

LEADERSHIP FOUNDATIONS

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

Professional Development At Its Best

2012
Oct
Nov
Dec

WHY DO IT? So often, that's the question we ask ourselves when considering our next move or major decision – whether for us personally or professionally, or for our work team and organization. Making a commitment to do anything these days can be a BIG DEAL. It often takes time and sweat, occasionally involves a few setbacks, and sometimes even a few tears. However, many of us would agree that it's all worth it when we can see results – significant changes in our own performance, or in the success of others. The real PAYOFF is a sense of pride, self-worth and accomplishment. And it should come as no surprise that leaders who can instill this same level of commitment in others are worth their weight in gold. Our programs can help you and your work team make lasting changes to increase your confidence and effectiveness in whatever direction your life and career may take. Look inside to learn about programs that can help you on your development journey, and visit us on the web to learn even more.

www.training.ia.mo.gov

The DR. ALAN ZIMMERMAN PAYOFF Principle

★★★★★★
**Employment Issues
2012 Update**
Information for
Managers, Legal Counsel
& HR Professionals





STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

Building A Strong Missouri

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

Leadership and Interpersonal Communication

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

Technical and Computer Skills

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

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

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

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

The Center encourages businesses and entities to value and realize the benefits that increasing competency and technical proficiency through training can provide.

We serve as an affordable resource for employers to unlock staff potential, increase productivity and improve their overall performance—while strengthening Missouri's economy.

The Center Helps Leaders:

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

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

Information Technology and Computer Skills Training

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

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

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

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

...and other software programs

E-learning sessions are available too.

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

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

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

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



elearning

WEBINARS *delivered to your desktop*

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

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

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

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

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

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

Key Benefits:

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

Don't worry about technology

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

Enrollment is easy!

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

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.

October 12 and December 12, 10 AM – Noon, \$79

Begin with the End in Mind:

Defining Your Contribution and Leading with Purpose

This LiveClicks webinar helps participants define their mission as a leader and focus all of their efforts on achieving that mission. Both new and experienced managers acquire a set of tools to help them meet today's management challenges, including performance management, accountability, trust, execution, collaboration, and team development.

November 2, 10:00 AM – Noon, \$79

Diversity: The Power of Perception

This Advantage webinar provides insightful discussion to help participants examine some of the perceptions they may have of other individuals in today's culturally diverse workplace, and how those perceptions may have been created. This webinar can serve as a unique "stand alone" program, or as a companion to other diversity programs.

November 16, 10:00 AM – Noon, \$79

Relationship Trust:

Building Strong Teams and Relationships at Work

In work teams where low trust overshadows cooperation and results, trust-related problems can bog down productivity, divert resources, and squander opportunities. But when team members trust each other—communication improves and productivity accelerates as attention is redirected toward shared objectives. This LiveClicks webinar can help learners resolve conflicts, keep commitments, empower others, improve business relationships, and achieve business results through increased trust.

December 11, 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.

October 30, 10:00 AM – Noon, \$79

Time Challenged

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

October 9, 10:00 AM – Noon, \$79

Other webinars not scheduled this quarter include:

- ❑ **Business Writing Skills:** Getting Your Point Across with Power and Influence
- ❑ **The Clarity Imperative**
- ❑ **Communication Skills for the Manager**
- ❑ **Preventing Sexual Harassment**

NEW!

Special Webinars to Enhance Your Computer Skills

Outlook 2007: Basic Mail and Calendar Tips

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

October 24, 9:00 AM – 10:00 AM
Price - \$25.00

Outlook 2007: Learning About Attachments, Flagging, Address Book and Distribution Lists

This 1-hour Advantage webinar designed for Outlook 2007 users provides skill building strategies to better use attachments, flagging, Address Book and distribution lists. Learning areas include: filing, previewing, opening, saving and removing attachments from messages; flagging messages for follow-up using custom dates and color categories; finding, adding and removing an address in an Address Book; creating and deleting a distribution list, adding and removing members in existing distribution lists; and sending a message to a distribution list.

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

Outlook 2010: Basic Mail and Calendar Tips

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

November 28, 9:00 AM – 10:00 AM
Price - \$25.00

Other webinars not scheduled this quarter include:

- **Excel 2007: Working with Navigation, Formulas and Simple Functions**

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

- Dr. Rick Kirschner



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

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

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

MyQuickCoach brings on-demand business advice from respected “thoughtleaders” right to your computer desktop. Whether you are in your office or half a world away, *MyQuickCoach* is there for you.

