LEADERSHIP
FOUNDATIONS
CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT

Jul Aug Sep 2013

Join the CELEBRATION!

Learn about our new **ONLINE** Leadership Development Program

InSights ONDEMAND

See differently. Do differently.
Get better.

Details on Page 6

New! COMPUTER SKILLS TRAINING AT AFFORDABLE PRICING

Workshops and Webinars for the LEADER IN EVERYONE

www.training.oa.mo.gov

flickr YouTube

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 realize and value the benefits that increasing competency and technical proficiency through training can provide.

The Center serves as an affordable resource to help leaders:

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

Contact us at (573) 526-4554 or 751-4514.
Find us on the web at **www.training.oa.mo.gov**

Information Technology and Computer Skills Training

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

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

The **Center's** computer training facility has three training rooms, each fully equipped with computers that are networked and connected to the Internet and the State Data Center.

The instructor's computer can be projected on a screen to facilitate ease of instruction and increase each learner's ability to comprehend the instruction provided.

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

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

E-learning sessions are also available.

State government agencies can also obtain training in critical workforce management systems that include: SAM II Financial, SAM II Purchase Order Processing, SAM II Vendor Invoicing, SAM II Data Warehouse and MOBIUS.

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

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

- ☐ Server Applications and Administration
- ☐ Web Applications and Development
- ☐ .NET Programming

Agencies and organizations can also reserve classrooms to provide technical training on software programs specific to their work processes.

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.

August 29, 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.

July 11, 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.

August 13, 10:00 AM – Noon,
Special Price! $50

Preventing Sexual Harassment

This Advantage webinar increases each participant's awareness, knowledge and skills in identifying and resolving instances of sexual harassment in the workplace should they occur. Participants will discuss the steps managers and supervisors take to prevent instances of sexual harassment and investigate allegations of sexual harassment; and also examine the role and responsibility of each team member in preventing sexual harassment.

September 13, 10:00 AM – Noon
Special Price! $50

NEW! Problem Solving:
Solving Life's Most Difficult Problems

This LiveClicks webinar will focus on a universal synergistic approach to relationship problems or work problems—any kind of challenge. The webinar elaborates on concepts in the book *The 3rd Alternative: Solving Life's Most Difficult Problems* written by Stephen R. Covey and will help learners get deep and thorough understanding of the roots as well as the symptoms of a problem; Discover how empathic relationship building is the key to problem solving; and go for the surprising solution that transcends the usual answers.

July 26, 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 20, 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 12, 10:00 AM – Noon, $79.00

Time Challenged

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

August 9, 10:00 AM – Noon, $79

Special Webinars to Enhance Your Computer Skills

Featured this Quarter:

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 10, 9:00 AM – 11:00 AM
$50.00

Windows 7 Basics

This 2-hour Advantage webinar provides strategies to increase the learner's skill in using the Windows environment that includes using the Menu, searching for files, and additional instruction in the areas of:

- ☐ Manipulating Windows and the Taskbar
- ☐ Using Windows Accessories
- ☐ Viewing Files Using Windows Explorer
- ☐ Managing Files and Folders
- ☐ Creating and Managing Shortcuts
- ☐ Customizing the Start Menu

July 17 and September 23
9:00 AM – 11:00 AM
$50.00

Other webinars not scheduled this quarter include:

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

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

myquickcoach

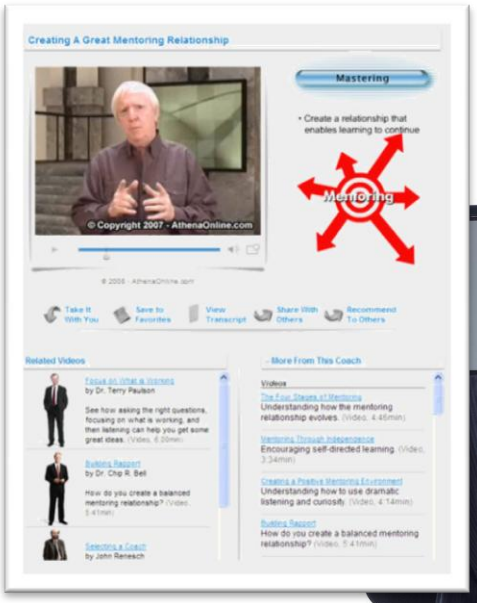
A *world-class* online coaching system sponsored by the Center for Management and Professional Development

