

LEADERSHIP
FOUNDATIONS
CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT

Oct
Nov
Dec
2014

**Blazing
The Trail**

Leaders by definition choose not to follow the well trodden paths of life. Instead they choose to blaze new paths, to pioneer and innovate, to do different things in different ways—and to help others do the same. Whether you are a formal or informal leader in your organization, our programs will help you blaze your own trail to success. Look inside to learn how we can help you.

SPECIAL PROGRAM

**HR Employment
Issues Update**

Details on page 7



plus

**Computer Skills
Training**

**for Your Professional
Development Needs**



Workshops and Webinars for the

**LEADER IN
EVERYONE**

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

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 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

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.

December 5, 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 24, 10:00 AM – Noon, \$79

Business Writing Skills

Getting Your Point Across with Power and Influence

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

October 31, 10:00 AM – Noon, \$79

The Clarity Imperative

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

November 21, 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.

December 19, 10:00 AM – Noon, **Special Price! \$50**

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.

October 3, 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 14, 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 2010 users provides basic mail and calendar tips that include: Using the Outlook screen; using Help contents; writing, saving, editing, formatting and sending E-mail messages; replying to a message; forwarding, printing, deleting and retrieving messages; and working with Outlook's Calendar features.

December 8, 9:00 AM – 10:00 AM, \$25

Windows 7 Basics

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

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

November 10, 9:00 AM – 11:00 AM, \$50



New! SAM II

TRAINING PROGRAMS FOR MISSOURI STATE GOVERNMENT AGENCIES

The Center's Computer and Technical Training Section provides support and instruction in a variety of critical SAM II (Statewide Advantage for Missouri) system processing functions.

Learners can receive invaluable "hands-on" training in the following SAM II programs:

- SAM II Financial Data Warehouse Using Access
- SAM II Financial Data Warehouse Web Interface
- SAM II Financial Introduction
- SAM II Fixed Assets
- SAM II HR Data Warehouse Using Access
- SAM II Purchase Order Processing
- SAM II Payment Voucher Processing and Vendor Invoice Processing

...and 4 NEW PROGRAMS available for the first time this year:

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

For more information on any SAM II program, visit our website, or contact the Center at (573) 522-1332.

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*

*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 or contact the Center.



Ask about group discounts!

InSights ONDEMAND

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

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

Each course contains an engaging video, followed by powerful thought provoking questions that focus on the learning process. Learners can also review and print-out the key principles and ideas presented in each course, and download goal setting tools tied to the content of the course for additional thought and action.

The program allows learners to track which courses they have completed—and provides the option to view each course again—as often as needed.

Courses Address 16 Critical Development 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.

**1-year from the date of activation*

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

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.

Each on-demand lesson includes a video you'll watch online and a study guide to help you put the information in the video to good use. The questions in the study guide will encourage you to think about how you're leading your team today—and what you might want to do differently tomorrow.

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

AND... each lesson includes the OPTION to discuss a specific section you complete in the study guide with the Center for Management and Professional Development.

THE STUDY HALL S E R I E S

Self-led training modules...ready when you are!



Take any lesson for \$20, or all four for \$75.

Each lesson provides one hour of Management Training Rule credit.

The initial series consists of four separate lessons.

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

Go ahead. Take your seat.



Employment Issues 2014 UPDATE

LABOR AND EMPLOYMENT INFORMATION FOR MANAGERS, LEGAL COUNSEL AND HR PROFESSIONALS

Legal Developments: Legal Update and Lessons Learned

This segment will address key federal and state employment law developments during 2013 and 2014, lessons learned, and practical guidance for complying with the new developments. It will also cover major pending court cases to watch in 2015, and examine key employment law issues on the horizon.

HR Policies: Hot Ones to Have and to Avoid

Sound HR policies are important when taking adverse action against an employee and for defending employment claims. Certain policies are critical to have. However, some HR policies can make an employer vulnerable, or may even provide the basis for a claim. This segment will discuss "hot" HR policies – both those that are cutting edge (and "must have") and those that can burn you.

HR's Dream: The On-Time, and Always Ready Employee

In the ideal workplace, employees would always arrive at work on time, be fit for duty with no work restrictions, and never be absent. But in the real world, there will always be attendance and fitness issues which need to be properly managed. This segment will provide practical tips for balancing the need for reliable employees with the legal requirements imposed by the ADA, FMLA, and other leave laws.

HR Development: Avoiding Pregnancy Discrimination Claims

While the Pregnancy Discrimination Act has been around since 1978, the EEOC recently issued a new Enforcement Guidance on pregnancy discrimination. The Enforcement Guidance reflects EEOC's interpretation of the law and its position on certain issues. This segment will address the principles set out in the Enforcement Guidance, types of claims that pregnant employees could have, and best practices for avoiding claims.

