

LEADERSHIP FOUNDATIONS

CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT
WORKSHOPS AND WEBINARS FOR THE LEADER IN EVERYONE



A New World of IDEAS

Jul
Aug
Sep
2012

It should come as no surprise that the challenges facing today's workers aren't the same as years past. There are more demands on work teams to perform at higher levels of productivity, and greater demands from members of work teams to have more flexibility in their work schedule and the work that they do. Regardless of where you're at in your organization, finding the right balance in the midst of so many changes can be challenging at best. That's why it's important to stay on top of new ways of thinking, and new approaches to old and new problems. Our programs can shine a light on some things you may have missed and lift your confidence and skill level to achieve even greater heights of success. Look inside to learn about our upcoming programs and visit us on the web to learn even more.

**Regional Classes
To Save Time & Money**

**Computer Skills
Training Classes**

**Online Learning
That Works for You**

NEW!
**Cultivating
Productive
Relationships**

Details on Page 6

www.training.oa.mo.gov



STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

Building A Strong Missouri

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

Leadership and Interpersonal Communication

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

Technical and Computer Skills

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

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

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

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

The Center encourages businesses and entities to value and realize the benefits that increasing 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

Information Technology and Computer Skills Training

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

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

Learners from all businesses, agencies and organizations can register online for **Microsoft Office Desktop Classes** that include:

- Access**
- Excel**
- Outlook**
- PowerPoint**
- Word**

...and other software programs

E-learning sessions are 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 and Development
- .NET Programming

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



elearning

WEBINARS *delivered to your desktop*

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

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

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

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

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

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

Key Benefits:

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

Don't worry about technology

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

Enrollment is easy!

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

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 16, 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.

August 10, 10:00 AM – Noon, \$79

Business Writing Skills:

Getting Your Point Across with Power and Influence

This LiveClicks webinar helps participants set quality writing standards that increase productivity, resolve issues, avoid errors, and heighten credibility. Participants learn a four-step process to create writing that cuts through the clutter; learn how to write faster with more clarity; and gain skills for revising and fine-tuning every kind of document from emails to manuals.

September 28, 10:00 AM – Noon, \$79

The Clarity Imperative

This Advantage webinar provides a simple but powerful way to get people "on the same page" so that team clarity and cohesiveness can emerge. 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.

August 31, 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.

July 13, 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.

September 17, 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.

September 7, 10:00 AM – Noon, \$79

NEW!

Special Webinars to Enhance Your Computer Skills

Excel 2007: Working with Navigation, Formulas and Simple Functions

This 2-hour Advantage webinar designed for Excel 2007 users provides skill building strategies to increase the learner's understanding of Excel navigation features and proficiency in the use of formulas and simple functions. Learning areas include: becoming familiar with the Excel 2007 screen; using the Excel 2007 Ribbon; using your cursor; selecting a range of cells in Workbook; entering data into Worksheet; and performing calculations using simple formulas and functions.

September 27, 9:00 AM – 11:00 AM
Price - \$50.00

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 5, 9:00 AM – 10:00 AM
Price - \$25.00

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.

August 15, 9:00 AM – 10:00 AM
Price - \$25.00

Outlook 2010: Basic Mail and Calendar Tips

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

September 19, 9:00 AM – 10:00 AM
Price - \$25.00

“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



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.



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

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

To learn more, visit www.training.oa.mo.gov/MyQuickCoach/ or contact the Center.

Ask about group discounts!

Premise

Professionals at all levels are feeling the pressure to deliver more with less. The demands of customers are escalating, and the resources to meet those demands are often limited. As things change faster and faster, it is increasingly critical for organizations and businesses to deliver results in a way that cultivates trust and generates the all-important Social Capital upon which sustainable commerce depends. In today's economic climate, no enterprise, public or private, can afford to lose the confidence and trust of its customers.

Objectives

Learners who attend this program will have the opportunity to:

- Describe differences between human and industrial systems and how that difference impacts teamwork and collaboration.
- Discuss how the natural laws of commerce impact customer relations.
- Examine the impact of constant change on individuals and organizations, and how to monitor those impacts on themselves and others.
- Facilitate positive changes within their workgroups, using a method of communicating change that gains buy-in and commitment.
- Describe how quality customer relations affect their personal bottom line.
- Describe characteristics and behaviors which typify good, or bad, customer relationships.
- Identify situations in their workplace in which the Customer C.A.R.E. model would be helpful and be able to apply C.A.R.E. in those instances.
- Apply strategies and techniques for dealing with the three types of Difficult Customers.

