employee ***Needs*** to Hear

September 24

$125
Team Work & Verbal Communication

The average person speaks up to 16,000 words per day. As a leader, are your words always meaningful and on target? We all know that the best organizations – and the most enthusiastic leaders – excel at communicating with their employees. But when you are leading others, how do you know which messages are most important to communicate?

Ultimately, there are a multitude of specific messages to send, but the good news is that they can be organized into four general categories:

1. "I have a vision for the organization."
2. "I have the skills to carry out that vision."
3. "I know and care about you."
4. "I want to help you."

This 4-hour program will empower you to:

- ***Inspire enthusiasm*** in employees by expressing passion, using inclusive phrases, indicating personal benefits, and showing support.
- ***Increase productivity and concentration*** by connecting individual performance with organizational and business growth and success.
- ***Minimize miscommunication and delays in productivity*** by speaking and acting decisively.
- ***Communicate bad news with sincerity*** in a way that reduces negative backlash and encourages understanding.
- ***Build organizational bench strength*** by taking accountability for your actions and asking probing questions.
- ***Improve working relationships and mutual respect*** by remaining attentive to employees' personal circumstances, building trust, and showing sincerity.

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

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

Chesterfield, August 12 -13, $99
Poplar Bluff, August 31 – September 1, $99
Lee's Summit, September 21 - 22
Jefferson City, July 28 – 29 & August 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 program will identify or improve strategies and practices necessary to every supervisor's job.

Challenging Negative Attitudes

July 14, $125
Influencing & Self-Direction

This 1-day workshop explores how to challenge individual negativity as well as how to protect oneself from the negativity of others. Learners will receive behavioral models to use in coaching themselves and others in building optimistic responses to challenging situations; learn how negative norms become entrenched in an organization or team; and how to create a more positive working environment.

Communication Skills for the Manager

Springfield, July 16, $95
Lee's Summit, August 11, $95
Chesterfield, August 19, $95
Jefferson City, July 7
Verbal Communication & Influencing

This 4-hour class reviews eight words that form a basis for a sound start in communication and how implied power and perceived power can influence the sending and receiving of information. The class demonstrates how using a simple communication tool can enhance the communication process. Additionally, the class helps managers focus on unleashing their team's talent by encouraging them to "seize the moment" in daily communication.

Employee Development from A - Z

August 12, $125
Mentoring & Workforce Management

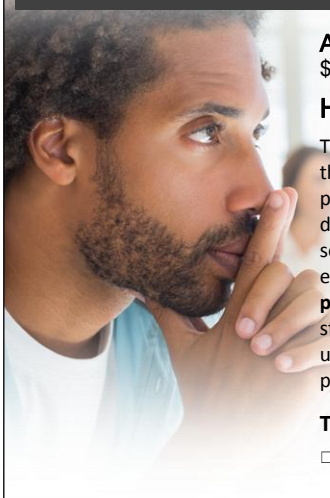
This 1-day program will explore the role of supervisors as they lead, direct, and manage the development of staff. The session will emphasize the importance of on-boarding new employees and creating a structure for follow-up to sustain long-term improvement. Learners will receive ways to develop employees through problem solving, improvement planning, and feedback; and discuss succession planning ideas for the future.

Diversity & Unlawful Discrimination

September 22, $25 ***Value Priced for Diversity Compliance Training***
Workforce Management & Perception

This 3-hour program clarifies the range of behaviors which are considered unlawful harassment and discrimination, and helps learners prevent and resolve these issues in a proactive manner.

Resolving Conflict At Work



August 14
$95, Problem Solving & Self-Direction

Here's the good news: You can work with anyone!

They may not be your best friend, but you can find a way to work with them. Your work world consists of a network of relationships. For most people, the ideal network would be free from conflict, but, as many have discovered, working in a team can be similar to being with your family—sometimes you treat the people closest to you with the least amount of effort and respect, and that can lead to unnecessary conflict. This **4-hour program** will focus on ways to prevent conflict from occurring, provide strategies you can use to build and enhance team relationships, stress the use of direct communication, and offer strategies to resolve conflict productively if and when it occurs.