With *MyQuickCoach*, you can point and click to access over one thousand short online video lessons by renowned consultants, authors, and educators. Each lesson - usually about five minutes long - is designed to help you get the most out of your online learning experience in the shortest amount of time.

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



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

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

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

Ask about group discounts!

THE PAYOFF PRINCIPLE

November 29, 2012

8:30 AM – 4:30 PM

Governor Office Building Ballroom

Jefferson City

\$149.00

WARNING!

This is not a sit-back and listen lecture. This is an interactive program with a strong emphasis on practical skills that really work...on the job and at home.

Mega-successful people accomplish as much in one or two months as average people do in one or two years. They're calm in every storm as they sail through difficult situations without breaking a sweat. And they deliver on their personal and organizational goals without excuses or exceptions.

So how do they do it? Sure—a few people get lucky breaks and others have the right connections. But the vast majority of successful people are successful because they follow "The Payoff Principle." Somehow or other, they organize their work and their lives around the Principle that says **PURPOSE + PASSION + PROCESS = PAYOFF**. And best of all, they know that success is not some far out dream. It's the natural result of consistently doing the right things in the right way at the right time.

This "Payoff Principle" is the foundation of all success in any profession. And once you apply its power to your own career and life, you'll find that it's teachable to others.

In this program, you'll discover your clear sense of purpose and ignite an invigorating passion that never fizzles out. You'll boost your own self-confidence, deflect the negativity around you, take smart risks, and achieve your goals...without losing your balance.

HOW YOU CAN MOTIVATE YOURSELF TO WIN EVERY TIME IN ANY SITUATION



Presented By:

Dr. Alan Zimmerman

PAYOFFS:

- Snuff out the hidden internal factors that destroy your personal motivation.
- Live your life "on purpose" rather than "by accident"
- Build an undefeatable attitude that invariably leads to greater success.
- Apply gold-medal winning techniques for setting and achieving your goals
- Refuse "good enough" behavior and commit to "excellence" instead.
- Fill your tool bag with skills that guarantee your peak performance ... all the time ... no matter what.

Employment Issues 2012 Update

Labor and Employment Information for
Managers, Legal Counsel and HR Professionals

Legal Update: Key Employment Law Cases and Regulatory Developments

This session will address key employment law court cases during 2012 and lessons learned from them. It will also provide a post-election overview of priorities and initiatives in Washington on employment law issues, including federal agency initiatives for 2013 and beyond that will affect HR practice.

Social Media: Legal Implications for HR

The use of social media has become pervasive and is here to stay. Social media use raises numerous legal and practical issues for HR and supervisors. This session will address the most common challenges for HR, the current state of the law on social media issues, and provide tips for managing this evolving area of the law.

Top 10 Mistakes Employers Make: How to Avoid the Courtroom

Most claims and lawsuits are filed not because of legal violations, but because of other practices and actions by supervisors and HR. This session will cover the top 10 mistakes employers make that often result in legal claims. It will also provide practical guidance on preventing these mistakes and minimizing potential liability.

ADA: Best Practices for Managing Leaves and Absences

The most challenging ADA accommodation issues at the moment are attendance and leaves of absence, particularly with EEOC looking for test cases on these issues. This session will discuss EEOC initiatives on this topic, practical tips for HR on handling attendance and leave issues, and major EEOC class action settlements which shed light on EEOC's aggressive position and interpretation of the ADA.

Tuesday, December 4, 2012

9:00AM - 4:00PM
Governor Office Building
Room 450 (Ballroom)
200 Madison Street
Jefferson City, Missouri
\$139.00

Missouri CLE and HRCI Approved



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

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.



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 frequently quoted and published in HR publications and is a frequent presenter at national, regional, and local employment law conferences. Sue attended law school and received her J.D. degree from the University of Missouri-Kansas City.

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

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

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

Accountability that Works

*Chesterfield: October 16
Special Price \$75*

Accountability

This 4-hour workshop presents a simple-to-use method of accountability common to all tasks. When managed properly, this method can help to establish a mindset of ownership for the task and taking responsibility for getting it done; doing what is necessary to complete the task, including identifying action steps, a timeline and using necessary resources; and owning the outcome of the task, good or bad, acknowledging it and learning from the experience.

Basic Supervision

December 5 - 6, \$99

Workforce Management

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

Telephone Skills Training for Office Support Staff

Enhancing Your Telephone Skills

November 2, 8 AM - Noon, \$89.00

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

Dealing with Difficult Customers Over the Phone

November 2, 1 PM - 5 PM, \$89.00

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

Attend Both Classes for \$149.00!