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

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

MyQuickCoach brings on-demand business advice from respected "thoughtleaders" right to your computer desktop. Whether you are in your office or half a world away, *MyQuickCoach* is there for you. Point and click to access thousands of short online video lessons by renowned consultants, authors, and educators. Each lesson - usually about five minutes long - is designed to help you get the most out of your online learning experience in the shortest amount of time.

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



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

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

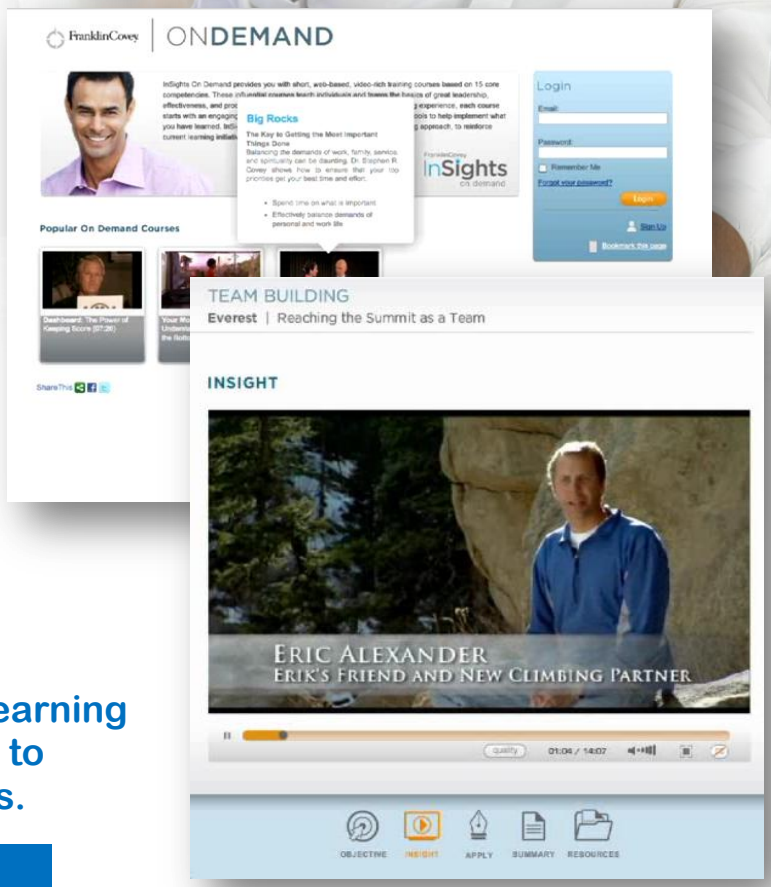
Ask about group discounts!

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

AVAILABLE IN JULY

InSights ONDEMAND

See differently. Do differently. Get better.



InSights OnDemand transforms the award winning leadership lessons from many of FranklinCovey's most requested training programs into **over 60 self–paced "on demand" web-based courses** for individuals looking to build or reinforce the critical skills of great leadership, effectiveness, and productivity.

Each course starts with an engaging video, usually 8 –14 minutes long, followed by powerful thought provoking questions that can be answered and then printed or emailed back to the learner, the learner's manager, or someone else—a great way to keep others involved in 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 will allow learners to track which courses they have completed—and provides the option to view each course again—as often as needed. To make learning even easier, the content is always available through the learner's desktop computer—24/7.

InSights OnDemand is a perfect e-learning option for self–study application, or to reinforce current learning initiatives.

Courses address the following areas:

- □ Business Acumen
- □ Communication
- □ Conflict Management
- □ Customer Focus
- □ Execution
- □ Innovation/Creativity
- □ Managing Change
- □ Performance Management
- □ Personal Productivity
- □ Problem Solving
- □ Strategic Leadership
- □ Talent Development
- □ Team Building
- □ Trust/Integrity
- □ Vision and Purpose

Obtain a *1-year subscription for $85.00.