This program will increase your knowledge and ability to:

- ☐ Positively manage business relationships to avoid unnecessary conflict.
- ☐ Use effective conflict resolution steps when conflict occurs.
- ☐ Deal with difficult team members in ways that increase productivity and result in positive working relationships.

August 20
$125, Flexibility & Mediating

When anger gets out of control and turns destructive, it can lead to problems—problems at work, in your personal relationships, and in the overall quality of your life. And it can make you feel as though you're at the mercy of an unpredictable and powerful emotion. Because everyone experiences anger, it is important to have constructive approaches to manage it effectively.

This 1-day workshop will provide insights to help learners identify their own anger triggers, and provide ways to control their anger, and possibly the anger of others, in tense situations.

This program will help you:

- Explore common anger myths and their factual refutations.
- Consider the helpful and unhelpful ways of dealing with anger.
- Develop skills and techniques to make disagreements constructive, including effective negotiation and solution–building.
- Reflect on individual *"hot buttons"* that lead to anger responses.
- Learn how to respond to anger-provoking situations.
- Understand the energy curve and how it can help in responding to someone else's anger.
- Learn and practice anger de-escalation techniques.

No matter what position you hold in your organization, to get things done your must positively influence others—direct reports, colleagues, managers, clients, suppliers—both inside and outside, and up and down the chain of command. We acquire this influence by gaining buy-in for our ideas, securing cooperation, aligning agendas, and solidifying and maintaining action.

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** will help you grow your own influence when managing your boss. You will receive practical skills to assess workplace situations and propose solutions that enhance your relationship with those in authority, and develop personal strategic initiatives to get your ideas heard and acted upon.

September 16
$125
Influencing

INFLUENCING UP

Participants will:

- Discuss the benefits of influencing up in today's workplace.
- Review a model for influencing up without authority.
- Identify and discuss the "Push and Pull" skills required for influencing up.

How Full Is Your Bucket?

Chesterfield, August 4, $95
Jefferson City, July 22, $95
Accountability & Self-Direction

Whether you are a manager, supervisor or employee, this program filled with discoveries, powerful strategies and engaging stories, will take a refreshing look at the way we behave at work, and inspire lasting changes for you and the people you work with EVERYDAY!

This highly interactive 4-hour program based on the #1 New York Times and Business Week bestseller, *How Full Is Your Bucket?* reveals how even the briefest interactions can affect working relationships, productivity, health and longevity. Grounded in years of research, this program will show you how to greatly increase the positive moments in your life and the life of those you work with.

It's Okay to Be the Boss

Lee's Summit, September 9, $95
Jefferson City, July 30, $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."

Based on the bestselling book, *"It's Okay to be the Boss,"* this 4-hour program is a new call to action for managers and supervisors. 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 can help the work team accomplish organizational goals each day to the next.

Leadership Styles and Conflict Management

September 2, $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.

Managing Your Emotions at Work

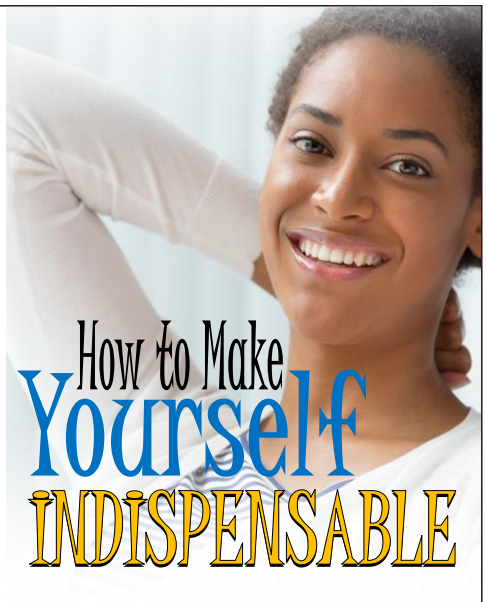
September 30, $95
Flexibility & Self-Direction

Emotions guide our behavior, sometimes productively and sometimes unproductively. Unfortunately, when emotions are not expressed constructively, they can drain your energy and damage relationships. This 4-hour program will provide the skills and strategies to help you manage your emotions in ways that increase your effectiveness at work, and enhance your interpersonal communication with co-workers, customers and peers.

