

COMPUTER SKILLS TRAINING
FOR YOUR PROFESSIONAL DEVELOPMENT NEEDS

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

LEADERSHIP
FOUNDATIONS
CENTER FOR MANAGEMENT & PROFESSIONAL DEVELOPMENT

**Getting
Things
Done**

Our programs can prepare you and your team to do the extraordinary. Look inside to see how we can help you!

Resilience

How to Keep Going When the Going Gets Tough

GB@GB

Getting Better at Getting Better

**Why We Struggle with
Tough Decisions**



Workshops and
Webinars for the
LEADER IN EVERYONE

www.training.oa.mo.gov

MANAGING
TENSE
MOMENTS
STUDY
HALL

S E R I E S

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

Apr
May
Jun
2015



“...courage sometimes means taking a path you might not ordinarily take to achieve extraordinary results – and become a person who gets things done on their own or through others.”

This Issue's Power Point

Getting Things Done

In a recent issue of *Print* magazine, Matias Delfino, a graphic designer for the United Nations said: “No matter what you're doing, some part of your brain is trying to find a solution.” That resonated with me because when it comes down to it, I think that's what most of us are doing each day at work...trying to find solutions to get things done...and not just for something we may be working on, but often in a larger sense, for our team, organization or business too.

No matter what your role is as a workplace contributor, this probably rings true for you. After all, who among us hasn't worried at some point about getting things done on time, making a difference, or staying on top of our game?

Unfortunately, if we let the demands of our job consume us without taking the time to “sharpen the saw,” our plan to accomplish something meaningful can turn into more of a pipedream than reality.

One of the things we're proud of at the Center for Management and Professional Development (Center) is our ability to help people achieve and succeed. Our training classes and webinars present solutions that help you make productive, meaningful and rewarding work contributions. We see firsthand how our programs help people overcome obstacles that may prevent them from doing what they want or need to do to be successful.

George F. Tilton is attributed with saying, “Success is never final and failure never fatal. It's courage that counts.” In my experience, courage sometimes means taking a path you might not ordinarily take to achieve extraordinary results – and become a person who gets things done on their own or through others. Courage can also mean being willing to explore and find new ways to do important things. This should always be part of our professional journey.

At the Center, we believe this too. That's why we're constantly reinventing ourselves by offering new training classes that can help you in different areas of your work and life. For example, in this calendar you'll learn about new programs that include “How Full Is Your Bucket,” based on the bestselling book of the same name, “Resilience: How to Keep Going when the Going Gets Tough,” “Why We Struggle with Tough Decisions,” and “Getting Better @ Getting Better,” focusing on the importance of continual performance management. We're also offering a new LiveClicks webinar on “Self Trust” to increase your credibility and influence at work.

I hope you'll consider attending some of these programs or others we're offering to see firsthand how they can help you get things done.

I wish you all the best on your professional journey.



Allan Forbis
Director, Center for Management and Professional Development



We're helping to build a strong Missouri

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

Leadership and Interpersonal Communication

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

Technical and Computer Skills

The Center's technical and computer skills programs help learners from all businesses and organizations increase their proficiency in Microsoft Office programs and other specialized software applications. In addition, the Center's computer training labs allow other organizations and businesses to bring their employees together in a pre-prepared training environment to increase staff proficiency in specialized or organizational specific software programs.

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

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

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

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

The Center serves as an affordable resource to help leaders:

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

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

Information Technology and Computer Skills Training

The technical and computer skills training you need—all at affordable pricing!



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

Our computer training facility has three training rooms, each fully equipped with computers that are networked and connected to the Internet and the State Data Center. The instructor’s computer can be projected on a screen to facilitate ease of instruction and increase each learner’s ability to comprehend the instruction provided.

Learners can attend **Microsoft Office Desktop Classes** that include:

- Access
- PowerPoint
- Excel
- Word
- Outlook
- and other software programs

E-learning sessions are also available.



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.