THE 5 WAVES OF TRUST

*Springfield: October 25
Special Price \$75*

Verbal Communication & Influencing

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

Grammar and the Spoken Language

November 8, \$95

Verbal Communication

We reveal our grammar expertise every time we speak. Regardless of our job or position, whenever we greet someone, make a comment, present an idea, reply to a phone call, leave a voice mail, and more, we are communicating with our image at stake. 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.

Insights Discovery Profile

October 18, \$95

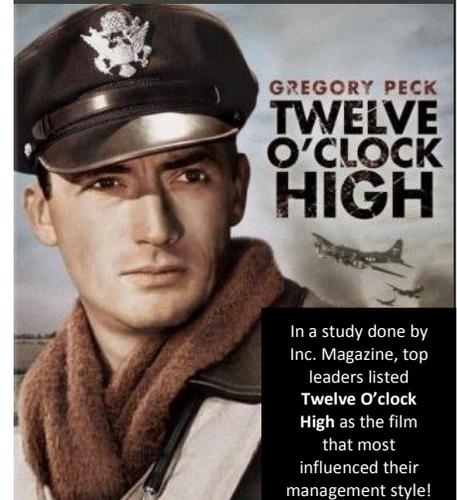
Perceptiveness

This 4-hour program provides both insight and discovery into personal and professional effectiveness through the explanation and use of the Insights Discovery Profile. Through the Profile, individuals can 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. Prior to attending the workshop, participants will be directed to a secure web site to answer a series of questions used to construct their own personalized Insights Profile.

Situational Leadership

The Core Program and
Twelve O’clock High

A 2-day Leadership
Development Workshop



COMING BACK
EARLY 2013



**Day 1:
Situational Leadership:
The Core program**

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

The workshop will help leaders:

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

Day 2: Twelve O’clock High

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

Diversity & Unlawful DISCRIMINATION



October 23, November 27 and December 18

Value Priced for Diversity Compliance Training: \$25.00

Workforce Management & Perception

This **3-hour program** is designed to clarify the range of behaviors which are considered unlawful harassment and discrimination, and help learners resolve these issues in a proactive manner. Learners will discuss the concept of harassment and discrimination, how to recognize if it's happening in the workplace, and how to prevent it. Through active discussion and reflection, learners (i.e., all workforce participants) can work together to maintain a diverse, productive and harassment-free workplace.

NEW! Leadership Styles and Conflict Management

Lee's Summit: November 7, \$125

Perceptiveness

This 1-day workshop will use a survey and other discovery tools to help supervisors, managers and team leaders better determine their own leadership style—and the communication style of other team members. These methods will provide insights in how to make better work decisions, what to use as the basis for those decisions, and how to manage and gauge interactions with others. And because a combination of styles can influence work issues that develop into conflict, learning activities will also focus on how to define, address and resolve conflict through an understanding of style types.

Project Management

October 4, \$95

Accountability & Planning

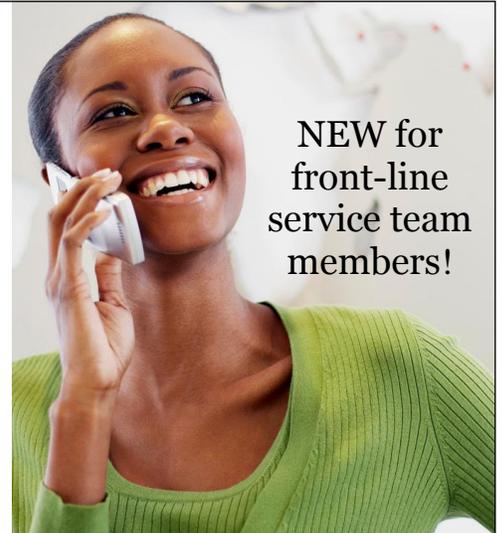
This one day workshop describes a systematic way of managing new initiatives aimed to deliver required business changes or benefits in a controlled way. Learners who attend this program will be introduced to a variety of tools and strategies that can be used to facilitate new short-term projects to a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

Supervisory Liability

October 16, \$95

Accountability & Technical Knowledge

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



NEW for front-line service team members!

