

LEADERSHIP FOUNDATIONS

CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT
WORKSHOPS AND WEBINARS FOR LEADERS

**Join our Conference on
Leadership and Innovation**

Coming to Lee's Summit

**REGIONAL CLASSES
TO SAVE TIME AND \$\$\$**

**Online Learning
That Works for You**

LIGHTING
THE

FIRE

To ignite the talent
and passion of others
you must be fully engaged

YOURSELF!

Oct
Nov
Dec

2011

Stephen R. Covey has said that "leadership is communicating to people their worth and potential so clearly that they come to see it in themselves." Great leaders create a culture that releases the highest contribution of people to achieve their team's purpose. Invest in your ability to lead others by attending one of our programs and leave with lasting tools that will help you keep your team's fire burning bright!



**LET US INSPIRE YOUR CURRENT AND POTENTIAL
LEADERS ON THEIR JOURNEY TO EXCELLENCE.**

www.training.oe.mo.gov

STATE OF MISSOURI Center FOR MANAGEMENT AND Professional Development

Building *Strong Leaders* for Missouri

To aid and enhance the productivity and economic growth of Missouri businesses and public entities, the **Center for Management and Professional Development** within the State Division of Personnel is ready to help private sector businesses and government entities cultivate and enhance the management skills of their current and potential leaders through the delivery of innovative, participant-centered training programs.

Our programs establish a foundation for long-term success through the development of skilled supervisors, managers and team leaders who – through their efforts – and the efforts of the employees they lead, create a stronger Missouri.

In addition to creating and providing customized workshops and webinars, the Center also conducts training programs developed by other world class training leaders that include: *Achieve Global, Development Dimensions International, The Center for Leadership Studies, FranklinCovey*, and others. Together, these programs provide a rich, affordable curriculum from which critical leadership skills can be encouraged.

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

Good People are *Great* for Business!

How much more does a high performer generate annually than an average performer?



Source: McKinsey's War for Talent 2000 survey of 410 corporate offices at 35 US companies

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



The Center for Management and Professional Development encourages businesses and entities to value and realize the benefits that increasing leadership competency 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.

Leadership training prepares current and future supervisors and managers to handle the challenges present in any organization in both good and bad times – things like goal setting and execution, creating and maintaining a culture of trust, decision making, communication and other day-to-day employee challenges that, left unresolved, can potentially derail any forward momentum the business hopes to sustain or achieve.

The Center for Management and Professional Development 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.

e-learning

Webinar workshops delivered to your desktop

The Center for Management and Professional Development is ready to provide world-class training to supervisors, managers and team leaders no matter where they live or work through two 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 team issues.

All webinars feature *live* 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

Our webinars come to you via Adobe Connect Pro, a leading provider for web conferencing and e-learning. 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.

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 17, 10:00 AM - Noon

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 18, 10:00 AM - Noon

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.

December 13, 10:00 AM - Noon

Special Price! \$50

Other available webinars not scheduled this quarter include:

- Be Proactive:**
Using Your Resourcefulness and Initiative to Get Things Done
- Business Writing Skills:**
Getting Your Point Across with Power and Influence
- The Clarity Imperative**
- Communication Skills for the Manager**
- Diversity: The Power of Perception**
- Preventing Sexual Harassment**
- Relationship Trust:**
Building Strong Teams and Relationships at Work

CONFERENCE ON

Leadership & Innovation

Coming to Lee's Summit
November 9



You Decide

Two distinct TRACKS will allow you to design the conference you need. Move in and out of either track to get the program that's right for you. It's your conference. It's your day!

REGISTRATION: 7:30 AM – 8:30 AM

OPENING SESSION: 8:30 AM – 9:00 AM
Get Ready, Get Set. GO!

