

LEADERSHIP
FOUNDATIONS
CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT

Oct
Nov
Dec
2013

Don't let
work
get your
goat

Look inside to learn about our new
InSights ONDEMAND
leadership development program and
other training solutions to help you
survive and thrive in your job.

Workshops and Webinars
LEADER
FOR THE
EVERYONE
IN

New!
OPEN LABS
FOR MICROSOFT
APPLICATIONS



Plus
Increase your skill in leading others
...and **MANAGING YOURSELF**
Attend our **SPECIAL SEMINAR** with award winning author and speaker

Andy Masters

www.training.oa.mo.gov



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) 751-4514 or 522-1332
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.



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

October – December Webinars

Be Proactive

Using Your Resourcefulness and Initiative to Get Things Done

In this LiveClicks webinar, 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.

November 22, 10 AM – Noon, \$79

Begin with the End in Mind

Defining Your Contribution and Leading with Purpose

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

October 4, 10:00 AM – Noon, \$79

Business Writing Skills

Getting Your Point Across with Power and Influence

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

December 6, 10:00 AM – Noon, \$79

Communication Skills for the Manager

This Advantage Webinar engages participants in the discussion of communication and how implied power and perceived power can influence the sending and receiving of information. The webinar will also focus on how the leader can enhance the communication process; and "seize the moment" in daily conversation.

December 13, 10:00 AM – Noon, \$79

Diversity: The Power of Perception

This Advantage webinar uses insightful discussion to examine perceptions some people may have of other individuals in today's culturally diverse workplace, and how those perceptions may have been created.

October 25, 10:00 AM – Noon, **Special Price! \$50**

NEW! 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.

October 18, 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.

November 15, 10:00 AM – Noon, \$79

Resolving Generational Conflict

Understanding and Navigating Generational Differences at Work

In this LiveClicks webinar, participants learn how to understand the unique differences in age groups, discover effective ways to manage generational differences so that all age groups are satisfied, understand why and how all four generations respond differently in the workplace, and learn how to work through common friction points.

November 15, 10:00 AM – Noon, \$79

Time Challenged

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

October 11, 10:00 AM – Noon, \$79

Webinars to Enhance Your Computer Skills

Outlook 2010: Learning About Attachments, Flagging, Address Book and Distribution Lists

This 1-hour Advantage webinar designed for Outlook 2010 users provides skill building strategies to better use attachments, flagging, Address Book and distribution lists. Learning areas include: filing, previewing, opening, saving and removing attachments from messages; flagging messages for follow-up using custom dates and color categories; finding, adding and removing an address in an Address Book; creating and deleting a distribution list, adding and removing members in existing distribution lists; and sending a message to a distribution list.

November 18, 9:00 AM – 10:00 AM, \$25.00

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

October 2 and December 4
9:00 AM – 11:00 AM, \$50.00

Word 2007: Working with Tabs, Tables and Section Breaks

This 2-hour Advantage webinar provides skill building in working with tabs; creating, managing and formatting tables; performing calculations; and creating page and section breaks.

October 15, 9:00 AM – 11:00 AM, \$50.00



New!
Open Labs
 FOR
 Microsoft Applications

THE GOAL OF OUR OPEN LABS CONCEPT IS SIMPLE:

We know that there are times when even skilled employees who regularly use Microsoft applications get “stuck” working on a new project, or while attempting to learn something new about a specific Microsoft application on their own.

In these situations, our *Open Lab* can provide the “extra set of eyes” and one-on-one technical expertise from an instructor to help each person move their project forward while increasing their technical competence.

During the *Open Lab*, an instructor is available to answer specific questions learners have on software issues they are facing—and receive “hands-on” help with a “real world” work project they bring with them to the Lab.

If learners know what topic(s) they need help with, they can contact the Center prior to coming to the Lab so pertinent materials to help them can be ready when they arrive.

Labs are open between the hours of 9 – 11:30 AM. Seating is limited to 10 people to ensure the best one-on-one instruction!

COMING SOON:

ACCESS 2007 OPEN LAB

November 15, 2013
 1738 E. Elm Street, Lower Level
 Jefferson City
 9:00 AM - 11:30 AM
 COST: \$50

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!