**1-year from the date of activation*

Each subscription includes 4-hours of Management Training Rule Credit.

To learn more, contact the Center.
Enroll online anytime at **www.training.oa.mo.gov**

Help your organization take action for increased performance with

InSights | ONDEMAND

2 New Programs!

Based on the book, **"Crucial Conversations,"** this **1-day program** provides the tools we all need to handle difficult and important interactions that happen to everyone and affect our life. Many people are very good at avoiding tough conversations when it is likely that there will be varying opinions, the stakes are high, or the conversation will be emotional. Sometimes, we would rather send a coworker or direct report an e-mail than walk down the hall and talk to him or her about a tough issue.

But it doesn't have to be that way.

Learn to share information safely, get ideas and feelings out in the open, and maintain high levels of respect—all without causing resistance or resentment. Discover a model that truly helps individuals, teams and organizations get unstuck and achieve breakthrough results.

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

SKILLS TO HANDLE

crucial conversations

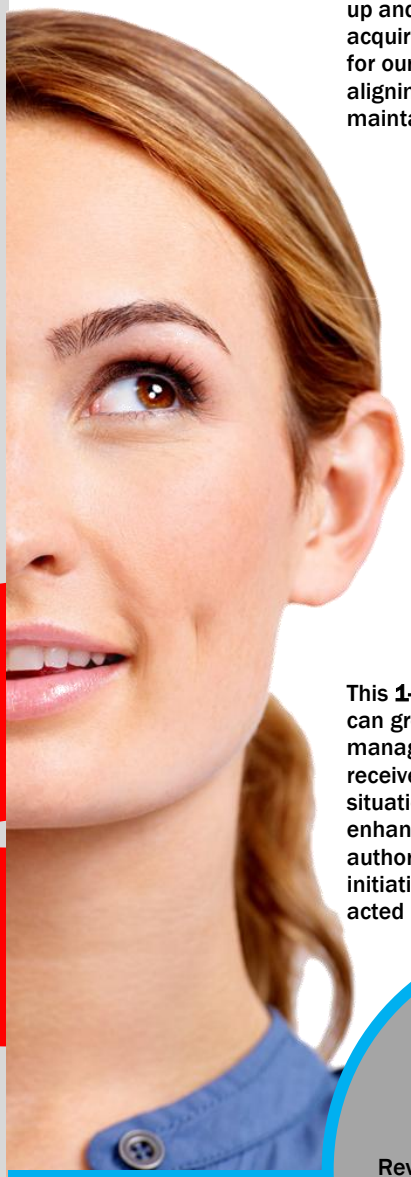
During this program participants will learn how to:

- ☐ Handle and effectively hold critical conversations.
- ☐ Transfer anger and hurt feelings into powerful dialogue.
- ☐ Create conditions of safety.
- ☐ Achieve a level of mutual understanding and respect.
- ☐ Be persuasive, instead of abrasive.

Armed with a new skill set to make the most of every interaction, participants will leave this training with the high-leverage tools they need to create more positive results – personally, professionally and throughout their entire organization.

July 31

8:30 AM – 4:30 PM
$125.00
Competencies: *Team Work & Verbal Communication*



Do you have trouble managing your boss? No matter what position you hold in our organization, to get things done in today's fast-paced workplace, we 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 looks at ways you can grow your own influence when managing your boss. Learners will receive practical skills to assess the situation and propose solutions that enhance your relationship with those in authority, and develop personal strategic initiatives to get your ideas heard and acted upon.

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.

INFLUENCING UP

August 14

Time: 8:30AM – 4:30PM
Cost: $125.00
Competency: Influencing

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

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

Class dates, cost and associated competencies are in italics under each workshop title.

Accountability that Works

July 25, $95
Accountability

This 4-hour workshop presents a simple-to-use method of accountability common to all tasks. When used properly, this method can help to establish ownership for the task and taking responsibility for getting it done; including identifying action steps, timelines and needed resources; as well as owning the outcome of the task, and learning from the experience.