HR's Nemesis: The Difficult and High Maintenance Employee

Some employees are unquestionably more difficult to manage than others. What should you do about the bully, an employee in an abusive relationship, a suspected drug user, the renegade, the finger-pointer, the pre-emptive striker, the fraternizer, the complainer/whiner, and the "bad fit"? This session will discuss challenging employee behaviors and will provide tips and practical guidance on how to effectively manage them to minimize legal problems.

HR Closure: Discharge Exit Strategies and the Aftermath

The decision to discharge an employee needs to be a thoughtful one and communicated in a sound way, after planning for it and anticipating issues that may arise during or after it. This segment will address issues to consider before making a discharge decision, preparing for the discharge meeting, and handling post-termination issues (unemployment claims, request for termination letters, filing of a charge with a government agency, etc.).

November 6

9:00 AM - 4:00 PM
Governor Office Building
Room 450
200 Madison Street
Jefferson City, Missouri
\$149

This program has been approved for **6.0 (General) recertification credit hours** toward PHR, SPHR and GPHR recertification through the HR Certification Institute.

This program is also approved for **7.2 MO CLE credit hours**.



Our Presenter:

Sue K. Willman, JD, SPHR

Sue Willman is a member of **Spencer Fane Britt and Browne, LLP** in Kansas City and has over 30 years of experience as an employment lawyer. Sue represents management exclusively on workplace legal issues, specializing in hiring, discipline, discharge, employment-related contracts, FMLA, ADA, harassment, discrimination, wage/hour, safety, state employment laws, and more; and defends employers in connection with employment-related claims filed with government agencies. Sue is often quoted and published in HR publications and is a frequent presenter at employment law conferences. Sue attended law school and received her J.D. degree from the University of Missouri-Kansas City.

The use of the HRCI seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

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.

Accountability that Works

*October 16, \$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.

Basic Supervision

*Chesterfield, October 6 -7, \$99
Jefferson City, December 9 - 10, \$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.

Employee Development from A - Z

*November 4, \$125
Mentoring & Workforce Management*

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

***NEW FORMAT!**

Enhancing Customer Service Over the Telephone

*December 11, \$95
Customer Service & Verbal Communication*

The telephone is still a primary method of customer communication and more often than not, the first contact someone has with your organization. People who are handled in a friendly and efficient manner will have a positive first impression—but if things are managed badly, there can be a breakdown of trust, damaged relationships and lost opportunities. This 1-day workshop offers telephone techniques that create a positive first impression with callers and sets the tone for the rest of the customer's interaction with your organization. You will learn how to use effective approaches to handle special telephone tasks like call transfers, taking messages, putting others on hold, and interruptions. And equally important, you will also learn how to deal with angry customers, and receive proven strategies to help turn difficult customers into loyal, calm customers while remaining calm yourself.

Participants will leave this workshop:

- Understanding that superior telephone etiquette is critical to the success of the organization
- Recognizing the value of their contribution to their organization's image
- Understanding that effective verbal communication skills facilitate customer service
- With knowledge and skills to help them manage challenging calls with professionalism and confidence, using proven techniques that will decrease potential stress, improve quality, and increase productivity

*This program was previously offered as two separate classes - "Dealing with Difficult Customers Over the Phone," and "Enhancing Your Telephone Skills."

TURN
NEGATIVE
ATTITUDES
AROUND AND
HELP YOUR
CHRONIC
PESSIMISTS!



**Challenging
NEGATIVE
Attitudes**

October 8, \$125
Influencing & Self-Direction

Managers and supervisors have challenging jobs even with high performing employees. However, all too often, even the most confident of managers can struggle to turn things around when negative employee attitudes exist within their work team.

Negative attitudes can run the gamut, be triggered by a variety of situations—and can be infectious.

When managers can successfully direct and support efforts to turn a negative attitude into a positive one, their stock goes up with everyone around them.

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.

Participants will receive tools and strategies to:

- Analyze and adjust their own attitude
- Handle negative situations more constructively
- Work effectively with negative people
- Compare and balance pessimism and optimism
- Complete an action plan to cope with and address challenging negative attitudes

Coaching Employees

ACHIEVING EXTRAORDINARY RESULTS
THROUGH OTHERS

December 17
\$125, Mentoring and Teamwork

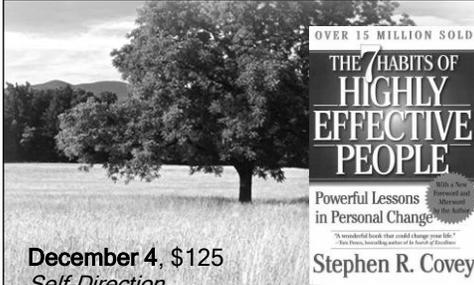
The coaching process is central to performance management. By creating the appropriate climate, environment and context to empower individuals and teams, great coaches are able to achieve extraordinary results. This 1-day program examines the coaching process and provides many tools and techniques to help shape employees' behavior on the job.

