

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

COMPUTER SKILLS TRAINING
FOR YOUR PROFESSIONAL DEVELOPMENT NEEDS

LEADERSHIP

FOUNDATIONS

Center for Management & Professional Development

**Making
It Work.**

**Building Teams and
Forging
Partnerships**

WE CAN PREPARE YOU FOR

THE TOUGHEST

SUPERVISOR CHALLENGES

WITH

**Workshops and
Webinars for the**

LEADER IN EVERYONE

LOOK FOR
THESE 3 NEW
PROGRAMS

Social Media at Work
Unconscious Bias:
Breaking Down Barriers
through Awareness
**Building Team
Connections: Forging
Trusting Relationships
to Make Your Team
Unstoppable!**

**Jul
Aug
Sep**
2016



training.oa.mo.gov



“Within our organizations, team leaders are uniquely positioned to help teams become unbreakable.”



This Issue's Power Point

Making It Work!

I'm sure you've heard the phrase, "If it wasn't for all the people, I'd love being a supervisor." Sounds silly to say I know, but none the less, it's possible that at least some team leaders have felt that way one time or another. And why not! They have a lot riding on their shoulders when it comes to building and maintaining their work teams, as well as working with different agencies, outside customers, suppliers, and countless others to make things happen.

In today's complex work environment, finding the right and best way to bring all the players together to accomplish *anything* is often a challenge. That may be why Henry Ford said, "Coming together is a beginning. Keeping together is progress. Working together is success."

In some of our teambuilding programs we talk about Bruce Tuckman's *Model of Team Development...Form, Storm, Norm, Perform*. Tuckman came up with this back in 1965 to describe the different stages a team transitions through as they become a fully functional, cohesive group. Tuckman believed that all of these stages are necessary for a team to grow, to face up to challenges, to tackle problems, to find solutions, and to deliver results. Although the model has changed slightly over the years, most HR practitioners still swear by it.

While the model is a guidepost on many levels, one critical point Tuckman makes is that whenever something significant changes within a team (i.e., a new team member arrives, a shift in leadership occurs, other large scale changes happen, etc.), it usually means that the team needs to reset. Essentially, start over and rebuild, often again and again. Rinse and repeat.

That's where the "rub" comes in for team leaders; and one of the reasons it's so important for the leader to always be on their game. It's

because the leader is generally the catalyst for action. It's the leader's job to help the team move forward. There's an old Kenyan Proverb that says, "Sticks in a bundle are unbreakable." Within our organizations, team leaders are uniquely positioned to help teams become unbreakable. To do that, though, they need to strategically unite their team's talents, and all the things that make each team member unique into a cohesive bundle of dedicated people, all working together to achieve common goals.

That looks good on paper, but it's rarely easy. Personality conflicts, trust issues, miscommunication, unclear expectations, and preconceived notions about how someone will ultimately perform based solely upon where they come from, who they are or what they look like can certainly get in the way – but all of these things can be remedied with perseverance and training.

American author William Arthur Ward is quoted as saying, "When we seek to discover the best in others, we somehow bring out the best in ourselves." I think that's true for anyone, especially a leader. There's something inherently exciting and rewarding about building teams and forging partnerships that produce meaningful results.

At the Center for Management and Professional Development, we're devoted to providing the best training programs to help leaders and individual workplace contributors develop the best in themselves and others to address team challenges and more.

Whether it's a workshop, webinar, or other online learning options designed to build leadership strength, people skills, or computer savvy, we have a training solution for you. I hope you'll look through this calendar to see how we can help you forge ahead.

Allan Forbis
Director, 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.



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.

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.



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.

EXCEL 2007

Introduction - September 13
Intermediate - July 19
Advanced - August 16

EXCEL 2010

Introduction - August 30
Intermediate - September 20
Advanced - May 24

Each program is \$125.

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 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 - September 15
Intermediate - July 21
Advanced - August 18

ACCESS 2010

Introduction - September 1
Intermediate - September 22
Advanced - August 4

COST: \$125
1738 East Elm Campus
Jefferson City



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



elearning

WEBINARS delivered to your desktop

The Center for Management and Professional Development is ready to provide world-class training to our customers no matter where they live or work through our unique webinar formats: **LiveClicks webinars** combine compelling content and award-winning videos from FranklinCovey. **Advantage webinars** are specifically designed by the Center to address leadership, organizational and professional development issues.