NEW! Assertiveness Skills

September 5, $125
Self-Direction & Influencing

In this 1-day program you can learn how to boost your confidence and express yourself assertively. You will receive step-by step guidelines on how to approach others and construct sentences to get maximum results. You will also learn about the right attitudes, body language, styles of communication and psychology associated with assertiveness techniques; and how to help others stay in control by using those same techniques.

Basic Supervision

Jefferson City, July 9 – 10, $99
Poplar Bluff, August 6 – 7, $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.

Challenging Negative Attitudes

August 1, $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.

Coaching: Bringing Out the Best in Others

Chesterfield, August 14
Special Price $75

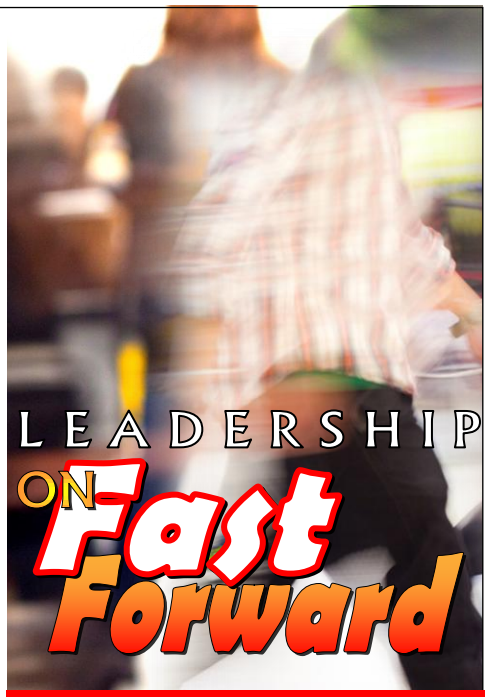
Mentoring & Teamwork

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

The 5 Waves of Trust

August 7, $95
Verbal Communication & Influencing

This 4-hour program based on the bestselling book, *"The Speed of Trust"* uses examples, discussion and application activities to suggest that 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.



Today's leaders must become more adept and competent than ever before at leading by example, modeling emotional intelligence, facilitating positive change, and cultivating social capital within their teams and the community.

SEPTEMBER 11

$125
Workforce Management

NEW! It's not that things are changing; it's that things are changing faster and faster. The increasing velocity of change creates new and greater challenges for individuals and organizations everywhere. Whether you're in state government or working in the private sector, leaders at all levels are expected to meet ever-escalating demands.

This 1-day workshop will provide participants with a set of tools to help them improve their ability to lead, manage, and inspire performance.

Participants will learn how to:

- ▷ Identify and define leadership traits which encourage performance, loyalty, and trust.
- ▷ Avoid three common pitfalls that prevent leaders from driving positive change.
- ▷ Apply principles of Emotional Intelligence to improve and sustain their own personal leadership capability.
- ▷ Describe the impact of constant change on individuals and organizations.
- ▷ Recognize the stages of change and enable their workgroups to move on sooner than later.
- ▷ Decrease negativity in the workplace when new demands arise.
- ▷ Use a method of communicating change which is proven to gain buy-in and commitment.
- ▷ Improve morale and dedication even during daunting economic times.
- ▷ Set goals and achieve objectives by cultivating and reinforcing positive performance and desired behaviors.

Employee Development **from A-Z**

NEW! Much of what your staff knows is the direct result of your efforts to develop the necessary knowledge, skills, and abilities of your employees while they are on the job. **This 1-day program will explore the role of supervisors as they lead, direct, and manage the development of their staff.** The session will emphasize the importance of effectively on-boarding new employees and creating a structure for follow-up to sustain long-term improvement. Learners will receive ways to develop their employees through problem solving, improvement planning, and feedback; and develop creative ways to build and sustain their work team for the future through succession planning.