TRACK 1 Building Your Leadership Skills	TRACK 2 Championing Change and Innovation
Speak So Others Can Follow 9:15AM – 10:30AM	Look Ahead with Confidence 9:15AM – 10:30AM
Build a Foundation of Trust 10:40 AM – Noon	Spark Creativity 10:40 AM – Noon
Define the Job to be Done 1:00PM – 2:20 PM	Value the Contribution of Each Team Member 1:00PM – 2:20 PM
Lead Situationally 2:30PM – 3:50 PM	Plan the Work and Work the Plan 2:30PM – 3:50 PM

CLOSING SESSION: 4:00 PM – 4:30 PM
Clear the Path to Performance and Innovation:
What Teams Need from Their Leaders

Our conference will be full of real life examples, practical methods and techniques that you can put to work immediately to enhance your team and your leadership skills. Whether you're an experienced leader looking for new ways to make innovation happen—or a new or aspiring manager who wants to build your leadership role, this conference is for you.

Learn more at: www.training.oa.mo.gov

“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

myquickcoach

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

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

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

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

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.

Investment
\$129.00

Price Includes:

- All participant materials
- Catered lunch and snacks
- 15% discount voucher for a future Center program
- Access to a great day of learning!



Facsimile of a MyQuickCoach learning portal playing a lesson from Dr. Chip Bell.

Let MyQuickCoach work for you!

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 about *MyQuickCoach*, visit www.training.oa.mo.gov/MyQuickCoach/ or contact the Center.

Ask about group discounts!

LEADERSHIP FOR THE PUBLIC SECTOR

GREAT LEADERS. GREAT TEAMS.
GREAT RESULTS!



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

THE 7 HABITS for Managers WORKSHOP

MANAGING YOURSELF, LEADING
OTHERS, UNLEASHING POTENTIAL

No organization has ever become great without exceptional leaders - leaders who can connect the efforts of their team to the critical objectives of the organization, who can tap the full potential of each individual on their team, who can align systems and clarify purposes, and who can 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 the organization's highest priorities.

Leadership for the Public Sector is a powerful 2-day program that addresses three challenges leaders face every day:

- 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

In addition, leaders will 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 - attracting, 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

Competency: Workforce Management

December 8 - 9

\$325

These days, the demands of leadership are more complex than ever. More and more, organizations are seeking ways to develop leaders with not only competence, but character as well.

The 7 Habits for Managers Workshop is a 2-day learning experience that applies insights and tools from *The 7 Habits Fundamentals Workshop* specifically to the challenges facing managers today. Current and future managers learn to leverage hidden resources, define their contribution, hold team members accountable, give constructive feedback, and unleash the potential of their team to achieve crucial goals. The workshop also offers a means of preparing new and future leaders upon a foundation of character and effectiveness, thus deepening the "bench strength" of the organization. New and experienced leaders who attend this workshop will receive a set of "tools" that can help them:

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

Tools for Highly Effective Managers

The workshop follows a reinforced learning process that includes:

- A rich, comprehensive guidebook
- Award winning videos illustrating key concepts
- A 131 page *Management Essentials* book with insights on the role of the manager and answers to frequently asked questions
- An Audio CD with Stephen Covey explaining how The 7 Habits apply to managers
- Paper and electronic versions of the tools used in the workshop

For Consideration:

To deepen understanding of the 7 Habits principles and to build a foundation of individual effectiveness, participants are *encouraged* to attend *The 7 Habits Fundamentals Workshop* **before** attending the *7 Habits for Managers Workshop*.

Competency: Influencing and Integrity

October 4 - 5

Cost: \$175.00

Special Program: ADA Compliance and Best Practices

Program Description

Under the ADAAA and the recently issued final ADAAA regulations, disability discrimination and failure to accommodate claims are already on the rise. It is now more important than ever to have a sound ADA compliance program in place. This session will provide:

- An overview of the impact of the ADAAA on workplace practices and HR policies
- Best practices for handling requests for accommodation and fitness for duty issues
- Practical tips for documenting compliance efforts
- Insights on the effect of the ADAAA on compliance with other laws (such as FMLA and Pregnancy Discrimination Act)



Our Presenter:

Sue K. Willman, JD, SPHR



Sue Willman is a member of **Spencer Fane Britt and Browne, LLP** in Kansas City with 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.