Motivation in State Government

July 9, $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.



September 17

$95, *Flexibility & Self-Direction*

While every employee has a valuable role to play in the success of any organization or business, today's workplace requires employees to readily take on a wide range of tasks to accommodate frequent organizational changes and remain productive. Flexibility is a long-standing and valuable trait in the workplace, and an increasingly necessary element with today's fast-paced, technical work environment. With new innovations, there are new tasks to perform and new roles to assume.

Most every workplace is a conglomeration of individuals who possess different values, orientations and skill sets. As a result, it is not only important to be able to take initiative and tackle new challenges when needed, but also to communicate effectively among various agencies and businesses, other co-workers, and customers.

This **4-hour program** will provide the skills needed to help employees adapt to—and embrace—situational changes at work. You'll learn how to thrive under pressure and expand your career opportunities by taking initiative, effectively resolving problems, sharing your knowledge, and being an overall positive influence at work.

Learning Points:

- Take ownership of your responsibilities and results.
- Take initiative to go above and beyond what is expected of you.
- Expand your sphere of influence.
- Perform well under pressure.
- Adapt to changing situations.
- Be someone others want to work with.
- Help others improve their performance.
- Learn to be a "replaceable" by sharing your knowledge and working through change to become a positive influence.

and more...

CREATING CREATIVITY AND HARNESSING INNOVATIVE IDEAS

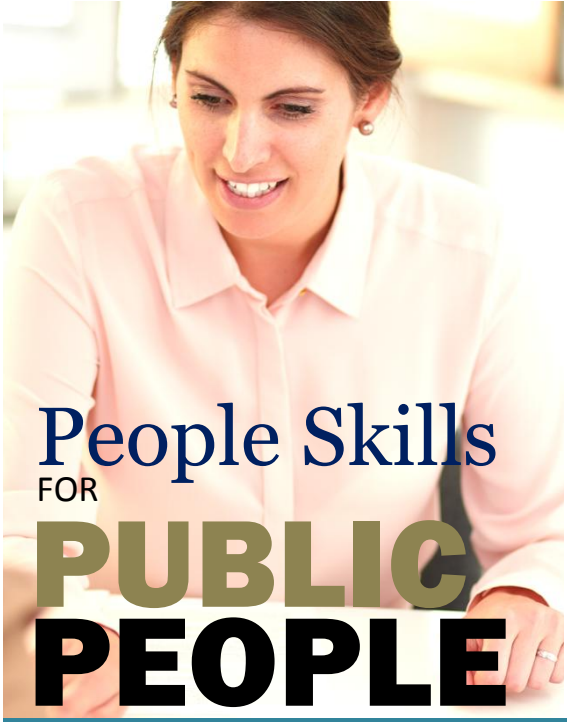
Where do good ideas come from? Do they just fall from the sky?

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!

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 facilitative 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!

AUGUST 11
$125.00
CREATIVE THINKING & PROBLEM SOLVING



People Skills FOR PUBLIC PEOPLE

Strengthening **Interpersonal** Communication

September 9
$125, Workforce Management

In today's environment of "doing more with less," employees in almost every business are being asked to juggle multiple priorities and complete tasks while simultaneously providing increasingly higher levels of 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.

Regardless of what else may be going on, many workplace professionals must communicate regularly with their co-workers, management and a variety of internal and external customers on any number of issues. Their results—and the organization's success—depend on their ability to communicate in a professional and persuasive manner while cultivating trust and confidence.

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.