SAM II TRAINING PROGRAMS FOR MISSOURI STATE GOVERNMENT AGENCIES

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

SAM II HR TRAINING programs are also available and include:

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

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



New! Open Labs

FOR
Microsoft Applications

THE GOAL OF OUR OPEN LABS CONCEPT IS SIMPLE:

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

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

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

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

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

Coming Up...

ACCESS OPEN LAB

June 26
1738 E. Elm Street, Lower Level
Jefferson City
9:00 AM - 11:30 AM
COST: \$50

According to the Information Technology and Innovation Foundation, investments in technology and training can produce gains in productivity three to five times greater than other investments because it allows employees to do their jobs - better and faster.

While we offer some online computer training options, our experience has shown us that learners often need to have access to more tactile learning opportunities for a successful transfer of learning to occur. That’s why the majority of our computer skills classes are hands-on and instructor led. Many of our **Microsoft Office** classes also offer three course levels:

- Introduction
- Intermediate
- Advanced

This allows the learner to continue enhancing their skill set when they are ready, and when it is most needed. It’s all part of ongoing learning - *one step followed by another.*

FEATURE PROGRAM

MICROSOFT EXCEL

PUT THE POWER OF EXCEL TO WORK FOR YOU

Whether you’ve been working with Microsoft Excel for some time, or new to this powerful spreadsheet application, chances are you’ve only scratched the surface of what this program can do for you.

Our **Microsoft Excel** courses are very popular because each specific class - *Introduction, Intermediate* and *Advanced* focuses on specific development areas of increasing complexity.

No matter what type of user you are, the techniques you’ll learn in our programs will make your job easier and increase the sophistication of your data reporting and analyzing. If you’ve ever been frustrated using Excel because you knew there had to be a better way of accomplishing your tasks, you’ll soon be on your way to getting more done - and more efficiently with the skill building components our programs provide.

EXCEL 2007

Introduction - May 19
Intermediate - June 2
Advanced - June 23

EXCEL 2010

Introduction - April 7
Intermediate - April 21
Advanced - May 5

COST: \$95.00
East Elm Campus
Jefferson City



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

eLearning

WEBINARS delivered to your desktop

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

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

Key Benefits:

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

April – June 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.

April 24, 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.

April 10, 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; how to write faster with more clarity; and gain skills for revising and fine-tuning documents from emails to manuals.

June 5, 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.

May 1, 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 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.

May 15, 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.

June 12, 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.

May 22, 10:00 AM – Noon, \$79

NEW! Self Trust:

Increasing Your Credibility and Influence at Work

In a work setting of low trust, people's unseen agendas or motivations generate suspicion and ultimately hinder getting things done. However, when individuals and their leaders trust each other—and are trusted by others—team objectives are more easily accomplished. This LiveClicks webinar helps individual contributors and leaders identify and address "trust gaps" in their own personal credibility, and in their relationships at work. Participants discover how to avoid the costs of low trust, build confidence in themselves, restore trust with others, and act with integrity.

June 26, 10:00 AM – Noon, \$79

Webinars to Enhance Your Computer Skills

Excel 2007: Working with Navigation, Formulas and Simple Functions

This 2-hour Advantage webinar designed for Excel 2007 users provides skill building strategies to increase the learner's understanding of Excel navigation features and proficiency in the use of formulas and simple functions. Learning areas include: becoming familiar with the Excel 2007 screen; using the Excel 2007 Ribbon; using your cursor; selecting a range of cells in Workbook; entering data into Worksheet; and performing calculations using simple formulas and functions.

April 16, 9:00 AM – 11:00 AM, \$50.00

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.