Learners experience training right from their own computer, eliminating travel costs and minimizing time away from the office. Assuming the learner has Internet capability, a computer with speakers, Microsoft Internet Explorer 6 or more, Adobe Flash Player 8 or later and a telephone, connectivity shouldn't be a problem.

Key Benefits:

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

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 15, 10 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.

August 19, 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 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.

August 12, 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 9, 10:00 AM – Noon, \$79

Webinars to Enhance Your Computer Skills

Outlook 2010: Basic Mail and Calendar Tips

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

August 1, 9:00 AM – 10:00 AM, \$50

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 18, 9:00 AM – 11:00 AM, \$50

See differently. Do differently. **Get better.**
WITH

InSights ONDEMAND

From FranklinCovey

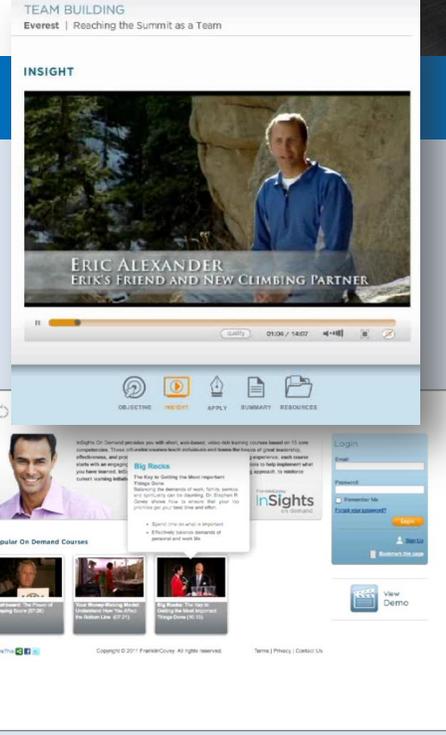
InSights On Demand transforms the award winning leadership lessons from many of FranklinCovey's most requested training programs into **over 80 self-paced "on demand" web-based lessons** that build or reinforce the critical skills of *great leadership, effectiveness, and productivity.*

Each lesson starts with an engaging video, followed by powerful thought provoking questions that focus on the learning process. Learners can 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.

Each lesson is designed to help you learn at your own pace and at a time that's convenient for you.

Reinforce learning in the following critical 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



FIND FAST ANSWERS TO CRITICAL BUSINESS QUESTIONS, ALONG WITH LEADING EDGE GUIDANCE... ALL WITHIN FINGERTIP REACH!

my quick COACH



WITH MYQUICKCOACH, YOU HAVE ACCESS TO WORLD-CLASS COACHES WHO DELIVER KNOWLEDGE QUICKLY, ALLOWING YOU TO PUT IDEAS TO WORK RIGHT AWAY!

This award-winning online delivery platform and content library can help you achieve your full potential by bringing "on-demand" advice directly to your computer desktop ... at work, at home, or on the road!

Simply **point and click** to access hundreds of short online video lessons – *each about 5 minutes long* presented by leading consultants, authors, and educators. Audio, animation and transcripts help make the information clear and concise.

Content areas include:

- Adaptability and Resilience
- Coaching and Mentoring
- Interpersonal Communication
- Decision Making
- Emotional Intelligence
- Political Savvy and Career
- Strategy and Vision
- **AND MUCH MORE!**

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.