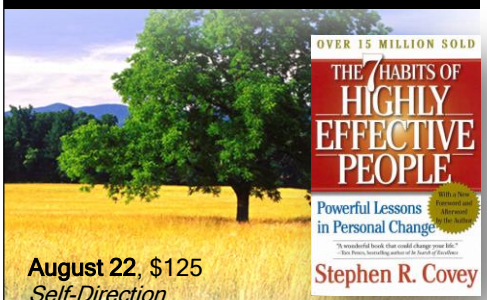
What you will learn:

- ☐ A thorough on-boarding process complete with checklist that can be implemented immediately.
- ☐ The stages of employee development and strategies that complement each stage to keep employees engaged and contributing.
- ☐ Tactical points of employee development and related activities to accomplish them.

August 15

Mentoring & Workforce Management
$125

THE 7 HABITS FUNDAMENTALS WORKSHOP



August 22, $125
Self-Direction

For over 20 years the "7 Habits of Highly Effective People" has been a blueprint for personal and professional development, influencing the lives of millions of people.

Now you can experience those same 7 Habits in a highly concentrated, 1-day workshop.

Our workshop is specifically designed for those who want a fast-paced introduction to "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 and goals
- ☐ Increased productivity and accountability

The 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.

It helps employees tap into the best they have to give and fosters measurable change and improvement at the personal, managerial and organizational level.

Individuals discover how to maximize their performance and reach career goals by avoiding dependence on others and instead move on to where real success lies–being interdependent. This allows them to experience first-hand the rewards of superb cooperation and collaboration.

What You'll Get:

- ☐ A FranklinCovey Planner Starter Kit to help you stay focused on your highest priorities for an entire year
- ☐ A paperback copy of *The 7 Habits of Highly Effective People*
- ☐ Participant Manual
- ☐ Participant Resource Audio CD
- ☐ Participant Job Aid

Grammar and the Spoken Language

July 30, $95
Verbal Communication

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

NEW! Juggling Multiple Priorities

September 25, $125
Accountability & Self-Direction

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

Leading Change

September 3, $95
Flexibility & Strategic Thinking

This 4-hour workshop focuses on the leader's role in leading change in the workplace and the leader's ability to minimize the potentially negative effects of change on morale, processes, and productivity. Participants will receive tools to help them understand the importance to and ownership of change for themselves and others; effectively introduce change; overcome people's resistance to change; explore the best way to implement change; and sustain an environment that embraces change and celebrates success.

NEW! People Skills for Public People

September 12, $125
Customer Service

In the midst of increased workloads, 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 staff at all levels in the organization with the skills they need to handle the important job of customer service; and confidently represent the organization in their role as the "first line" of contact customers may interact with each day.

Preventing Sexual Harassment

Lee's Summit, July 30
Special Price $50
Workforce Management

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

Problem Solving Strategies for Team Leaders

September 10, $95
Problem Solving

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

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

THE 7 HABITS FOR Managers

MANAGING YOURSELF, LEADING OTHERS, UNLEASHING POTENTIAL

July 17 - 18, $225
Influencing and Integrity

This 2-day program applies insights from best-selling book, "The 7 Habits Fundamentals of Highly Effective People" to the challenges facing managers today. Managers learn to leverage resources, define their contribution, hold team members accountable, give constructive feedback, and unleash the potential of their team to achieve crucial goals. The workshop can also develop new and future leaders with a foundation of character and effectiveness, deepening the "bench strength" of the organization. Learners receive a set of "tools" that can help them:

- ☐ Increase their resourcefulness and initiative.
- ☐ Define the contribution they want to make in their leadership role.
- ☐ Focus on goals and follow through.
- ☐ Manage team performance through a balance of accountability and trust.
- ☐ Coach team members through candid and helpful feedback.
- ☐ Improve team decision-making skills by encouraging diverse viewpoints.

The workshop follows a reinforced learning process that includes:

- ☐ Award winning videos illustrating key points.
- ☐ A *Management Essentials* book with insights on the role of the manager.
- ☐ An Audio CD explaining how The 7 Habits apply to managers.
- ☐ Paper and electronic versions of the tools used in the workshop.