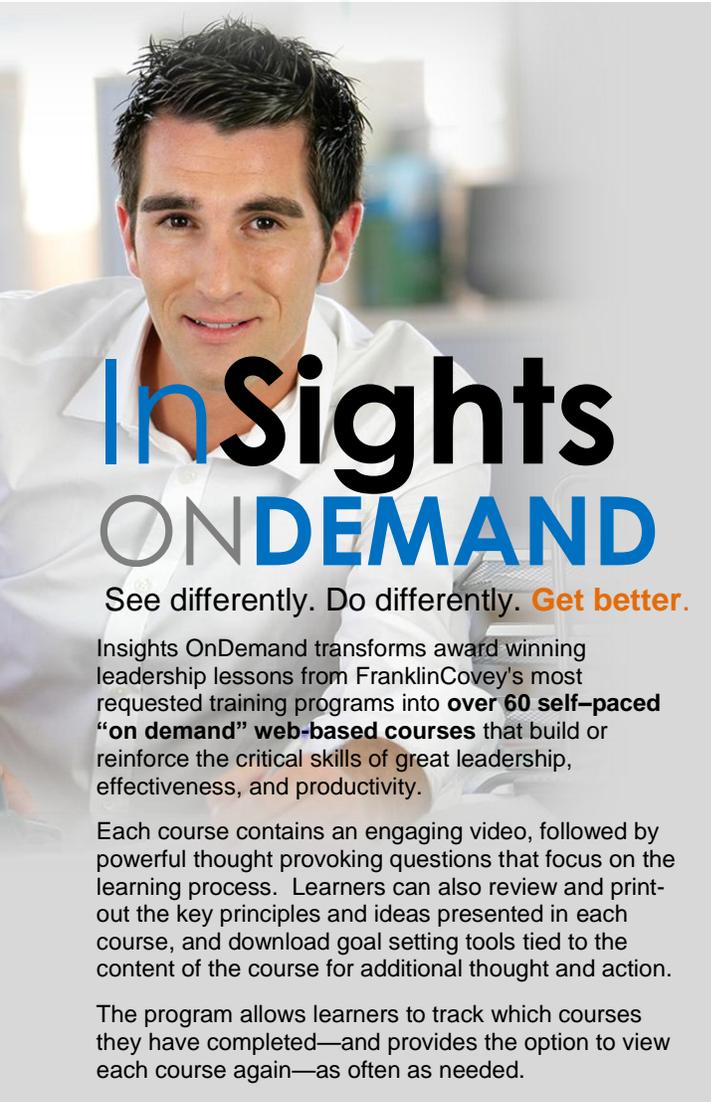
June 24, 9:00 AM – 10:00 AM, \$25

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

May 20, 9:00 AM – 11:00 AM, \$50



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 Critical Development Areas that Include:

- Communication
- Conflict Management
- Customer Service
- Innovation & Creativity
- Managing Change
- Productivity, Vision & Purpose
- Problem Solving
- Leadership & Team Building
- Trust & Integrity

...and more!

Obtain a *1 year subscription for \$85.
**1 year from the date of activation*
Each subscription includes 4 hours of Management Training Rule Credit.



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



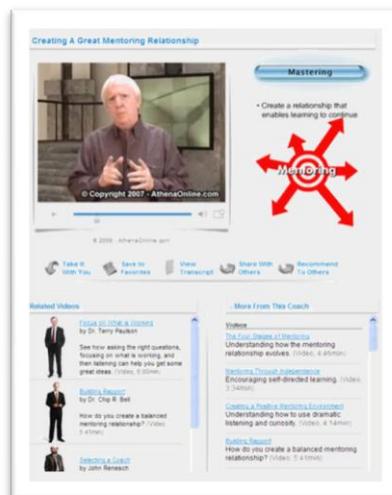
A WORLD-CLASS online coaching system sponsored by the Center for Management and Professional Development

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.



Ask about group discounts!

Obtain one year of 24/7 access to some of the world's best business coaches for \$125*