Participants will learn how to:

- ▷ Describe how quality customer relations affect their personal bottom line
- ▷ Describe behaviors that make positive first impressions and build rapport
- ▷ Give examples of the *Four Levels of Conversation*
- ▷ Demonstrate effective body language and voice control when dealing with customers
- ▷ Describe characteristics and behaviors which typify good or bad customer relationships
- ▷ Identify specific customer situations which may need special attention
- ▷ Apply strategies and techniques to deal with difficult customers in a positive manner

Problem Solving Skills for Team Leaders

August 5, $95
Problem Solving

Problems come in every size imaginable and often arrive when you least expect them. How an organization responds to the unexpected can make a big difference in its delivery of products and services. Consequently, the ability to solve problems, whether individually or in a team, is an important skill for today's leaders. 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 put both to work using the "creativity starters" presented in the class.

Project Management

July 2, $95
Accountability & Planning

This 1-day introductory workshop will introduce learners to a 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.

SKILLS TO HANDLE crucial conversations

July 15, $125
Teamwork & Verbal Communication

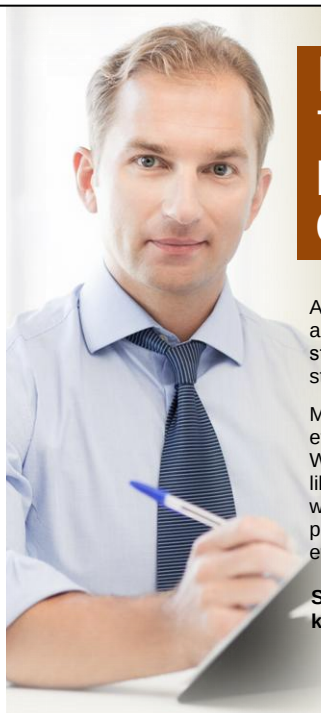
Discover how to communicate best...when it matters most

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. 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.

Supervisory Liability

July 8, $95
Accountability & Technical Knowledge

Managers are required to make consistent, informed decisions when addressing a broad range of employee issues. Unfortunately, even with the best intentions, errors in behavior or reaction while attempting to resolve an issue can result in misunderstanding and potential liability issues. Safe, informed decisions result in behaviors that are defensible in any legal challenge to them. That's why effective managers should understand the responsibility of their roles, and be aware of the implications involved in ignoring or not understanding the law. This 1-day program will 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.



Positive Approaches To Resolving Performance and Conduct Problems

September 29
$125, Workforce Management

Almost every organization has a process in place to establish goals and objectives for employees – unfortunately, when the situation gets sticky, and employees aren't performing as planned, managers can struggle with the best way to handle the situation effectively.

Most performance problems can be resolved through early and effective communication between an employer and the employee. When an employee's performance first starts to slip, they are more likely to be open to discussing what needs to be done to improve their work. This **4-hour program** will help managers recognize employee performance problems and give them skills to address the problem effectively.

Successful completion of this program will increase your knowledge and ability to:

- Define and identify problem employees or nonperformers.
- Assess and confront problem employee behaviors before more drastic measures need to be taken.
- Conduct a successful confrontation session.
- Develop and communicate standards that will ensure high quality performance.
- Create a plan for employee "buy-in" and determine what helps motivate your employees.
- Carry out disciplinary sessions that work for both you and your employees.

WOMEN AND LEADERSHIP

Working through barriers and biases

September 23
$125, Self-Direction & Decisiveness

According to a study by *Caliper*, female leaders are just as persuasive, assertive, driven to get things done, and willing to take risks as their male counterparts, possibly more. Additionally, female leaders generally excel at being more empathetic and flexible, and have strong interpersonal skills.

Still, in many places, the percentage of women in leadership roles continues to be low, and suggests that women face a variety of challenges in their journey to obtain leadership positions. This **1-day program** will examine many of these challenges, and look at how women can maximize their strengths and build their skills to become effective leaders in any organization.