This program will help supervisors and team leaders:

- Examine coaching strategies based on the employee's ability and willingness to do the job
- Delegate effectively without micromanaging
- Ask the right question to help shape employee behavior
- Accurately diagnose employee performance problems
- Provide appropriate performance feedback
- Facilitate the problem-solving process for employees



THE 7 HABITS FUNDAMENTALS WORKSHOP



December 4, \$125
Self-Direction

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

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

Our workshop is specifically designed for those who want a fast-paced introduction to “7 Habits” thinking and application. The benefits of this workshop for individuals and organizations include:

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

The workshop provides the foundation necessary to strengthen the human side of performance. It introduces key principles and teaches skills needed to work effectively with and through others.

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

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

What You’ll Get:

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

Grammar and the Spoken Language

October 28, \$95
Verbal Communication

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

NEW! It’s Okay to Be the Boss

December 2, \$95
Accountability & Perceptiveness

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

Based on the bestselling book, *“It’s Okay to be the Boss,”* this 4-hour program is a new call to action for managers, supervisors and 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.

Leadership Styles and Conflict Management

November 13, \$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.

Leading Change

October 17, \$95
Flexibility & Strategic Thinking

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

NEW! Leading Effective Meetings

November 19, \$95
Team Work & Verbal Communication

All leaders know that meetings—if not managed properly—can become mere formalities, “time-wasters,” and even fuel turf wars among meeting members. An ineffective meeting impedes teamwork and anyone’s hope for success. In this 4-hour program, learners will receive skills to enhance the meetings they lead so that their meetings will be more efficient, productive and valued to everyone involved.

Life IS a Series of Presentations

Springfield, November 14, \$95
Influencing & Verbal Communication

This 4-hour workshop teaches learners how to focus and execute successful communication by following an easy-to-apply model. Individuals will learn how to make their “POINT” clearly, concisely and confidently to communicate with impact through voicemail/email, meetings, or formal presentations.

LEADERSHIP ON **Fast Forward**

Keeping up with the
accelerating pace of change!

NOVEMBER 5

\$125

Workforce Management

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

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

Participants will learn how to:

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

Preventing Workplace Violence

November 18, \$95

Mediating and Negotiating

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

Project Management

November 12, \$95

Accountability & Planning

This 1-day introductory level workshop provides a variety of 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

October 15, \$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.

The Extraordinary Leader

Poplar Bluff, October 2, \$95

Self-Direction

In this 4-hour workshop, learners explore the difference between good leaders and great leaders; learn five key insights about leadership; determine their individual leadership strengths and areas for development; and learn how to create a personal development plan to help them achieve extraordinary leadership abilities.

The 5 Waves of Trust

December 3, \$95

Verbal Communication & Influencing

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

Thinking Outside the Box

October 29, \$95

Creative Thinking & Vision

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

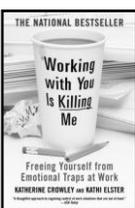
Working Together

Chesterfield, October 28, \$95

Lee's Summit, November 5, \$95

Jefferson City, November 7, \$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!"

Open Enrollment Workshops October – December 2014

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 5

WORKING TOGETHER

10:00 A.M. – 3:00 P.M., \$95

Department of Natural Resources Building

500 NE Colbern Road

Lee's Summit

NORTHEAST REGION



OCTOBER 6 - 7

BASIC SUPERVISION

8:30 A.M. – 4:30 P.M., \$99

OCTOBER 24

THE EXTRAORDINARY LEADER

10:00 A.M. – 3:00 P.M., \$95

OCTOBER 28

WORKING TOGETHER

10:00 A.M. – 3:00 P.M., \$95

All sessions will be held at the following location:

Department of Transportation Building

14301 South Outer Road 40

Chesterfield

SOUTHWEST REGION



NOVEMBER 14

LIFE IS A SERIES OF PRESENTATIONS

10:00 A.M. – 3:00 P.M., \$95

Department of Natural Resources Building

2040 W. Woodland

Springfield

SOUTHEAST REGION



OCTOBER 2

THE EXTRAORDINARY LEADER

10:00 A.M. – 3:00 P.M., \$95

Department of Natural Resources Regional Office

2155 North Westwood Blvd.

Poplar Bluff

WEBINARS for ALL REGIONS

BE PROACTIVE:

USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE

December 5, 10:00 A.M. – Noon, \$79

BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE

October 24, 10:00 A.M. – Noon, \$79

BUSINESS WRITING SKILLS:

GETTING YOUR POINT ACROSS WITH POWER AND INFLUENCE

October 31, 10:00 A.M. – Noon, \$79

THE CLARITY IMPERATIVE

November 21, 10:00 A.M. – Noon, \$79

DIVERSITY: THE POWER OF PERCEPTION

December 19, 10:00 A.M. – Noon, \$50

THE 3RD ALTERNATIVE:

PROBLEM SOLVING:

SOLVING LIFE'S MOST DIFFICULT PROBLEMS

October 3, 10:00 A.M. – Noon, \$79

RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK

November 14, 10:00 A.M. – Noon, \$79

Computer Skills Webinars

OUTLOOK 2010:

BASIC MAIL AND CALENDAR TIPS

December 8, 9:00 AM – 10:00 AM, \$25

WINDOWS 7 BASICS

November 10, 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

- 8 **Challenging Negative Attitudes**, 8:30 – 4:30, \$125
- 15 **Supervisory Liability**, 8:30 – 4:30, \$95
- 16 **Accountability that Works!**, 8:30 – 12:30, \$95
- 17 **Leading Change**, 8:30 – 12:30, \$95
- 21 **PERforM State Employee Performance Planning and Appraisal System**, 8:30 – 4:30, \$75
- 28 **Grammar and the Spoken Language**, 8:30 – 12:30, \$95
- 29 **Thinking Outside the Box**, 8:30 – 12:30, \$95

NOVEMBER

- 4 **Employee Development from A - Z**, 8:30 – 4:30, \$125
- 5 **Leadership On Fast Forward**, 8:30 – 4:30, \$125
- 6 **Employment Issues 2014 Update**
Labor and Employment Information for Managers, Legal Counsel and HR Professionals
Governor Office Building, Room 450, 9:00 – 4:00, \$149
- 7 **Working Together**, 8:30 – 12:30, \$95
- 12 **Project Management**, 8:30 – 4:30, \$95
- 13 **Leadership Styles & Conflict Management**, 8:30 – 4:30, \$125
- 17 **PERforM State Employee Performance Planning and Appraisal System**, 8:30 – 4:30, \$75
- 18 **Preventing Workplace Violence**, 8:30 – 12:30, \$95
- 19 **Leading Effective Meetings**, 8:30 – 12:30, \$95

DECEMBER

- 2 **It's Okay to Be the Boss**, 8:30 – 12:30, \$95
- 3 **The 5 Waves of Trust**, 8:30 – 12:30, \$95
- 4 **The 7 Habits of Highly Effective People Fundamentals**, 8:30 – 4:30, \$125
- 9 -10 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$99
- 11 **Enhancing Customer Service Over the Telephone**, 8:30 – 4:30, \$95
- 17 **Coaching Employees**, 8:30 – 4:30, \$125

TECHNICAL AND COMPUTER SKILLS TRAINING

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

OCTOBER

- 1 **SAM II HR Deductions and Benefits**, 8:00 – 4:00, \$95
- 2 **Word 2010 Introduction**, 8:00 – 4:00, \$95
- 7 **Excel 2010 Introduction**, 8:00 – 4:00, \$95
- 8 **Outlook 2010 Introduction**, 8:00 – 4:00, \$95
- 9 **Access 2010 Introduction**, 8:00 – 4:00, \$95
- 14 **MOBIUS**, 8:00 – Noon, \$50
- 16 **SAM II HR Employee Maintenance**, 8:00 – 4:00, \$95
- 20 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 21 **Excel 2007 Introduction**, 8:00 – 4:00, \$95
- 23 **Access 2007 Introduction**, 8:00 – 4:00, \$95
- 28 **Word 2010 Intermediate**, 8:00 – 4:00, \$95

NOVEMBER

- 4 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95
- 6 **Access 2010 Intermediate**, 8:00 – 4:00, \$95
- 13 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95
- 18 **Access 2007 Intermediate**, 8:00 – 4:00, \$95
- 20 **SAM II HR Time & Leave**, 8:00 – 4:00, \$95
- 25 **SAM II Deductions and Benefits**, 8:00 – 4:00, \$95
- 26 **Outlook 2010 Intermediate**, 8:00 – 4:00, \$95

DECEMBER

- 2 **Excel 2010 Advanced**, 8:00 – 4:00, \$95
- 4 **Access 2010 Advanced**, 8:00 – 4:00, \$95
- 9 **Excel 2007 Advanced**, 8:00 – 4:00, \$95
- 11 **Access 2007 Advanced**, 8:00 – 4:00, \$95
- 16 **SAM II HR Data Warehouse Using Access**, 8:00 – 4:00, \$95
- 18 **SAM II HR Pay for Agencies**, 8:00 – 4:00, \$95
- 22 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 23 **SAM II Vendor Invoice & Payment Processing**, 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
TRAINING CALENDAR FOR OCTOBER, NOVEMBER & DECEMBER 2014

STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

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