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

MANAGING TENSE MOMENTS

A New STUDY HALL

S E R I E S

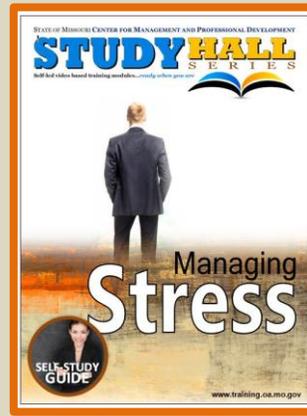
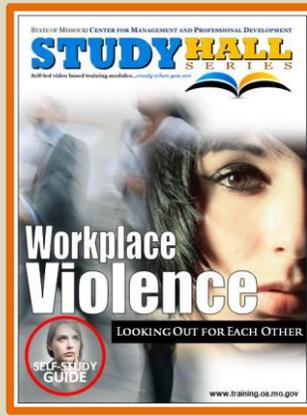
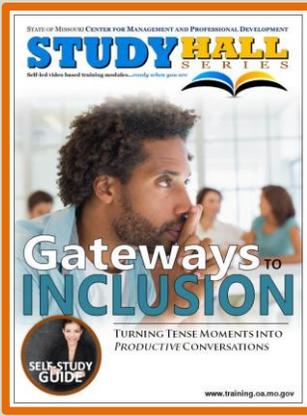
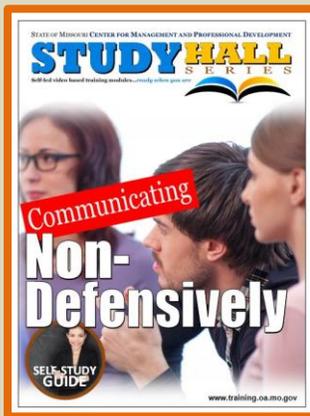
Self-led training modules...ready when you are

It's probably **NOT** the Study Hall you remember from school, but these “study-on-your-own” lessons are sure to make a difference in your success as a leader and workplace participant.

Each on-demand lesson includes a video you'll watch online and a study guide to help you put the information in the video to good use. The questions in the study guide will encourage you to think about 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 lesson makes the point that all of us must be responsible for how we deliver and receive messages, as well as the symptoms and consequences of inappropriate defensiveness.

Improve teamwork and productivity by learning how to effectively handle diversity-related tension while modeling respectful communication – a key competency for today's workplace

Learn about forms of workplace violence, such as threats, intimidation, harassment, and cyber-bullying – behaviors that can be precursors to physical violence; then discover how to spot warning signs, and defuse potentially violent situations through compromise, collaboration and avoidance.

This lesson shows how people are vulnerable to stress, especially in positions which carry more responsibility than authority, or lack the support they may need. You will also discover how stress can be caused by our own personality or anxieties; and receive positive approaches to alleviate anxiety, for yourself and others on your work team.

ALSO AVAILABLE: The **LEADERSHIP SERIES** that consists of the following four lessons:

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

Take any lesson for \$20, or each series of 4 lessons for \$75.

Each lesson provides one hour of Management Training Rule credit.

Go ahead. Take your seat.

Develop confidence, support networks, achievable goals, and stress management skills to take charge of the challenges in your life...and help others to do the same.

Resilience

How to Keep Going When the Going Gets Tough

Conflict, change, and stress are a regular part of everyday organizational life. The key to employee survival is resilience, and the ability to bounce back after adversity. Being resilient doesn't prevent tough challenges from happening, but it does provide individuals with the strength and wherewithal to recover and move on time and time again.

Developing resilience is a lot like engineering a building to withstand an earthquake. It requires a solid foundation and a flexible structure that won't crack or crumble under pressure.

Resilience is the ability to cope with change, and it is a large predictor of our success at work, as well as our overall satisfaction with life. It gives us the ability to adapt and "bounce back" in difficult circumstances in order to reach our goals. In human terms, it translates into self-esteem, connections with others, mental agility, and effective coping strategies. And, in today's rapidly changing world, it is an essential skill for both employees and supervisors.

This **4-hour** program offers individuals a blueprint for increasing anyone's resilience at work, and elsewhere. Aimed at developing confidence, support networks, achievable goals, and stress management skills, this program will help you take charge of the challenges in your life, and help others to do the same.

PROGRAM OBJECTIVES

Successful completion of this program will increase your ability to:

- Bounce back from adversity
- Build your self-esteem as a foundation of resilience
- Make and maintain connections to build resilience
- Accept and embrace change
- Use flexible thinking to overcome obstacles
- Implement stress management and relaxation strategies to maintain resilience

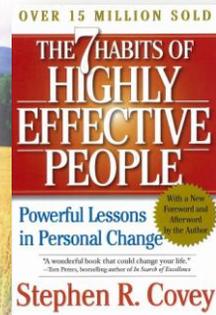
June 10

8:30 AM – 12:30 PM

Competencies: Flexibility & Self-Direction

Investment: \$125

THE 7 HABITS FUNDAMENTALS WORKSHOP



June 30

\$125

Self-Direction

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

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

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

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

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

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

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

What You'll Get:

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

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

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

Class dates, cost and associated competencies are in italics under each workshop title.