Key Topics Covered

- ☐ Identifying organizational, societal, and self-imposed challenges.
- ☐ Developing strategic relationships by building and personal networks.
- ☐ Learning how to exhibit executive presence.
- ☐ Understanding how to remain poised and composed in stressful or negative situations.
- ☐ Developing the ability to think on your feet.
- ☐ Establishing influence and tactics for effective negotiation.
- ☐ Honing your ability to build and maintain strong teams.
- ☐ Implementing a plan to target the leadership skills you most want to improve.

Open Enrollment
REGIONAL TRAINING CLASSES
July – September 2015

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.

NORTHWEST REGION

AUGUST 11
COMMUNICATION SKILLS FOR THE MANAGER
10:00 A.M. – 3:00 P.M., $95

SEPTEMBER 9
IT'S OKAY TO BE THE BOSS
10:00 A.M. – 3:00 P.M., $95

SEPTEMBER 21 – 22
BASIC SUPERVISION
8:30 A.M. – 4:30 P.M., $99 (Both Days)

Location:
Department of Natural Resources Building
500 NE Colbern Road
Lee's Summit

NORTHEAST REGION

AUGUST 4
HOW FULL IS YOUR BUCKET
10:00 A.M. – 3:00 P.M., $95

AUGUST 12 - 13
BASIC SUPERVISION
8:30 A.M. – 4:30 P.M., $99 (Both Days)

AUGUST 19
COMMUNICATION SKILLS FOR THE MANAGER
10:00 A.M. – 3:00 P.M., $95

Location:
Department of Transportation Building
14301 South Outer Road 40
Chesterfield

SOUTHWEST REGION

JULY 16
COMMUNICATION SKILLS FOR THE MANAGER
10:00 A.M. – 3:00 P.M., $95
Department of Natural Resources Building
2040 W. Woodland
Springfield

SOUTHEAST REGION

AUGUST 31 – SEPTEMBER 1
BASIC SUPERVISION
8:30 A.M. – 4:30 P.M., $99 (Both Days)
Department of Natural Resources Regional Office
2155 North Westwood Blvd.
Poplar Bluff

WEBINARS *for* ALL REGIONS

BE PROACTIVE:
USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE
July 10, 10:00 A.M. – Noon, $79

BEGIN WITH THE END IN MIND:
DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE
July 24, 10:00 A.M. – Noon, $79

THE CLARITY IMPERATIVE
July 31, 10:00 A.M. – Noon, $79

COMMUNICATION SKILLS FOR THE MANAGER
August 28, 10:00 AM – Noon, $50

THE 3RD ALTERNATIVE:
PROBLEM SOLVING:
SOLVING LIFE'S MOST DIFFICULT PROBLEMS
August 7, 10:00 A.M. – Noon, $79

RELATIONSHIP TRUST:
BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK
September 25, 10:00 A.M. – Noon, $79

SELF TRUST:
INCREASING YOUR CREDIBILITY AND INFLUENCE AT WORK
August 21, 10:00 A.M. – Noon, $79

TIME CHALLENGED
September 18, 10:00 AM – Noon, $50

Computer Skills Webinars

OUTLOOK 2007:
LEARNING ABOUT ATTACHMENTS, FLAGGING, ADDRESS BOOK AND DISTRIBUTION LISTS
September 28, 9:00 AM – 10:00 AM, $25

OUTLOOK 2007:
BASIC MAIL AND CALENDAR TIPS
September 14, 9:00 AM – 10:00 AM, $25

WINDOWS 7 BASICS
August 24, 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

JULY

2 **Project Management**, 8:30 – 4:30, $95
7 **Communication Skills for the Manager**, 8:30 – 12:30, $95
8 **Supervisory Liability**, 8:30 – 4:30, $95
9 **Motivation in State Government**, 8:30 – 12:30, $95
14 **Challenging Negative Attitudes**, 8:30 – 4:30, $125
15 **Skills to Handle Crucial Conversations,** 8:30 – 4:30, $125
22 **How Full Is Your Bucket**, 8:30 – 12:30, $95
28 – 29 **Basic Supervision**, 8:30 – 4:30 (Both Days), $99
30 **It's Okay to Be the Boss**, 8:30 – 12:30, $95