Help your organization take action for increased performance with

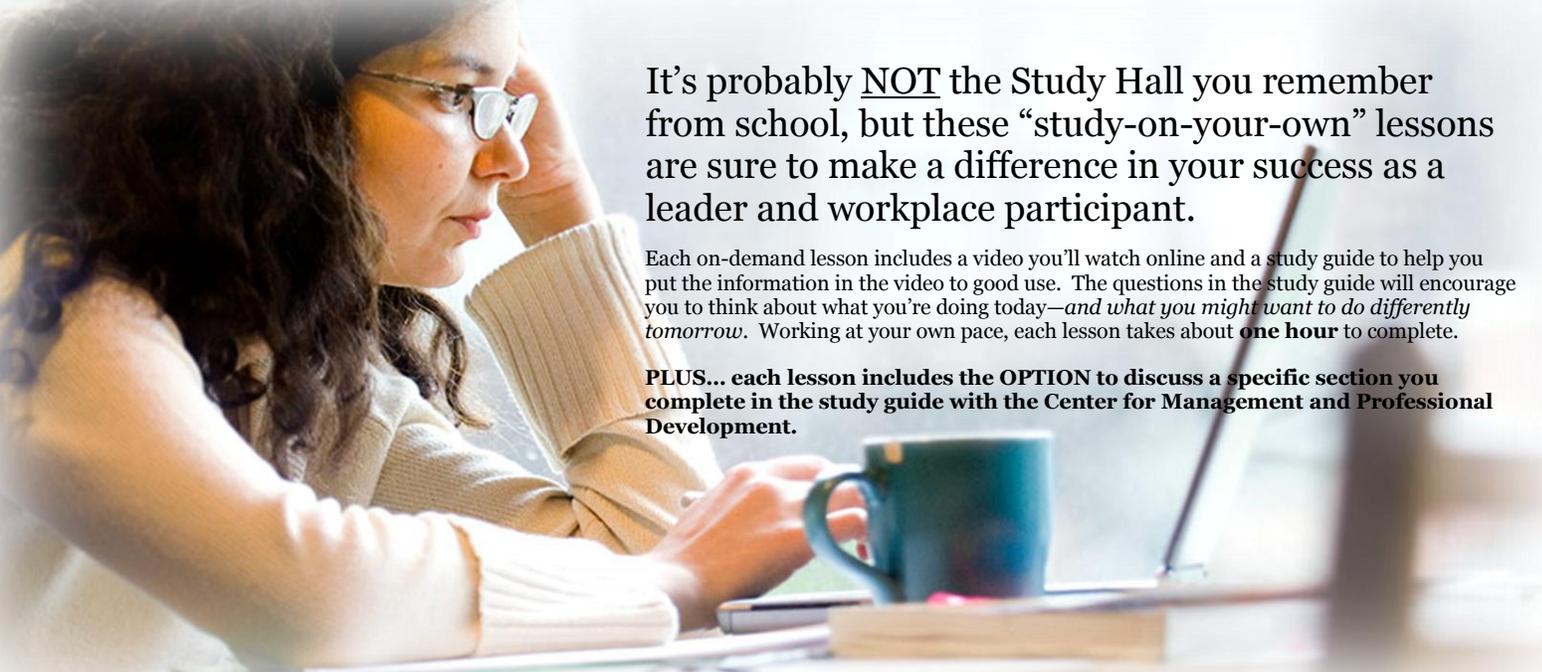
InSights ONDEMAND

Obtain a *1 year subscription for \$149.00

*1 year from the date of activation
Subscription includes 4-hours of Management Training Rule Credit

The STUDY HALL SERIES

Self-led video based 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 what you're doing today—and *what you might want to do differently tomorrow*. Working at your own pace, each lesson takes about **one hour** to complete.

PLUS... 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 MANAGING TENSE MOMENTS SERIES



Respond to *workplace challenges* with information that can be invaluable!

Communicating Non-Defensively
Gateways to Inclusion
Workplace Violence
Managing Stress

THE LEADERSHIP SERIES

Enhance your *confidence* and *leadership ability* with 4 great 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.

THE 7 HABITS FUNDAMENTALS WORKSHOP

Dr. Alan Zimmerman
Is back...

THE POWER OF PARTNERSHIP

7 KEYS TO BETTER RELATIONSHIPS AND GREATER TEAMWORK!

In today's tough business environment, it takes more than product knowledge, technical competency, or social media contacts to be successful. Professional knowledge and organizational contacts can become obsolete with the next change in technology or shift in organizational structure.

SUCCESS IN TODAY'S WORLD REQUIRES AN EXTRAORDINARY AMOUNT OF RAW PEOPLE SKILLS. YOU'VE GOT TO KNOW HOW TO START AND BUILD RELATIONSHIPS...ON AND OFF THE JOB. AND YOU'VE GOT TO KNOW HOW TO WORK WITH OTHERS...SO TEAMWORK BECOMES A REALITY RATHER THAN A BUZZWORD.

Unfortunately, many people receive little to no training in how to make relationships work. They're given a job and told what to do, but they may be left on their own to figure out how to do their work with others.