Basic Supervision

*Chesterfield, April 14 -15, \$99
Jefferson City, May 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 program will identify or improve strategies and practices necessary to every supervisor's job.

Business Writing

*June 16, \$95
Technical Knowledge & Written Communication*

While the type of service an agency or business delivers may be significantly different, clear, concise and effective communication methods among all individuals in the organization are arguably the most critical predictor of success. Yet, it is common to find poorly written memos, grammatically incorrect documents, and vague or incomplete sentences in reports in many organizations today. This 1-day workshop begins with a review of proper grammar, sentence structure, syntax and punctuation in business writing. This workshop also addresses the purpose, intent or goal of written communication in business and reviews the organization and written presentation of key concepts; and the use of rough and final drafts in business writing.

Communication Skills for the Manager

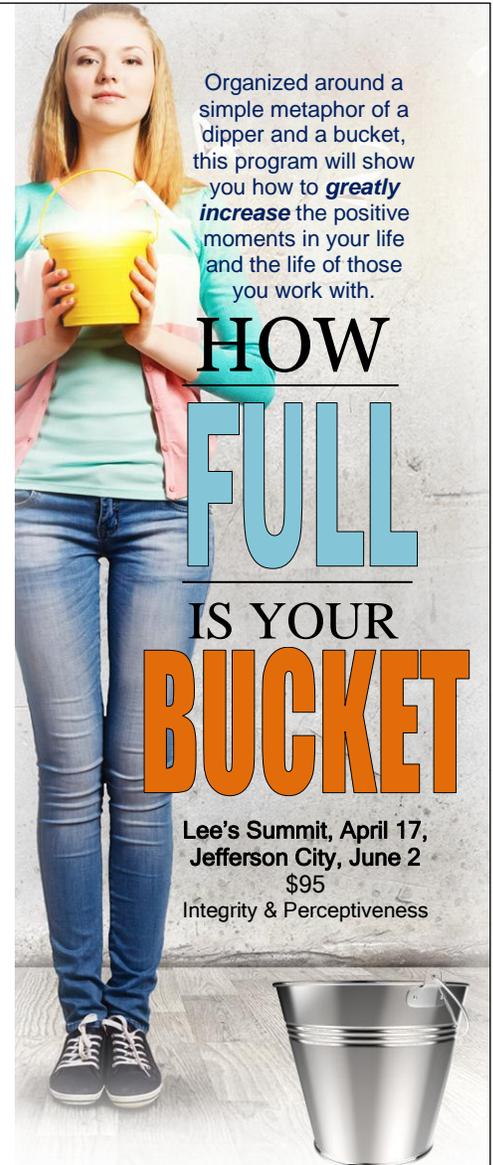
*Poplar Bluff, June 15, \$95
Verbal Communication & Influencing*

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 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.

Enhancing Customer Service Over the Telephone

*April 21, \$95
Customer Service & Verbal Communication*

More often than not, the telephone is still 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. Topics include using effective approaches to handle special tasks like call transfers, taking messages, putting others on hold, and interruptions. Learners will also receive strategies to deal with angry customers while remaining calm themselves.



Organized around a simple metaphor of a dipper and a bucket, this program will show you how to **greatly increase** the positive moments in your life and the life of those you work with.

HOW FULL IS YOUR BUCKET

**Lee's Summit, April 17,
Jefferson City, June 2
\$95
Integrity & Perceptiveness**

This highly interactive 4-hour program based on the #1 New York Times and Business Week bestseller, *How Full Is Your Bucket?* reveals how even the briefest interactions can affect working relationships, productivity, health and longevity. Grounded in years of research, this program will show you how to greatly increase the positive moments in your life and the life of those you work with.