Resolving Conflict

September 24, $95
Problem Solving & Self-direction

This 4-hour workshop teaches leaders how to recognize when a conflict is escalating and minimize damage by using the most appropriate resolution tactic—regardless of which stage a conflict is in. Leaders also learn the true cost of conflict to an organization; and techniques to handle even the most challenging conflict-related discussions effectively.

The Role of Ethics in the Workplace

August 27, $95
Integrity

This 4-hour session examines the values and characteristics at play as leaders make good ethical decisions. Participants who attend this program will discuss the role of ethics in leadership; discuss how leaders develop their ethics; receive a model for making sound, ethical decisions when faced with challenging and conflicting dilemmas; and participate in case studies regarding ethics. Although this session focuses on doing the right thing at work, the information provided can be applied to all aspects of life.

Supervisory Liability

Poplar Bluff, July 10, $95
Springfield, July 22, $95
Jefferson City, August 13, $95
Accountability & Technical Knowledge

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

Working Together

August 28, $95
Integrity & Perceptiveness

This 4-hour workshop will examine common workplace "rules," why team members sometimes can't or won't follow these rules, and what techniques or actions other team members can use to help them cope with and resolve these situations. This workshop has recently been revised to include strategies from the best-selling book and video, *"Working with You Is Killing Me!"*

Didn't find what you're looking for?

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!

Open Enrollment Workshops
July – September 2013

Important Information

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

REGIONAL WORKSHOPS

NORTHWEST REGION

JULY 30
PREVENTING SEXUAL HARASSMENT
10:00 A.M. – 3:00 P.M.
Special Price $50
Department of Natural Resources Building
500 NE Colbern Road
Lee's Summit

NORTHEAST REGION

AUGUST 14
COACHING:
BRINGING OUT THE BEST IN OTHERS
10:00 A.M. – 3:00 P.M.
Special Price - $75
Department of Transportation Building
1590 Woodlake Drive, Room 160
Chesterfield

SOUTHWEST REGION

JULY 22
SUPERVISORY LIABILITY
8:30 A.M. – 4:30 P.M. $95
Department of Natural Resources Building
2014 Woodland
Springfield

SOUTHEAST REGION

JULY 10
SUPERVISORY LIABILITY
8:30 A.M. – 4:30 P.M. $95

AUGUST 6 – 7
BASIC SUPERVISION
8:30 A.M. – 4:30 P.M.
(Both Days), $99

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

WEBINARS

Available in all Regions:

BE PROACTIVE:
USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE
August 29, 10:00 A.M. – Noon, $79

BEGIN WITH THE END IN MIND:
DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE
July 11, 10:00 A.M. – Noon, $79

DIVERSITY: THE POWER OF PERCEPTION
August 13, 10:00 A.M. – Noon, $50

PREVENTING SEXUAL HARASSMENT
September 13, 10:00 A.M. – Noon, $50

THE 3RD ALTERNATIVE: PROBLEM SOLVING
July 26, 10:00 A.M. – Noon, $79

RELATIONSHIP TRUST:
BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK
September 20, 10:00 A.M. – Noon, $79

THE CLARITY IMPERATIVE
July 12, 10:00 A.M. – Noon, $79

TIME CHALLENGED
August 9, 10:00 A.M. – Noon, $79

Computer Skills Webinars

EXCEL 2007: WORKING WITH NAVIGATION, FORMULAS AND SIMPLE FUNCTIONS
September 10
9:00 AM – 11:00 AM, $50

WINDOWS 7 BASICS
July 17 and September 23
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

9–10 **Basic Supervision**, 8:30 – 4:30 (Both days), $99.00
17–18 **The 7 Habits for Managers**, 8:30 – 4:30 (Both Days), $225.00
25 **Accountability that Works!** 8:30 – 12:30, $95.00
30 **Grammar and the Spoken Language**, 8:30 – 12:30, $95.00
31 **Crucial Conversations**, 8:30 – 4:30, $125.00