In this fast-moving, high-involvement program, you will gain powerful insights to help you communicate more effectively, build relationships more easily, and get the cooperation of others more quickly. Plus, you will learn effective strategies to gain respect, present your ideas, minimize opposition, and defuse conflict with coworkers, customers (and yes, even family members) so your partnerships don't fall apart, even under stress and pressure.

Presented by Dr. Alan Zimmerman

This full-day program from Dr. Zimmerman is powerful and practical, fun and upbeat. Instead of pointing fingers, it points the way to positive, productive relationships that truly pay off. Expect to learn, to be engaged, and to make a difference when you return to your work or home.



PROGRAM PAYOFFS:

- Develop instant rapport that magnetically pulls people towards you and your ideas
- Answer the age-old question of "How do I get others to do what I want them to do?"
- Turn negative "naysaying" team members into positive "WE CAN DO IT" team members
- Communicate empathy and connectedness to build solid relationships
- Resolve the conflicts that inevitably pop-up in any interpersonal relationship

BUILD A WORKPLACE WHERE PEOPLE WANT TO COME, STAY, AND PERFORM!

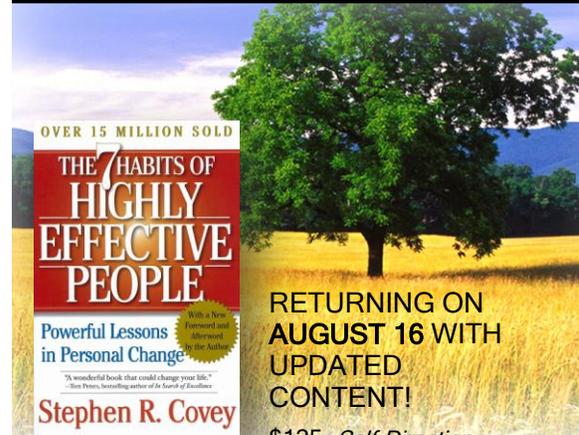
September 29

8:30 AM – 4:30 PM

Governor Office Building Ballroom (Room 450)

Jefferson City

\$189.00



OVER 15 MILLION SOLD

THE 7 HABITS OF
HIGHLY
EFFECTIVE
PEOPLE

Powerful Lessons
in Personal Change

Stephen R. Covey

RETURNING ON
AUGUST 16 WITH
UPDATED
CONTENT!

\$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
- 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

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 30 -31, \$125
Lee's Summit, July 25 -26, \$125
Jefferson City, September 27 -28, \$125
Workforce Management*

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

Business Writing

*July 7, \$125
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

*August 18, \$125
Influencing & Self-Direction*

Negative employee attitudes can run the gamut, be triggered by a variety of situations, and can unfortunately be infectious. This 1-day workshop explores how to challenge individual negativity as well as how to protect oneself from the negativity of others. Learners will receive behavioral models to use in coaching themselves and others in building optimistic responses to challenging situations; learn how negative norms become entrenched in an organization or team; and how to create a more positive working environment.

Grammar and the Spoken Language

*August 2, \$125
Verbal Communication*

This 4-hour workshop examines the appropriate use of grammar and English in today's business environment. The program will focus on 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.

Setting goals and assigning tasks is much easier than influencing people. The ability to cultivate a high trust work environment in which everyone feels connected to the organizational mission is the mark of a truly powerful leader, one who inspires commitment instead of erroneously believing it is theirs to command.

EXERCISING YOUR EMOTIONAL INTELLIGENCE WORKING OUT A SMARTER HEART

Learners who attend this 1-day program will discover that productive relationships can either flourish or wither as a result of their ability, or inability, to exert control over their behavior. The essential premise of EI is that true, sustainable, success requires an honest awareness, control, and management of one's own emotions, and an understanding of the emotions of others. By first understanding how emotions influence our behavior, we can prevent negative emotions from driving us to behaviors we later regret. Only then are we able to influence others. Only then can a team work together with increased cooperation, collaboration, and communication toward a common purpose.



Numerous studies identify EI as the number one core competency for effective leadership, regardless of rank or title.

Successful participants will...