Cultivating Productive Relationships



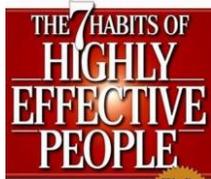
With Dale McCoy
Missouri State University

August 9, 2012

\$125

THE 7 HABITS of Highly Effective People®

FUNDAMENTALS WORKSHOP



Powerful Lessons
in Personal Change

With a New
Foreword and
Afterword
by the Author

"A wonderful book that could change your life."
—Ben Horowitz, bestselling author of *The Search of Excellence*

Stephen R. Covey

For over 20 years the *7 Habits of Highly Effective People* has been a blueprint for personal and professional development. Now you can experience those 7 Habits in a highly-concentrated, 1-day workshop.

The 7 Habits Fundamentals Workshop provides the foundation necessary to strengthen the human side of performance. It introduces key principles and teaches skills needed to work effectively with and through others. The facilitation and content fosters measurable change and improvement at the personal, managerial and organizational levels.

Based on the best-selling book by the same name, this workshop provides participants with the skills and training to recognize leadership characteristics and apply those principles to business success. It helps build stronger organizations by strengthening and exercising the character and competence of the individuals who comprise them.

This **1-day** workshop provides a fast-paced introduction to the timeless principles of effectiveness and life-changing values obtained through “7 Habits” thinking and application. The benefits of this workshop for individuals and organizations include:

- Improved teamwork
- Increased alignment between work activities and the organization’s mission
- Increased productivity and accountability

What You’ll Get:

- A paperback copy of *The 7 Habits of Highly Effective People*
- Participant Manual
- Participant Resource Audio CD
- Participant Job Aid

July 20

Cost: \$125.00

Competency: Self-Direction



7 Habits Workshops motivate participants to incorporate new principles right away. As a result, they begin to transform their organization from the inside out—starting with themselves. They behave differently, create trust, and form strong relationships that ultimately lead to superior results and realized objectives.

THE 7 HABITS for Managers WORKSHOP

MANAGING YOURSELF, LEADING OTHERS, UNLEASHING POTENTIAL

These days, the demands of leadership are more complex than ever. More and more, organizations are seeking ways to develop leaders with not only competence, but character as well.

The 7 Habits for Managers Workshop is a **2-day** learning experience that applies insights and tools from *The 7 Habits Fundamentals Workshop* specifically to the challenges facing managers today. Current and future managers learn to leverage hidden resources, define their contribution, hold team members accountable, give constructive feedback, and unleash the potential of their team to achieve crucial goals. The workshop also offers a means of preparing new and future leaders upon a foundation of character and effectiveness, thus deepening the “bench strength” of the organization. New and experienced leaders who attend this workshop will receive a set of “tools” that can help them:

- Increase their resourcefulness and initiative
- Define the contribution they want to make in their leadership role
- Focus on “wildly important goals” and follow through
- Manage team performance through a balance of accountability and trust
- Coach team members through candid and helpful feedback
- Improve team decision-making skills by embracing – even encouraging diverse viewpoints
- Unleash the full potential of each team member

Tools for Highly Effective Managers

The workshop follows a reinforced learning process that includes:

- A rich, comprehensive guidebook
- Award winning videos illustrating key concepts
- A 131 page *Management Essentials* book with insights on the role of the manager and answers to frequently asked questions
- An Audio CD with Stephen Covey explaining how The 7 Habits apply to managers
- Paper and electronic versions of the tools used in the workshop

Important:

To deepen understanding of the 7 Habits principles and to build a foundation of individual effectiveness, participants are *strongly encouraged* to attend **The 7 Habits Fundamentals Workshop before** attending the *7 Habits for Managers Workshop*.

August 1 – 2

Cost: \$175.00

Competency: Influencing and Integrity

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

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

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

Accountability that Works

Cape Girardeau: July 18

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 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

August 7 - 8, \$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.

Telephone Skills Training for Office Support Staff

Dealing with Difficult Customers Over the Phone

July 17, 1 PM - 5 PM, \$89.00

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

Enhancing Your Telephone Skills

July 17, 8 AM - Noon, \$89.00

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

Attend Both Classes for \$149.00!

Building an Environment of Trust

August 30, \$95

Integrity & Perceptiveness

This 4-hour course will help leaders create an environment in which people take risks, identify and solve problems, and work together. Activities in the workshop will focus on the importance of describing a vision and developing a plan for achieving a trusting work environment; influencing others about the benefits of trusting relationships; and encouraging open communication, thereby strengthening trust and contributing to the team’s and organization’s success.

Business Writing

July 31, \$95

Technical Knowledge & Written Communication

This 1-day workshop begins with a review of proper grammar, sentence structure, syntax and punctuation in business writing. This workshop also addresses the purpose, intent or goal of written communication in business and reviews the organization and written presentation of key concepts; and the use of rough and final drafts in business writing.

Challenging Negative Attitudes

September 26, \$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.