AUGUST

1 **Challenging Negative Attitudes**, 8:30 – 4:30, $125.00
7 **The 5 Waves of Trust**, 8:30 – 12:30, $95.00
13 **Supervisory Liability**, 8:30 – 4:30, $95.00
14 **Influencing Up**, 8:30 – 4:30, $125.00
15 **Employment Development from A - Z**, 8:30 – 4:30, $125.00
20 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, $25.00
22 **The 7 Habits Fundamentals Workshop**, 8:30 – 4:30, $125.00
27 **The Role of Ethics in the Workplace**, 8:30 – 12:30, $95.00
28 **Working Together**, 8:30 – 12:30, $95.00

SEPTEMBER

3 **Leading Change**, 8:30 –12:30, $95.00
4 **Project Management**, 8:30 – 4:30, $95.00
5 **Assertiveness Skills**, 8:30 – 4:30, $125.00
10 **Problem Solving Strategies for Team Leaders**, 8:30 – 4:30, $95.00
11 **Leadership on Fast Forward**, 8:30 – 4:30, $125.00
12 **People Skills for Public People**, 8:30 – 4:30, $125.00
17 **PERforM Employee Performance Planning and Appraisal System**, 8:30 – 4:30, $75.00
18 **Business Writing**, 8:30 – 4:30, $95.00
19 **Interviewing "Best" Candidates for Organizational Effectiveness**, 8:30 – 12:30, $95.00
24 **Resolving Conflict**, 8:30 – 12:30, $95.00
25 **Juggling Multiple Priorities**, 8:30 – 4:30, $125.00
26-27 **Leadership for the Public Sector**, 8:30 – 4:30 (Both Days), $325.00

TECHNICAL AND COMPUTER SKILLS TRAINING

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

JULY

1 **Outlook 2010 Intermediate**, 8:00 – 4:00, $95.00
2 **SAM II Financial Introduction**, 8:00 – 4:00, $95.00
3 **SAM II Purchase Order Processing**, 8:00 – 4:00, $95.00
16 **Excel 2007 Advanced**, 8:00 – 4:00, $95.00
18 **SAM II HR Data Warehouse Using Access**, 8:00 – 4:00, $95.00
23 **Access 2007 Introduction**, 8:00 – 4:00, $95.00
25 **Word 2007 Advanced**, 8:00 – 4:00, $95.00
30 **PowerPoint 2007 Introduction**, 8:00 – 4:00, $95.00

AUGUST

1 **Excel 2007 Introduction**, 8:00 – 4:00, $95.00
6 **Excel 2007 Intermediate**, 8:00 – 4:00, $95.00
8 **Access 2007 Intermediate**, 8:00 – 4:00, $95.00
13 **Word 2007 Introduction**, 8:00 – 4:00, $95.00
19 **Windows 7 Introduction**, 8:00 – 4:00, $95.00
20 **Excel 2010 Introduction**, 8:00 – 4:00, $95.00
22 **Access 2010 Introduction**, 8:00 – 4:00, $95.00
27 **Word 2010 Introduction**, 8:00 – 4:00, $95.00
29 **PowerPoint 2010 Introduction**, 8:00 – 4:00, $95.00

SEPTEMBER

3 **SAM II Fixed Assets**, 8:00 – Noon, $50.00
5 **SAM II Financial Data Warehouse Using Access**, 8:00 – 4:00, $95.00
9 **Outlook 2010 Introduction**, 8:00 – 4:00, $95.00
12 **Access 2010 Intermediate**, 8:00 – 4:00, $95.00
17 **Excel 2010 Intermediate**, 8:00 – 4:00, $95.00
19 **Access 2010 Advanced**, 8:00 – 4:00, $95.00
24 **Word 2010 Intermediate**, 8:00 – 4:00, $95.00
26 **Excel 2010 Advanced**, 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.

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

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
Office of Administration
Division of Personnel
Truman Office Building
301 West High Street
Room 430
Jefferson City, MO 65102

STATE OF MISSOURI
CENTER FOR MANAGEMENT AND PROFESSIONAL DEVELOPMENT
FOUNDATIONS
TRAINING CALENDAR FOR JULY, AUGUST & SEPTEMBER 2013