- Gauge their current level of Emotional Intelligence and identify how to increase their EQ
- Gain the ability to accurately assess their own emotional responses—and the consequences of those responses
- Practice choosing a response that is aligned with their desired goals when faced with adverse circumstances
- Exercise Emotional Intelligence to create positive outcomes in spite of negative emotions
- and more...

September 13
\$125, Perceptiveness & Team Work

GETTING BETTER @ GETTING BETTER
APPLYING PRINCIPLES OF EFFECTIVE PERFORMANCE MANAGEMENT

The ability to accomplish something yourself is quite different from the ability to get others to *want* to do it. The best managers hire the best-fit people, then manage performance effectively through a steady routine of measurement and coaching.

Too often, the term "performance management," is associated with only doing annual appraisals, when in reality, it involves so much more.

This one-day program will explore what performance management is truly about – the essential ingredients of providing objective behavioral descriptions and measures for the work that needs to be done, periodic ongoing feedback, alignment with personal motivation, and a climate of appreciation.

By applying the techniques presented in this program, supervisors can make their lives easier while improving commitment, dedication, and results within their work team and organization.

Learners will be able to:

- Identify the hard costs of disengaged employees.
- Describe ideal employee behaviors, and how coaching and feedback can help those behaviors become reality.
- Practice strategies to set performance expectations, provide constructive feedback, and give recognition to reinforce desired behaviors.
- Assess team trust, and explain the consequences of low trust.
- Select appropriate data to accurately measure performance and results.
- Use the *Nine-Block Talent Assessment* tool to objectively assess team members, promote talent development and build bench strength.

August 17
\$125, Accountability & Workforce Management

Transform your organization from the inside out... starting with yourself! 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 19 - 20

\$225 *Influencing and Integrity*

This 2-day program applies insights from best-selling book, "The 7 Habits 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 "tools" that 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.

Focus on the 7 Habits in Three Ways:

MANAGING YOURSELF

Be Proactive. Use your resourcefulness and initiative to break through the barriers to superb results and discover the "hidden resources" all effective managers call upon.

Begin With the End in Mind. Define the great contribution you are capable of making in your role as manager so that your every action will be highly purposeful.

Put First Things First. Become less crisis-driven and more in control of your "wildly important" goals and priorities by planning weekly and acting daily!

LEADING OTHERS

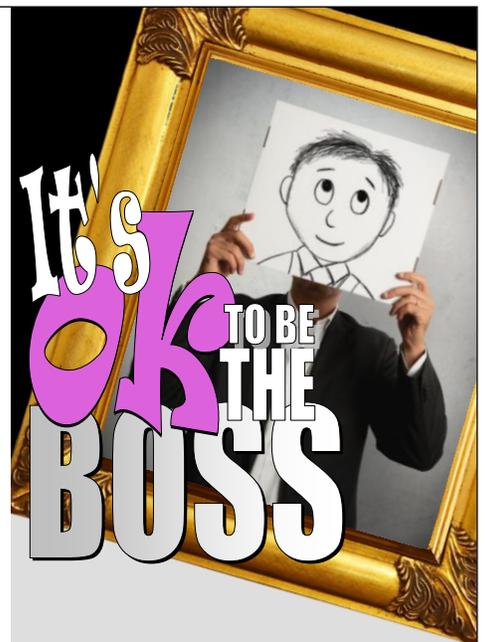
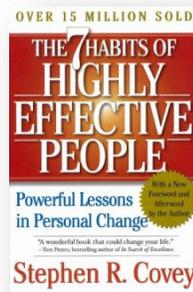
Think Win-Win. Balance courage and consideration to develop a team that's highly motivated to perform superbly while building a team that trusts you and is trustworthy in return.

Seek First to Understand, Then to Be Understood. Give honest and accurate feedback that builds relationships and gets results.

Synergize. Learn how to deal more productively with conflict while finding creative solutions to problems and opportunities.

UNLEASHING POTENTIAL

Sharpen the Saw. Treat team members as "whole people" to unleash their great potential and continuously improve their performance.



August 9

\$95, *Accountability & Perceptiveness*

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

– Bruce Tulgan

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

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

This program will help you:

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

The best teams work together fluently...

BUILDING TEAM CONNECTIONS

Forging Trusting Relationships to Make Your Team *Unstoppable!*

All organizations need effective teamwork to create positive results for their organization and the customers they serve. The best teams work together fluently, and they do it by reducing interpersonal friction, cultivating a positive work environment, and aligning the values and goals of their team with relationships and performance.