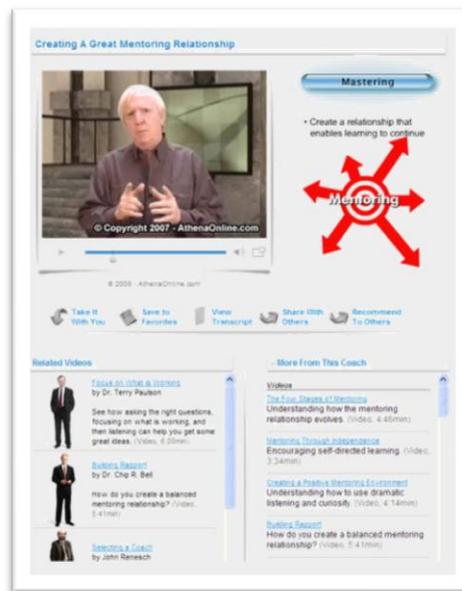
A world-class online coaching system sponsored by the Center for Management and Professional Development

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.

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

Ask about group discounts!

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.

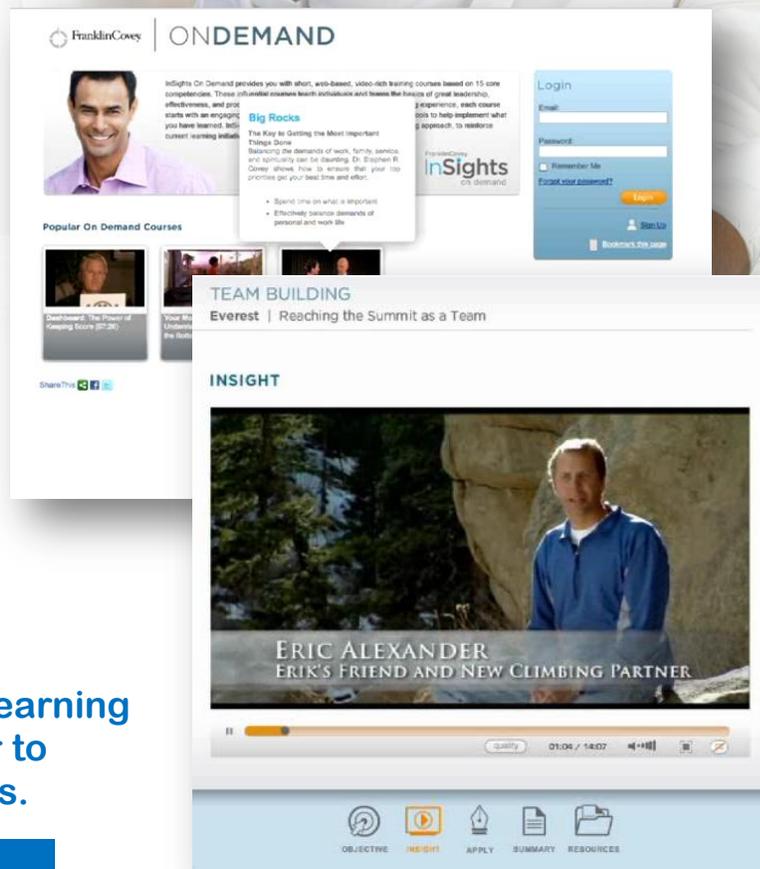
Learners can also review and print-out the key principles and ideas presented in each course and download goal setting tools tied to the content of the course for additional thought and action.

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

Don't let work get your goat



The Goat >

Each participant will also receive an AUTOGRAPHED copy of Andy's book, "Things LEADERS Say"

< Andy

MORNING
SESSION

Leadership through Developing, Empowering and Delegating

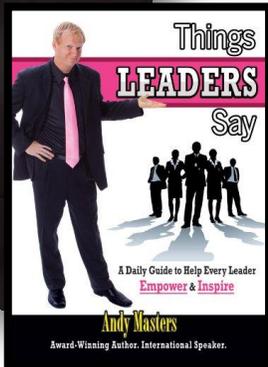
This eye-opening session for all levels of leadership is based on Andy's book "Things LEADERS Say." Leaders face pressure to produce more with less, which unfortunately leads many to fall into the "do-it-all-myself" trap. However, a "Control Freak" culture is one of the most dangerous and damaging to any organization. Leaders who don't effectively delegate certainly bring about stress, burnout, turnover, and rising health care costs—not to mention taking time and attention away from other important projects and responsibilities. Even deeper, a lack of leadership in these areas can squelch employee development, negatively impact succession planning, and cause a direct "negative ROI" impact to each organization through an ineffective use of human resources. This powerful program will illustrate what organizations should do to develop, empower, and delegate to employees—and how to avoid the damaging impacts of organizations that don't.