November 1, 2011

8:30AM - 12:30PM
Governor Office Building
Room 450 (Ballroom)
200 Madison Street
Jefferson City, Missouri
\$149.00

Enroll online at
www.training.ia.mo.gov

Descriptions on the following pages are provided for many of the upcoming workshops offered by the Center for Management and Professional Development.

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

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

Accountability that Works

October 25, \$95

Accountability

This 4-hour workshop presents a simple-to-use method of accountability common to all tasks. When managed properly, this method of accountability 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

Jefferson City: October 12-13, \$99

Springfield: October 19-20, \$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.

Communication Skills for the Manager

Cape Girardeau: December 6, Special Price \$50

Verbal Communication & Influencing

This 4-hour class reviews eight words that form a basis for a sound start in communication and how implied power and perceived power can influence the sending and receiving of information. The class demonstrates how using a simple communication tool, the JoHari Window, can enhance the communication process. Additionally, the class helps managers focus on unleashing their team's talent by encouraging them to “seize the moment” in daily communication.

Grammar and the Spoken Language

October 6, \$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.

TELEPHONE SKILLS TRAINING FOR OFFICE SUPPORT STAFF

Attend both programs and SAVE!
Attend one program for \$89
Attend both programs for only \$149

Enhancing Your Telephone Skills

November 1, 8 AM – Noon
Special Price! \$89.00

This 4-hour 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 you and your organization. Participants learn to speak with an effective telephone voice, use effective call greetings as a caller and a receiver, and practice good telephone manners using appropriate language during telephone conversations. Participants will also learn how to use effective approaches to handle special telephone tasks like call transfers, taking messages, putting others on hold, interruptions and unintentional disconnects.

Dealing with Difficult Customers over the Phone

November 1, 1 PM – 5 PM
Special Price! \$89.00

It's happened to every customer service provider, they answer the phone or say hello and the customer seems angry or upset right from the start. It's easy to fall into the trap of taking things personally and becoming defensive, angry, or obstinate in response. 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.

PERforM

November 16 and December 1, \$75
Workforce Management

This 1-day workshop provides supervisors with information regarding the purpose, objectives and phases of the *Productivity, Excellence and Results for Missouri* (PERforM) appraisal system and the employee performance cycle to help them confidently and successfully guide, develop and evaluate the work of their employees.

Preventing Sexual Harassment

December 15, \$75
Workforce Management

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

Preventing Workplace Violence

November 3, \$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.

Redirecting Employee Performance

Chesterfield: November 2
Special Price \$50

Influencing

This 4-hour workshop gives participants an opportunity to use an effective diagnostic tool to identify the root cause of performance deficiencies. During the session, participants will have an opportunity to use this diagnostic tool to determine why an employee may not be performing as expected, and share and discuss strategies to determine an effective course of action to ensure that each employee is performing as expected and according to the goal, vision and values of his or her organization.

Role of Ethics in the Workplace

November 15, \$95
Integrity

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

Supervisory Liability

Lee's Summit: October 4, \$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 This Fall!

Challenging NEGATIVE Attitudes

October 18, \$95

Influencing & Self-Direction

All too often, even the most confident of managers can struggle to turn things around when negative attitudes exist within their work team. Negative employee attitudes can run the gamut, be triggered by a variety of situations, and can unfortunately be infectious. This 4-hour 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

Didn't find what you're looking for?

The Center for Management and Professional Development offers a variety of programs designed to build and enhance specific managerial competencies.

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

- Adaptive Leadership
- Delegating for Results
- Diversity and the Global Workforce
- Driving Innovation from the Inside Out
- Getting Started as a New Leader
- Generational Differences
- Giving and Receiving Constructive Feedback
- Grammar and the Spoken Language
- Handling Emotions under Pressure
- Healing Customer Relationships
- Launching and Refueling Your Team
- Leadership for the Public Sector
- Leading High Performance Teams
- Life IS a Series of Presentations
- Managing Performance Problems
- Preventing Sexual Harassment
- Problem Solving Strategies for Team Leaders
- Thinking Outside the Box
- 7 Habits for Managers