This **1-day** program provides a fresh perspective on team connections, and tools for analyzing and strengthening those connections. Participants will learn how to improve results by establishing and maintaining team norms, cultivating trust, leveraging differences, and determining *where* and *how* to apply time and energy to keep the team moving forward in a positive direction.

September 14

\$125, *Teamwork & Perceptiveness*



Unconscious Bias: Breaking Down Barriers through Awareness

We all have prejudices we are not even aware we have. Buried prejudice and biases are surprisingly influential underpinnings to all the decisions we make, affecting our feelings and consequently our actions. This phenomenon is called *unconscious bias*. The concept of unconscious bias or “hidden bias” has come into the forefront because the dynamics of diversity are changing. In today’s workplace, as well as in life, it is important to understand our biases in order to overcome them. Our willingness to examine the filters through which we view and interpret ourselves and others is an important step in understanding the roots of stereotypes and prejudice that exist in our society and in our workplaces.

September 22

\$125, *Perceptiveness & Teamwork*

Participants will learn how to:

- Identify the characteristics of high performing teams
- Capitalize on team differences to strengthen team performance
- Use a process to establish team norms
- Analyze immediate and extended team connections to identify where time could be better spent
- Take stock of their own team’s stage of development; and the level of trust within their team
- Plan how to use *Five Critical Factors* to refuel team connections

During this **1-day** program, participants will:

- Learn the business case for diversity and inclusiveness and managing unconscious bias
- Understand the purpose of bias; and define bias as it pertains to diversity.
- Understand the filters through which they view and interpret themselves and others
- Appreciate how unconscious bias can affect judgment and decision making
- Understand how unconscious bias is expressed through subtle but harmful behaviors known as *micro-inequities*
- Identify steps for controlling biases in their thinking

Almost anyone can tell you that social media usage is exploding! While there are countless examples of how social media helps to bring the world and the local community closer together, there are also examples of employees misusing social media in ways that harm the organizations they work for. At a minimum, such actions create embarrassment and unfavorable publicity; and at worst, they may lead to damaging lawsuits that can affect an organization’s success and profitability.

An understanding of the *dos* and *don’ts* of using social media *at work* is essential to every employee. An organization’s public image and reputation depend on how well it guides its employees to exercise good judgment when using social media, and on its ability to navigate the difficult situations that arise from social media interactions.

Social Media At Work



August 23

\$95, *Accountability and Written Communications*

This **4-hour** program looks at the actions you should take—and those you should avoid—to use social media successfully in your workplace. Successful completion of this course will increase your ability to:

- Recognize the benefits of using social media in the workplace.
- Identify the various legal and ethical risks of using social media in the workplace.
- Protect your organization against legal action resulting from intentional or unintentional violations of law or policy.
- Encourage an “ambassador attitude” in employees.
- Provide guidelines that help employees make good decisions when using social media at work.

How to Make Yourself Indispensable

Springfield, August 23, \$95

Jefferson City, July 14, \$95
Team Work & Verbal Communication

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.

Leadership Styles and Conflict Management

August 24, \$125, *Perceptiveness*

This 1-day workshop will use a survey and other discovery tools to help learners identify their own leadership style and the communication style of other team members. These methods will provide insights in how to make better work decisions, how to manage and gauge interactions with others—and how to effectively resolve conflicts.

Motivation in State Government

September 8, \$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.

Positive Approaches to Resolving Performance & Conduct Problems

Poplar Bluff, September 20, \$125

Jefferson City, August 30, \$125
Accountability & Perceptiveness

Most performance problems can be resolved through early and effective communication between an employer and the employee. This 1-day program will help managers recognize employee performance problems and give them skills to address the problem effectively.

Problem Solving Strategies for Team Leaders

July 13, \$125, *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 put both to work using the "creativity starters" presented in the class.

Project Management

September 20, \$125, *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.

Supervisory Liability

Lee's Summit, August 9, \$125

Jefferson City, September 7, \$125
Accountability & Technical Knowledge

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.

Working Together

August 25, \$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 program also includes tools and strategies from the best-selling book and video, "Working with You Is Killing Me!"