AFTERNOON
SESSION

How To Stress Yourself Out, Be Late for Everything, and Die Young!

Tired of the same old time management and work-life balance messages? **Dread no more.** Andy will use the second part of our program to share his humorous but thought-provoking spin on life-changing principles using his own unique "What not to do" theme. Principles include: over-commit to everyone, "multi-task-to-the-max," don't delegate, procrastinate, eat poorly, and don't sleep. Andy has helped audiences across the country become "MASTERS" of prioritization, time delegation, and work/life balance—and now it's YOUR TURN to control your schedule, instead of your schedule controlling you. This positive and entertaining segment will provide specific tools you can apply immediately to get MORE done, in LESS time, with HIGHER quality, and LESS stress in your career and your life. Recharge and refocus NOW....before it's too late!

Andy Masters is an award-winning author and international speaker who has written 5 books, earned 4 degrees, and has presented hundreds of business and personal development programs. Andy has been featured on many national media outlets, including LifeTime Television, Investor's Business Daily, and Leadership Excellence magazine. Andy achieved Distinguished Graduate honors at Webster University, earning an M.A.-Human Resources Development, and another M.A.-Marketing. Andy is a proud member of the National Speakers Association (NSA) and Global Speakers Federation (GSF).



Increase your skill in leading others...and managing yourself!

Attend our next **SPECIAL INVITATION LEADERSHIP SERIES SEMINAR** with award-winning author and international speaker

Andy Masters

November 14, 2013

8:30AM – 4:30PM

Jefferson City

Governor Office Building, Room 450

\$95.00

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

*November 20, \$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

*October 16, \$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, October 23 - 24, \$99
Springfield, October 29 - 30, \$99
Workforce Management*

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

Business Writing

*December 10, \$95
Technical Knowledge & Written Communication*

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



Based on the Bestselling book

2 MILLION COPIES SOLD
UPDATED SECOND EDITION
NEW RESEARCH • CASE STUDIES • RESOURCES

crucial conversations

TOOLS FOR TALKING WHEN STAKES ARE HIGH

NEW YORK TIMES BESTSELLING AUTHORS
PATTERSON • GREVY • McWILLIAM • SWITZLER

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

SKILLS TO HANDLE
crucial conversations

October 17, \$125

Team Work & Verbal Communication

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.

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 leave this training with the high-leverage tools they need to create more positive results – personally, professionally and throughout their entire organization!



THE LEADER IN YOU
A 1-Day Personal Discovery Path for Employees

This experiential workshop is ideal for employees considering a supervisory position and a great succession planning opportunity for organizations

It is often true that individuals are promoted based on their ability to contribute to the goals of the organization, and because they have performed above and beyond expectations. The general perception is that through their performance, they have demonstrated the technical ability or "know-how" to be effective at the next level—the role of supervisor. However, in reality, the transition from "doing-the-job-oneself" to guiding or leading others to "doing-the-job-for the team" often requires an entirely different skill set.

In this 1-day program, participants will learn more about who they are as an individual contributor in the workplace—while exploring some of the skills and abilities a supervisor needs to be successful and thrive in their role too. Participants will leave with information to help them decide if becoming a supervisor is the "right" next career move for them.

November 5

*Self-Direction
\$95*

Participants will be "introduced" to the challenges and opportunities of being a leader through the application of discussion and activities in the following content areas:

- 5 Key Insights into Leadership
- Cultivating Team Trust
- Communication and Feedback
- Making Effective Decisions
- Resolving Conflict
- Handling Multiple Priorities
- Promoting Personal Accountability

Each content area is approximately 45 minutes in length.

Situational Leadership

The Core Program and
Twelve O'clock High

A 2-day Leadership Workshop



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



October 1-2

\$249

Workforce
Management

Day 1: Situational Leadership: The Core program

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

The workshop will help leaders:

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

Day 2: Twelve O'clock High

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

Coaching: Bringing Out the Best in Others

Poplar Bluff, October 4

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.

Diversity and Unlawful Discrimination

November 13

Value Priced for Diversity Compliance Training: \$25.00

Workforce Management & Perception

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

Employee Development from A - Z

December 11, \$125

Mentoring & Workforce Management

This 1-day program will explore the role of supervisors as they lead, direct, and manage the development of staff. The session will emphasize the importance of 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 sustain their work team for the future through succession planning.

The 5 Waves of Trust

November 19, \$95

Verbal Communication & Influencing

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

Grammar and the Spoken Language

December 12, \$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 practice learned concepts during the class that will help them back on the job.