People Skills FOR Public People

Cape Girardeau: October 11, \$125

Customer Service

In the midst of increased workloads, interruptions, day-to-day stressors and the need to "just get the job done," maintaining optimum levels of courtesy and professionalism can be challenging at best. This full-day program will equip learners with the skills they need to handle the important job of customer service; and confidently represent the organization in their role as the "first line" of contact customers may interact with each day.

NEW! Diversity and Unlawful Discrimination Online Compliance Training and Testing Program for Managers and Employees

This alternative online program includes segments on appropriate workplace behaviors, business ethics, workplace diversity, sexual harassment and other issues related to unlawful discrimination. The program can be accessed by each participant from their own work computer (with Internet access) and includes a **TESTING COMPONENT** to ensure application and comprehension of content.

Participants can enroll for this program via the Center's online enrollment form. Once enrolled, they receive information about the program and instructions on how to access the program via email. Participants will have a window of time (i.e. a pre-determined number of days) based upon established enrollment dates in which to begin and complete the course. Many participants typically complete the course in **less than 2 hours**.

A reporting mechanism will track completion of the training and allow the Center to provide documentation of compliance testing to the participant's agency or business as needed.

Investment: \$40.00 per person



2012 Course Rollout Dates

Participants who enroll prior to each **ENROLL DEADLINE DATE** must complete the course during the corresponding **COURSE DATES**.

ENROLL DEADLINE DATE

October 26, 2012

November 21, 2012

COURSE DATES

November 5 – November 12, 2012

December 3 – December 10, 2012

For more information, visit our website or call (573) 751-4514.

Didn't find what you're looking for?

We offer a wide variety of programs designed to build and enhance specific professional competencies.

Listed below are examples of other programs we provide throughout the year and upon request. New programs are frequently added to our curriculum!

- Accountability that Works
- Coaching: Bringing Out the Best in Others
- Cultivating Productive Relationships
- Delegating for Results
- Driving Innovation from the Inside Out
- Getting Started as a New Leader
- Generational Differences
- Giving and Receiving Constructive Feedback
- Handling Emotions under Pressure
- Healing Customer Relationships
- Launching and Refueling Your Team
- Leadership for the Public Sector
- Leading Change
- Making Effective Decisions
- Managing Performance Problems
- Problem Solving Strategies for Team Leaders
- Redirecting Employee Performance
- Resolving Conflict
- The Role of Ethics in the Workplace
- 7 Habits Fundamentals
- 7 Habits for Managers
- Working Together

...and MORE

We welcome the opportunity to speak with you about any of our programs, or discuss other ways to help your organization survive and thrive!

Contact us at (573) 526-4554
or 751-4514

Find us on the web at
www.training.oa.mo.gov

Open Enrollment Workshops October – December 2012

Important Information

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

REGIONAL WORKSHOPS

NORTHWEST REGION



NOVEMBER 7
**LEADERSHIP STYLES
AND CONFLICT MANAGEMENT**
8:30 A.M. – 4:30 P.M., \$125.00
600 NE Colbern Road
Room 255
Lee's Summit

NORTHEAST REGION



OCTOBER 16
ACCOUNTABILITY THAT WORKS!
10:00 A.M. – 3:00 P.M.
Special Price - \$75.00
14301 South Outer Road 40
Room 207
Chesterfield

SOUTHWEST REGION



OCTOBER 25
THE 5 WAVES OF TRUST
10:00 A.M. – 3:00 P.M.
Special Price - \$75.00
3025 East Kearney Street, Conference Room 2
Springfield

SOUTHEAST REGION



OCTOBER 11
PEOPLE SKILLS FOR PUBLIC PEOPLE
8:30 A.M. – 4:30 P.M., \$125.00
760 S. Kingshighway, Suite C
Cape Girardeau

WEBINARS

Available in all Regions:

BE PROACTIVE:

USING YOUR RESOURCEFULNESS AND INITIATIVE TO GET THINGS DONE

October 12 & December 12
10:00 A.M. – Noon, \$79.00

BEGIN WITH THE END IN MIND:

DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE
November 2, 10:00 A.M. – Noon, \$79.00

RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK
December 11, 10:00 A.M. – Noon, \$79.00

RESOLVING GENERATIONAL CONFLICT:

UNDERSTANDING AND NAVIGATING GENERATIONAL DIFFERENCES AT WORK
October 30, 10:00 A.M. – Noon, \$79.00

TIME CHALLENGED

October 9, 10:00 A.M. – Noon, \$79.00

NEW Computer Skills Webinars

OUTLOOK 2007: MAIL AND CALENDAR TIPS

October 24
9:00 AM – 10:00 AM, \$25

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

December 19
9:00 AM – 10:00 AM, \$25

OUTLOOK 2010: MAIL AND CALENDAR TIPS

November 28
9:00 AM – 10:00 AM, \$25



CENTRAL REGION WORKSHOPS

JEFFERSON CITY

LEADERSHIP AND INTERPERSONAL DEVELOPMENT TRAINING

Workshops in Jefferson City are held in Room 430 of the Truman Office Building unless stated otherwise

OCTOBER

- 4 **Project Management**, 8:30 – 4:30, \$95.00
- 16 **Supervisory Liability**, 8:30 – 4:30, \$95.00
- 18 **Insights Discovery Profile**, 8:30 – 12:30, \$95.00
- 23 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25.00

NOVEMBER

- 2 **Enhancing Your Telephone Skills**, 8:00 – Noon, \$89.00
- 2 **Dealing with Difficult Customers Over the Phone**, 1:00 – 5:00, \$89.00
- 8 **Grammar and the Spoken Language**, 8:30 – 12:30, \$95
- 14 **PERforM Employee Appraisal System**, 8:30 – 4:30, \$75.00
- 27 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25.00
- 29 **The Payoff Principle with Dr. Alan Zimmerman**, 8:30 – 4:30, \$149.00, Governor Office Building, 200 Madison Street, Room 450

DECEMBER

- 4 **2012 Employment Issues Update**, 9:00 – 4:00, \$139.00, Governor Office Building, 200 Madison Street, Room 450
- 5-6 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$99.00
- 18 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25.00

TECHNICAL AND COMPUTER SKILLS TRAINING

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

OCTOBER

- 2 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 4 **Excel 2007 Introduction**, 8:00 – 4:00, \$95.00
- 9 **MOBIUS**, 8:00 – 4:00, \$95.00
- 10 **Outlook 2007: Level 2**, 8:00 – 4:00, \$95.00
- 11 **Access 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 16 **PowerPoint 2007 Introduction**, 8:00 – 4:00, \$95.00
- 18 **Access 2007 Advanced**, 8:00 – 4:00, \$95.00
- 23 **Access 2010 Introduction**, 8:00 – 4:00, \$95.00
- 25 **Excel 2010 Introduction**, 8:00 – 4:00, \$95.00
- 30 **Word 2007 Intermediate**, 8:00 – 4:00, \$95.00

NOVEMBER

- 1 **SAM II Financial: Introduction**, 8:00 – 4:00, \$95.00
- 6 **Access 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 13 **SAM II Financial: Fixed Assets**, 8:00 – 4:00, \$95.00
- 14 **Outlook 2010: Level 1**, 8:00 – 4:00, \$95.00
- 15 **SAM II Financial: Purchase Order Processing**, 8:00 – 4:00, \$95.00
- 20 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95.00
- 27 **Excel 2007 Advanced**, 8:00 – 4:00, \$95.00
- 29 **Access 2010 Advanced**, 8:00 – 4:00, \$95.00

DECEMBER

- 4 **Word 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 6 **SAM II Payment Voucher/Vendor Invoice Processing**, 8:00 – 4:00, \$95.00
- 11 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95.00
- 12 **Outlook 2010: Level 2**, 8:00 – 4:00, \$95.00
- 13 **Word 2007 Advanced**, 8:00 – 4:00, \$95.00
- 18 **Access 2007 Introduction**, 8:00 – 4:00, \$95.00
- 20 **PowerPoint 2007 Intermediate**, 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.

Phone:

(573) 751-4514

(573) 526-4554

E-Mail:

Teresa.Sheridan@oa.mo.gov

Fax:

(573) 751-8641

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

Application for Enrollment

You can register for a workshop in several ways:



Enroll on-line at:

www.training.oa.mo.gov



Mail this application to:

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



Fax this application to:

(573) 751-8641

Name of Course _____

Date of Course _____

Participant's Name _____

Job Title _____

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

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

SECTION A: FOR MISSOURI STATE GOVERNMENT EMPLOYEES

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

Department/Agency _____

Division _____

Section _____

Agency Address _____

Name of Supervisor _____

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

Agency/Business _____

Agency/Business Address _____

E-Mail Address _____ Phone _____



STATE OF MISSOURI
CENTER FOR MANAGEMENT AND PROFESSIONAL DEVELOPMENT
FOUNDATIONS

TRAINING CALENDAR FOR OCTOBER, NOVEMBER & DECEMBER 2012