WORKPLACE VIOLENCE: Response to Armed Intruders in the Workplace

July 13, August 12, September 6
\$15, *Workforce Management*

Active shooter situations are generally unpredictable and evolve quickly. Typically, immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over before law enforcement arrives on the scene, individuals and organizations must be prepared to deal with an active shooter (or violent intruder) situation.

While it is unlikely that an active shooter situation will happen, it is also true that having a "it won't happen here" mentality can result in individuals and organizations being ill-equipped and unprepared to respond to this type of workplace crisis if it does occur.

The bulk of this 2-hour program designed for all employees will provide information on the following key areas:

- Factors and circumstances that can lead up to an active shooter/workplace violence event
- Different "types" of armed intruders
- Typical goals/objectives of armed intruders
- Ways to stay safe: "Evacuate, Barricade, Attack" and which one may be right for you
- Talking to 911 operators
- How to respond (and what to do) once law enforcement arrives

Following the conclusion of the initial program, **supervisors and managers in attendance may elect to remain for an additional 1-hour extended portion of the program** that will address the importance of:

- Emergency action plans
- Security preparedness and controls
- Policies and guidelines
- Handling the aftermath of an active shooter incident

Managing Your Emotions At Work

August 31, \$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.

TALK LIKE A LEADER WHAT EVERY EMPLOYEE NEEDS TO HEAR

August 10, \$125, *Team Work & Verbal Communication*

As a leader, are your words always meaningful and on target; and do you know which messages are most important to communicate? This 4-hour program will help leaders use their words to inspire enthusiasm through inclusion, minimize miscommunication and delays in productivity by speaking and acting decisively, communicate bad news with sincerity that reduces negative backlash and encourages understanding, and improve working relationships and mutual respect by remaining attentive to employees' personal circumstances, building trust, and showing sincerity.

Open Enrollment REGIONAL TRAINING CLASSES July – September 2016

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



JULY 25 – 26

BASIC SUPERVISION

8:30 A.M. – 4:30 P.M., \$125 (Both Days)

AUGUST 9

SUPERVISORY LIABILITY

8:30 A.M. – 4:30 P.M., \$125

Both Programs:

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

NORTHEAST REGION



AUGUST 30 – 31

BASIC SUPERVISION

8:30 A.M. – 4:30 P.M., \$125 (Both Days)

Department of Transportation Building
14301 South Outer Road 40
Chesterfield

SOUTHWEST REGION



AUGUST 23

HOW TO MAKE YOURSELF INDISPENSABLE

10:00 A.M. – 3:00 P.M., \$95

Department of Natural Resources Building
2014 West Woodland
Springfield

SOUTHEAST REGION



SEPTEMBER 20

POSITIVE APPROACHES TO RESOLVING PERFORMANCE AND CONDUCT PROBLEMS

8:30 A.M. – 4:30 P.M., \$125

Department of Natural Resources Building
2155 North Westwood Blvd.
Poplar Bluff

WEBINARS *for* ALL REGIONS

BE PROACTIVE:

USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE
July 15, 10:00 A.M. – Noon, \$79

THE CLARITY IMPERATIVE

August 19, 10:00 A.M. – Noon, \$79

THE 3RD ALTERNATIVE:

PROBLEM SOLVING:

SOLVING LIFE'S MOST DIFFICULT PROBLEMS
August 12, 10:00 A.M. – Noon, \$79

RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK
September 9, 10:00 A.M. – Noon, \$79

Computer Skills Webinars

OUTLOOK 2010:

BASIC MAIL AND CALENDAR TIPS
August 1, 9:00 AM – 10:00 AM, \$50

WINDOWS 7 BASICS

July 18, 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 Harry S Truman Office Building (HSTOB) unless stated otherwise

JULY

- 7 **Business Writing**, 8:30 – 4:30, \$125
- 13 **Problem Solving Skills for Team Leaders**, 8:30 – 4:30, \$125
- 13 **Workplace Violence: Response to Armed Intruders in the Workplace**, 8:30 – 10:30, HSTOB Room 493/494, \$15
- 14 **How to Make Yourself Indispensable**, 8:30 – 12:30, \$95
- 19 – 20 **The 7 Habits for Managers**, 8:30 – 4:30 (Both Days), \$225