Insights Discovery Profile

October 10, \$95

Perceptiveness

This 4-hour program uses the Insights Discovery Profile to help individuals gain a deeper understanding of their working "style;" how their style impacts relationships with others in the work environment; and how they can develop personally and professionally to improve their effectiveness as an individual contributor and team leader.

LEADERSHIP

FOR THE PUBLIC SECTOR

GREAT LEADERS. GREAT TEAMS.
GREAT RESULTS!



December 3 - 4

\$325, Workforce Management

No organization has ever become great without exceptional leaders who can connect the efforts of their team to the critical objectives of the organization, tap the full potential of each team member, align systems and inspire trust. It takes a "mind-set, skill-set, tool-set" approach to develop leaders who can unleash the talent and capability of their team against their organization's highest priorities.

This powerful 2-day program addresses 3 critical leadership challenges:

- Building trust and influence
- Defining the "job to be done"
- Creating a strategic link between the work of the team and the goals of the organization

Leaders will also learn how to align four essential systems that drive success:

Execution - the discipline of focusing on a few critical objectives with a process for achieving those objectives.

Talent - positioning, and developing individual workers in order to tap into their full potential.

Core work processes - creating clearly understood and aligned work processes for each team function.

Customer feedback - understanding the one thing you need to know about how your customers perceive you.

Leaders receive powerful tools to use during & after the program:

- A comprehensive guidebook and *Leadership Essentials* resource book
- Access to an online assessment to receive feedback from others on their leadership effectiveness
- A CD with printable versions of the tools introduced in the workshop
- A DVD with selected videos from the workshop
- Exclusive access to additional online resources

Leadership Styles and Conflict Management

October 29, \$125
Perceptiveness

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

Preventing Sexual Harassment

Chesterfield, December 6
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.

Preventing Workplace Violence

October 22, \$95
Mediating and Negotiating

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

Project Management

December 5, \$95
Accountability & Planning

This 1-day introductory workshop will introduce learners to a tools and strategies that can be used to facilitate short-term projects to a successful completion. Learners will explore the phases of project management and what they can do to effectively plan, implement and evaluate future projects.

Supervisory Liability

Lee's Summit, November 6, \$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.

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 October – December 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



NOVEMBER 6

SUPERVISORY LIABILITY

8:30 A.M. – 4:30 P.M., \$95
Department of Natural Resources Building
500 NE Colbern Road
Lee's Summit

SOUTHWEST REGION



OCTOBER 29 – 30

BASIC SUPERVISION

8:30 A.M. – 4:30 P.M. (Both Days) \$99
Department of Natural Resources Building
2040 W. Woodland
East Conference Room
Springfield

NORTHEAST REGION



DECEMBER 6

PREVENTING SEXUAL HARASSMENT

10:00 A.M. – 3:00 P.M.
Special Price - \$50
Department of Transportation Building
14301 South Outer Road 40
Room 207
Chesterfield

SOUTHEAST REGION



OCTOBER 4

COACHING:

BRINGING OUT THE BEST IN OTHERS
10:00 A.M. – 3:00 P.M.
Special Price - \$75
Department of Natural Resources Regional Office
2155 North Westwood Blvd.
Poplar Bluff

WEBINARS for ALL REGIONS

BE PROACTIVE

USING RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE
November 22, 10:00 A.M. – Noon, \$79

BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE
October 4, 10:00 A.M. – Noon, \$79

BUSINESS WRITING SKILLS:

GETTING YOUR POINT ACROSS WITH POWER AND INFLUENCE
December 6, 10:00 A.M. – Noon, \$79

COMMUNICATION SKILLS FOR THE MANAGER

December 13, 10:00 A.M. – Noon, \$79

DIVERSITY: THE POWER OF PERCEPTION

October 25, 10:00 A.M. – Noon, \$50

PROBLEM SOLVING:

SOLVING LIFE'S MOST DIFFICULT PROBLEMS
October 18, 10:00 A.M. – Noon, \$79

RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK
November 15, 10:00 A.M. – Noon, \$79

RESOLVING GENERATIONAL CONFLICT

UNDERSTANDING AND NAVIGATING GENERATIONAL DIFFERENCES
AT WORK

November 15, 10:00 A.M. – Noon, \$79

TIME CHALLENGED

October 11, 10:00 A.M. – Noon, \$79

Computer Skills Webinars

OUTLOOK 2010:

LEARNING ABOUT ATTACHMENTS, FLAGGING, ADDRESS
BOOK AND DISTRIBUTION LISTS
November 18, 9:00 AM – 10:00 AM, \$25

WINDOWS 7 BASICS

October 2 and December 4
9:00 AM – 11:00 AM, \$50

WORD 2007:

WORKING WITH TABS, TABLES AND SECTION BREAKS
October 15, 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

OCTOBER

- 1-2 **Situational Leadership**, 8:30 – 4:30 (Both days), \$249
- 10 **Insights Discovery Profile**, 8:30 – 12:30 (Both Days), \$95
- 16 **Assertiveness Skills**, 8:30 – 4:30, \$125
- 17 **Crucial Conversations**, 8:30 – 4:30, \$125
- 22 **Preventing Workplace Violence**, 8:30 – 12:30, \$95
- 23-24 **Basic Supervision**, 8:30 – 4:30 (Both days), \$99
- 29 **Leadership Styles & Conflict Management**, 8:30 – 4:30, \$125

NOVEMBER

- 5 **The Leader In You**, 8:30 – 4:30, \$95
- 7 **PERforM State Employee Performance Planning and Appraisal System**, 8:30 – 4:30, \$75
- 13 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25
- 14 **Don't Let Work Get Your Goat! Special Invitation Leadership Series Seminar with Andy Masters**, Governor Office Building, Room 450, 8:30 – 4:30, \$95
- 19 **The 5 waves of Trust**, 8:30 – 12:30, \$95
- 20 **Accountability that Works!**, 8:30 – 12:30, \$95.00

DECEMBER

- 3-4 **Leadership for the Public Sector**, 8:30 – 4:30 (Both Days), \$325
- 5 **Project Management**, 8:30 – 4:30, \$95
- 10 **Business Writing**, 8:30 – 4:30, \$95
- 11 **Employee Development from A - Z**, 8:30 – 4:30, \$125
- 12 **Grammar and the Spoken Language**, 8:30 – 12:30, \$95
- 17 **PERforM State Employee Performance Planning and Appraisal System**, 8:30 – 4:30, \$75.00

TECHNICAL AND COMPUTER SKILLS TRAINING

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

OCTOBER

- 1 **SAM II HR Data Warehouse Using Access**, 8:00 – 4:00, \$95
- 8 **SAM II Financial Introduction**, 8:00 – 4:00, \$95
- 10 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95
- 17 **Word 2007 Intermediate**, 8:00 – 4:00, \$95
- 21 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 22 **Excel 2007 Introduction**, 8:00 – 4:00, \$95.00
- 24 **Access 2007 Introduction**, 8:00 – 4:00, \$95.00
- 29 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 31 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00

NOVEMBER

- 5 **PowerPoint 2007 Introduction**, 8:00 – 4:00, \$95.00
- 6 **Outlook 2010 Introduction**, 8:00 – 4:00, \$95.00
- 12 **MOBIUS**, 8:00 – Noon, \$50.00
- 14 **SAM II Payment Voucher Processing/Vendor Invoice Processing**, 8:00 – 4:00, \$95.00
- 15 **Access 2007 Open Lab**, 9:00 – 11:30, \$50.00
- 19 **Excel 2010 Introduction**, 8:00 – 4:00, \$95.00
- 21 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 26 **Word 2010 Introduction**, 8:00 – 4:00, \$95.00

DECEMBER

- 3 **Excel 2007 Advanced**, 8:00 – 4:00, \$95.00
- 5 **Access 2007 Advanced**, 8:00 – 4:00, \$95.00
- 10 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 12 **Access 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 16 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 17 **Excel 2010 Advanced**, 8:00 – 4:00, \$95.00
- 19 **Access 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.ia.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

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

Application for Enrollment

You can register for a workshop in several ways:



Enroll on-line at:

www.training.oa.mo.gov



Mail this application to:

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



Fax this application to:

(573) 751-8641

Name of Course _____

Date of Course _____

Participant's Name _____

Job Title _____

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

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

SECTION A: FOR MISSOURI STATE GOVERNMENT EMPLOYEES

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

Department/Agency _____

Division _____

Section _____

Agency Address _____

Name of Supervisor _____

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

Agency/Business _____

Agency/Business Address _____

E-Mail Address _____ Phone _____

LEADERSHIP
FOUNDATIONS
TRAINING CALENDAR FOR OCTOBER, NOVEMBER & DECEMBER 2013

STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

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