AUGUST

5 **Problem Solving Skills for Team Leaders**, 8:30 – 4:30, $125
11 **Creating Creativity and Harnessing Innovative Ideas**, 8:30 – 4:30, $125
12 **Employee Development from A - Z**, 8:30 – 4:30, $125
14 **Managing Conflict at Work**, 8:30 – 12:30, $95
18 **PER*for*M Employee Planning and Appraisal**, 8:30 – 4:30, $75
19 **Resilience: How to Keep Going when the Going Gets Tough**, 8:30 – 12:30, $125
20 **Anger Management**, 8:30 – 4:30, $125
25 – 26 **Basic Supervision**, 8:30 – 4:30 (Both Days), $99

SEPTEMBER

2 **Leadership Styles and Conflict Management**, 8:30 – 4:30, $125
9 **People Skills for Public People**, 8:30 – 4:30, $125
16 **Influencing UP!**, 8:30 – 4:30, $125
17 **How to Make Yourself Indispensable**, 8:30 – 12:30, $95
22 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, $25
23 **Women and Leadership**, 8:30 – 4:30, $125
24 **Talk Like A Leader!**, 8:30 – 12:30, $125
29 **Positive Approaches to Resolving Performance and Conduct Problems**, 8:30 – 12:30, $95
30 **Managing Your Emotions at Work**, 8:30 – 12:30, $95

TECHNICAL AND COMPUTER SKILLS TRAINING

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

JULY

2 **Word 2010 Intermediate/Advanced**, 8:00 – 4:00, $95
7 **Excel 2010 Introduction**, 8:00 – 4:00, $95
8 **Outlook 2010 Introduction**, 8:00 – 4:00, $95
9 **Access 2010 Introduction**, 8:00 – 4:00, $95
14 **SAM II HR Introduction**, 8:00 – 11:00, $50
16 **SAM II Financial Introduction**, 8:00 – 4:00, $95
20 **Windows 7 Introduction**, 8:00 – Noon, $95
21 **Excel 2010 Intermediate**, 8:00 – 4:00, $95
23 **Access 2010 Intermediate**, 8:00 – 4:00, $95
28 **SAM II HR Position Control**, 8:00 – 11:00, $50
30 **SAM II HR Data Warehouse Using Access**, 8:00 – 4:00, $95

AUGUST

4 **Excel 2010 Advanced**, 8:00 – 4:00, $95
5 **Outlook 2010 Intermediate**, 8:00 – 4:00, $95
6 **Access 2010 Advanced**, 8:00 – 4:00, $95
18 **SAM II Financial Data Warehouse Using Access**, 8:00 – 4:00, $95
20 **SAM II HR Time and Leave**, 8:00 – 4:00, $95
25 **Excel 2007 Introduction**, 8:00 – 4:00, $95
27 **Access 2007 Introduction**, 8:00 – 4:00, $95

SEPTEMBER

1 **SAM II HR Employee Maintenance**, 8:00 – 4:00, $95
3 **SAM II HR Deductions and Benefits**, 8:00 – Noon, $50
9 **MOBIUS**, 8:00 – Noon, $50
10 **SAM II Fixed Assets**, 8:00 – Noon, $50
15 **Excel 2007 Intermediate**, 8:00 – 4:00, $95
17 **Access 2007 Intermediate**, 8:00 – 4:00, $95
22 **Word 2010 Introduction**, 8:00 – 4:00, $95
24 **PowerPoint 2010 Introduction**, 8:00 – 4:00, $95
29 **Excel 2007 Advanced**, 8:00 – 4:00, $95

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 July, August & September 2015

STATE OF MISSOURI
Center FOR MANAGEMENT AND Professional Development

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