THE 5 WAVES OF TRUST

Lee’s Summit: July 30, Special Price \$75

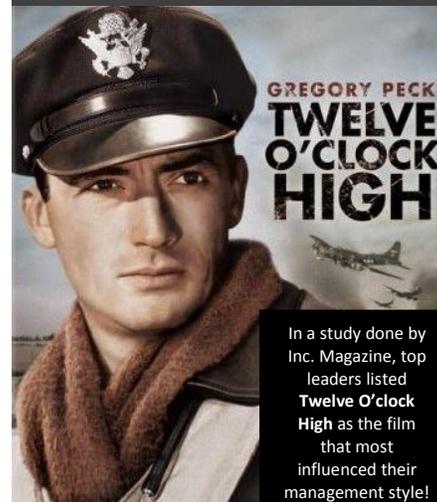
Verbal Communication & Influencing

This 4-hour program based on the bestselling book, “The Speed of Trust” employs video examples, discussion and application activities to suggest that there are various layers of trust to which today’s leaders must be attuned. By focusing on each layer, leaders can build credibility in ways that boost employee engagement and productivity; reduce the cost of poor performance; and improve business results by increasing the loyalty of the customers who depend upon their business for the services they need.

Situational Leadership

The Core Program and
Twelve O’clock High

A 2-day Leadership
Development Workshop



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

September 12 - 13

\$249

Workforce Management



Day 1: Situational Leadership: The Core program

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

The workshop will help leaders:

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

Day 2: Twelve O’clock High

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

Diversity & Unlawful DISCRIMINATION



July 27, August 16 and September 25

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.

Forward Thinking

July 18, \$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 in the future.

NEW! Leadership Styles and Conflict Management

Springfield: July 11, \$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.

Preventing Sexual Harassment

August 25, \$75

Workforce Management

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

Problem Solving Strategies for Team Leaders

September 5, \$95

Problem Solving

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

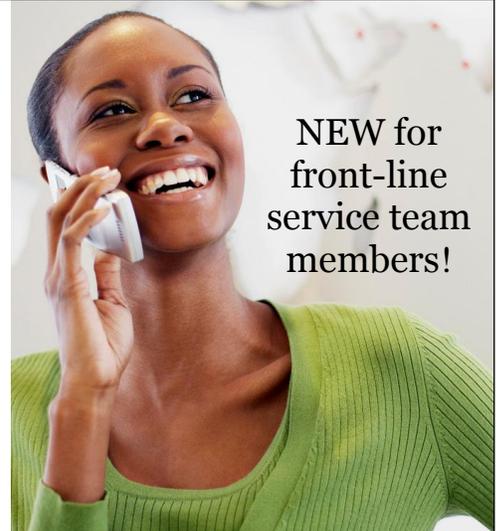
Project Management

August 14, \$95

Accountability & Planning

This one day workshop describes a systematic way of managing new initiatives aimed to deliver required business changes or benefits in a controlled way. Learners who attend this program will be introduced to a variety of tools and strategies that can be used to facilitate new short-term projects to a successful completion. Learners will explore the 7 phases of project management and learn what they can do to more effectively plan, implement and evaluate their next project.

IMPORTANT: This introductory level program is ideal for the new supervisor or manager who is interested in learning more about basic project management concepts and tools. Individuals who require more in-depth project management training (i.e., construction or information technology project leaders) may need to attend a course more technical in nature.



NEW for
front-line
service team
members!

People Skills FOR Public People

Chesterfield: July 11, \$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.

Supervisory Liability

July 19, \$95

Accountability & Technical Knowledge

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

Thinking Outside the Box

September 6, \$95

Creative Thinking & Vision

This 4-hour program deals with moving beyond the restrictions we place on the process of thinking. The program will discuss the stages of creativity (thinking outside the box) as well as examining the restrictions (thinking inside the box) to creativity. The course will identify those restrictions and offer strategies which can be used to overcome them.

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

Open Enrollment Workshops July – September 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



JULY 30

The 5 Waves of Trust

10:00 A.M. – 3:00 P.M.

Special Price - \$75.00

600 NE Colbern Road

Room 136 East

Lee's Summit

NORTHEAST REGION



JULY 11

People Skills for Public People

8:30 A.M. – 4:30 P.M., \$125.00

14301 South Outer Road 40

Room 207

Chesterfield

SOUTHWEST REGION



JULY 11

Leadership Styles and Conflict Management

8:30 A.M. – 4:30 P.M., \$125.00

3025 East Kearney Street, Conference Room 2

Springfield

SOUTHEAST REGION



JULY 18

Accountability that Works!

10:00 A.M. – 3:00 P.M.