...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.oe.mo.gov

Open Enrollment Workshops October – December 2011

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



OCTOBER 4
Supervisory Liability
8:30 A.M. – 4:30 P.M.
\$95.00
1600 NE Colbern Road
Room 255
Lee's Summit

NOVEMBER 9
Conference on Leadership & Innovation
8:30 A.M. – 4:30 P.M.
\$129.00
1600 NE Colbern Road
Room 136
Lee's Summit

NORTHEAST REGION



NOVEMBER 2
Redirecting Employee Performance
8:30 A.M. – 12:30 P.M.
Special Price - \$50.00
14301 South Outer 40
Room 207
Chesterfield

SOUTHWEST REGION



OCTOBER 19-20
Basic Supervision
8:30 A.M. – 4:30 P.M. (Both days) \$99.00
3025 West Kearney
Room 2
Springfield

SOUTHEAST REGION



DECEMBER 6
Communication Skills for the Manager
8:30 A.M. – 12:30 P.M.
Special Price - \$50.00
760 S. Kingshighway, Suite C
Cape Girardeau

WEBINARS

Available in all Regions:

**BEGIN WITH THE END IN MIND:
DEFINING YOUR CONTRIBUTION AND LEADING WITH PURPOSE**
November 17, 10:00 A.M. – Noon
\$79.00

**RESOLVING GENERATIONAL CONFLICT:
UNDERSTANDING AND NAVIGATING GENERATIONAL DIFFERENCES AT WORK**
November 18, 10:00 A.M. – Noon
\$79.00

TIME CHALLENGED
December 13, 10:00 A.M. – Noon
Special Price \$50.00

You already know that people development equals greater staff retention and a healthy and harmonious workplace. But how do you support your team with learning and training that adds value to both individuals and your organization? The Center for Management and Professional Development is ready to help you find the right program to develop great people and build strong teams in your organization.

We can bring the training to you!

No travel arrangements to make and pay for team members.

No unnecessary travel time away from work.

Contact us at 573.526.4554 or 751.4514 to discuss your training needs and pricing options.



CENTRAL REGION WORKSHOPS

JEFFERSON CITY

All open enrollment workshops in Jefferson City are held in Room 430 of the Truman Office Building unless stated otherwise.

OCTOBER

4 - 5TH

THE 7 HABITS FOR MANAGERS

8:30 - 4:30
\$175.00

6TH

GRAMMAR AND THE SPOKEN LANGUAGE

8:30 - 12:30
\$95.00

12 - 13TH

BASIC SUPERVISION

8:30 - 4:30 (Both days)
\$99.00

18TH

CHALLENGING NEGATIVE

ATTITUDES
8:30 - 12:30
\$95.00

25TH

ACCOUNTABILITY THAT WORKS

8:30 - 12:30
\$95.00

NOVEMBER

1ST

ADA COMPLIANCE AND BEST PRACTICES

8:30AM - 12:30PM
Governor Office Building
Room 450 (Ballroom)
200 Madison Street
Jefferson City
\$149.00

1ST

ENHANCING TELEPHONE

SKILLS
8:00 - Noon
\$89.00

1ST

DEALING WITH DIFFICULT CUSTOMERS OVER THE PHONE

1:00 - 5:00
\$89.00

3RD

PREVENTING WORKPLACE VIOLENCE

8:30 - 12:30
\$95.00

15TH

THE ROLE OF ETHICS IN THE WORKPLACE

8:30 - 12:30
\$95.00

16TH

PERFORM EMPLOYEE PERFORMANCE PLANNING AND APPRAISAL

PROCESS
8:30 - 4:30
\$75.00

DECEMBER

1ST

PERFORM EMPLOYEE PERFORMANCE PLANNING AND APPRAISAL

PROCESS
8:30 - 4:30
\$75.00

8 - 9TH

LEADERSHIP FOR THE PUBLIC SECTOR

8:30 - 4:30 (Both Days)
\$325.00

15TH

PREVENTING SEXUAL HARASSMENT

8:30 - 12:30
\$75.00

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.Maher@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 2011