AUGUST

- 2 **Grammar and the Spoken Language**, 8:30 – 12:30, \$125
- 9 **It's Okay to Be the Boss**, 8:30 – 12:30, \$95
- 10 **Talk Like A Leader**, 8:30 – 12:30, \$125
- 12 **Workplace Violence: Response to Armed Intruders in the Workplace**, 8:30 – 10:30, HSTOB Room 493/494, \$15
- 16 **The 7 Habits Fundamentals**, 8:30 – 4:30, \$125
- 17 **Getting Better @ Getting Better**, 8:30 – 4:30, \$125
- 18 **Challenging Negative Attitudes**, 8:30 – 4:30, \$125
- 23 **Social Media at Work**, 8:30 – 12:30, \$95
- 24 **Leadership Styles and Conflict Management**, 8:30 – 4:30, \$125
- 25 **Working Together**, 8:30 – 12:30, \$95
- 30 **Positive Approaches to Resolving Performance and Conduct Problems**, 8:30 – 4:30, \$125
- 31 **Managing Your Emotions at Work**, 8:30 – 12:30, \$95

SEPTEMBER

- 6 **Workplace Violence: Response to Armed Intruders in the Workplace**, 8:30 – 10:30, HSTOB Room 493/494, \$15
- 7 **Supervisory Liability**, 8:30 – 4:30, \$125
- 8 **Motivation in State Government**, 8:30 – 12:30, \$95
- 13 **Exercising Your Emotional Intelligence**, 8:30 – 4:30, \$125
- 14 **Building Team Connections**, 8:30 – 4:30, \$125
- 20 **Project Management**, 8:30 – 4:30, \$125
- 22 **Unconscious Bias: Breaking Down Barriers through Awareness**, 8:30 – 4:30, \$125
- 27 – 28 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$125
- 29 **The Power of Partnership with Dr. Alan Zimmerman**, 8:30 – 4:30, Governor Office Building Room 450, \$189

TECHNICAL AND COMPUTER SKILLS TRAINING

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

JULY

- 6 **Outlook 2010 Intermediate**, 8:00 – 4:00, \$125
- 7 **SAM II Financial Data Warehouse Using Access**, 8:00 – 4:00, \$95
- 12 **SAM II HR Employee Maintenance**, 8:00 – 4:00, \$95
- 14 **SAM II HR Data Warehouse Using Access**, 8:00 – 4:00, \$95
- 19 **Excel 2007 Intermediate**, 8:00 – 4:00, \$125
- 21 **Access 2007 Intermediate**, 8:00 – 4:00, \$125
- 26 **Word 2010 Introduction**, 8:00 – 4:00, \$125
- 28 **PowerPoint 2010 Introduction**, 8:00 – 4:00, \$125

AUGUST

- 2 **Excel 2010 Advanced**, 8:00 – 4:00, \$125
- 4 **Access 2010 Advanced**, 8:00 – 4:00, \$125
- 15 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 16 **Excel 2007 Advanced**, 8:00 – 4:00, \$125
- 18 **Access 2007 Advanced**, 8:00 – 4:00, \$125
- 23 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95
- 25 **SAM II Payment Voucher Processing/Vendor Invoice Processing**, 8:00 – 4:00, \$95
- 30 **Excel 2010 Introduction**, 8:00 – 4:00, \$125

SEPTEMBER

- 1 **Access 2010 Introduction**, 8:00 – 4:00, \$125
- 7 **MOBIUS**, 8:00 – Noon, \$50
- 8 **SAM II HR Position Control**, 8:00 – 11:00, \$50
- 12 **OneNote 2010**, 8:00 – 4:00, \$125
- 13 **Excel 2007 Introduction**, 8:00 – 4:00, \$125
- 15 **Access 2007 Introduction**, 8:00 – 4:00, \$125
- 20 **Excel 2010 Intermediate**, 8:00 – 4:00, \$125
- 22 **Access 2010 Intermediate**, 8:00 – 4:00, \$125
- 26 **OneNote 2010**, 8:00 – 4:00, \$125
- 27 **SAM II HR Time & Leave**, 8:00 – 4:00, \$95

Descriptions for technical and computer skills training workshops can be found on our website at www.training.ia.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

JULY, AUGUST & SEPTEMBER 2016 TRAINING CALENDAR
FOR

STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

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