Special Price - \$75.00

760 S. Kingshighway, Suite C

Cape Girardeau

WEBINARS

Available in all Regions:

BE PROACTIVE:

USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE

July 16, 10:00 A.M. – Noon, \$79.00

BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE

August 10, 10:00 A.M. – Noon, \$79.00

BUSINESS WRITING SKILLS:

GETTING YOUR POINT ACROSS WITH POWER AND INFLUENCE

September 28, 10:00 A.M. – Noon, \$79.00

THE CLARITY IMPERATIVE

August 31, 10:00 A.M. – Noon, \$79.00

COMMUNICATION SKILLS FOR THE MANAGER

July 13, 10:00 A.M. – Noon, \$79.00

DIVERSITY: THE POWER OF PERCEPTION

September 17, 10:00 A.M. – Noon, \$79.00

RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK

September 7, 10:00 A.M. – Noon, \$79.00

NEW Computer Skills Webinars

EXCEL 2007: WORKING WITH NAVIGATION, FORMULAS AND SIMPLE FUNCTIONS

September 27, 9:00 AM – 11:00 AM, \$50

OUTLOOK 2007: MAIL AND CALENDAR TIPS

September 5, 9:00 AM – 10:00 AM, \$25

OUTLOOK 2007: LEARNING ABOUT ATTACHMENTS, FLAGGING, ADDRESS BOOK AND DISTRIBUTION LISTS

August 15, 9:00 AM – 10:00 AM, \$25

OUTLOOK 2010: MAIL AND CALENDAR TIPS

September 19, 9:00 AM – 10:00 AM, \$25



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

- 17 **Enhancing Your Telephone Skills**, 8:00 – Noon, \$89.00
- 17 **Dealing with Difficult Customers Over the Phone**, 1:00 – 5:00, \$89.00
- 18 **Forward Thinking**, 8:30 – 12:30, \$95.00
- 19 **Supervisory Liability** 8:30 – 4:30, \$95.00
- 20 **The 7 Habits Fundamentals Workshop**, 8:30 – 4:30, \$125.00
- 27 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25.00, Truman Building, 301 West High, Room 493
- 31 **Business Writing**, 8:30 – 4:30, \$95.00

AUGUST

- 1 – 2 **The 7 Habits for Managers**, 8:30 – 4:30 (Both Days), \$175.00
- 7 – 8 **Basic Supervision**, 8:30 – 4:30, \$125.00
- 9 **Cultivating Productive Relationships**, 8:30 – 4:30, \$125.00
- 14 **Project Management**, 8:30 – 4:30, \$95.00
- 16 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25.00, Truman Building, 301 West High, Room 493
- 23 **Preventing Sexual Harassment**, 8:30 – 12:30, \$75.00
- 30 **Building An Environment of Trust**, 8:30 – 12:30, \$95.00

SEPTEMBER

- 5 **Problem Solving Strategies for the Team Leader**, 8:30 – 4:30, \$95.00
- 6 **Thinking Outside the Box**, 8:30 – 12:30, \$95.00
- 12-13 **Situational Leadership**, 8:30 – 4:30 (Both days), \$249.00
- 20 **PERforM Employee Appraisal System**, 8:30 – 4:30, \$75.00
- 25 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25.00, Truman Building, 301 West High, Room 850
- 26 **Challenging Negative Attitudes**, 8:30 – 4:30, \$125.00

TECHNICAL AND COMPUTER SKILLS TRAINING

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

JULY

- 11 **Outlook 2010 Introduction**, 8:00 – 4:00, \$95.00,
- 17 **MOBIUS**, 8:00 – Noon, \$50.00
- 19 **SAM II Financial Introduction**, 8:00 – 4:00, \$95.00
- 24 **Word 2010 Introduction**, 8:00 – 4:00, \$95.00
- 25 **Outlook 2007 Introduction**, 8:00 – 4:00, \$95.00
- 26 **Access 2010 Advanced**, 8:00 – 4:00, \$95.00
- 31 **PowerPoint 2007 Introduction**, 8:00 – 4:00, \$95.00

AUGUST

- 2 **Word 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 7 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95.00
- 9 **Access 2007 Introduction**, 8:00 – 4:00, \$95.00
- 14 **Excel 2007 Introduction**, 8:00 – 4:00, \$95.00
- 16 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 21 **Word 2010 Introduction**, 8:00 – 4:00, \$95.00
- 23 **PowerPoint 2010 Introduction**, 8:00 – 4:00, \$95.00
- 28 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 30 **Word 2007 Advanced**, 8:00 – 4:00, \$95.00

SEPTEMBER

- 4 **SAM II Fixed Assets**, 8:00 – Noon, \$50.00
- 6 **SAM II Payment Voucher/ Vendor Invoice Processing**, 8:00 – 4:00, \$95.00
- 11 **Excel 2010 Introduction**, 8:00 – 4:00, \$95.00
- 13 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 18 **Word 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 20 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 25 **SAM II HR Data Warehouse Using Access**, 8:00 – 4:00, \$95.00

Descriptions for technical and computer skills training workshops can be found on our website at www.training.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 JULY, AUGUST & SEPTEMBER 2012