Whether you are a manager, supervisor or employee, this program filled with discoveries, powerful strategies and engaging stories, will take a refreshing look at the way we behave at work, and inspire lasting changes for you and the people you work with EVERYDAY!

By attending this program, you can:

- Explore how the briefest interactions at work can affect your relationships, productivity, and physical well being.
- Foster cooperation in your work team by shining a light on what's right
- Receive strategies to immediately create a more positive work experience for your team and your organization.

Coaching Employees

ACHIEVING EXTRAORDINARY RESULTS THROUGH OTHERS

May 19
\$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





GETTING BETTER @ GETTING BETTER

APPLYING PRINCIPLES OF EFFECTIVE PERFORMANCE MANAGEMENT!

June 4

\$125, Accountability & Workforce Management

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

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

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

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

Learners will be able to:

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

The 5 Waves of Trust

April 23, \$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.

Grammar and the Spoken Language

May 27, \$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.

Insights Discovery Profile

April 29, \$95

Perceptiveness

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

It's Okay to Be the Boss

Springfield, June 24, \$95

Jefferson City, April 28, \$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 and supervisors. 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 can help the work team accomplish organizational goals each day to the next.

Juggling Multiple Priorities

June 9, \$125

Accountability & Self-Direction

Have you ever wondered, "How am I supposed to get all of this done? Reports, meetings, evaluations, proposals—and everything needs to be done NOW!" In order to decide what work is most important, you must know the specific outcomes you and your organization want, and then break those outcomes down into daily roles and responsibilities. This 1-day program examines many different approaches to time management and introduces new techniques to enhance your approach in different situations. Learners will receive tools to help them prioritize tasks, set boundaries, eliminate timewasters, and much more in this action packed program!



EXERCISING YOUR EMOTIONAL INTELLIGENCE

WORKING OUT A SMARTER HEART

May 21

\$125, Perceptiveness & Team Work

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

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

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

Successful participants will...

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

Transform your organization from the inside out... starting with yourself! Behave differently, create trust, and form strong relationships that ultimately lead to superior results and realized objectives.

THE 7 HABITS FOR Managers

MANAGING YOURSELF
LEADING OTHERS
UNLEASHING POTENTIAL

May 12 - 13, \$225
Influencing and Integrity

This 2-day program applies insights from best-selling book, "The 7 Habits of Highly Effective People" to the challenges facing managers today. Managers learn to leverage resources, define their contribution, hold team members accountable, give constructive feedback, and unleash the potential of their team to achieve crucial goals. The workshop can also develop new and future leaders with a foundation of character and effectiveness, deepening the "bench strength" of the organization. Learners receive 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 goals and follow through.
- Manage team performance through a balance of accountability and trust.
- Coach team members through candid and helpful feedback.
- Improve team decision-making skills by encouraging diverse viewpoints.

Focus on the 7 Habits in Three Ways:

MANAGING YOURSELF

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

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

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

LEADING OTHERS

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

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

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

UNLEASHING POTENTIAL

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

The workshop follows a reinforced learning process that includes:

- Award winning videos illustrating key points.
- A *Management Essentials* book with insights on the role of the manager.
- An Audio CD explaining how The 7 Habits apply to managers.
- Paper and electronic versions of the tools used in the workshop.

LEADERSHIP ON **Fast Forward**

Keeping up with the accelerating pace of change!

June 3

\$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

June 17, \$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.

Preventing Sexual Harassment

April 2, \$75
Workforce Management

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

Problem Solving Strategies for Team Leaders

May 20, \$95
Problem Solving

Problems come in every size imaginable and often arrive when you least expect them. How an organization responds to the unexpected can make a big difference in its delivery of products and services. Consequently, the ability to solve problems, whether individually or in a team, is an important skill for today's leaders. This full day workshop helps leaders develop their ability to recognize and solve problems through their own or group efforts in a variety of ways. Participants will discover how to combine problem-solving techniques with their natural creativity, and put both to work using the "creativity starters" presented in the class.

Supervisory Liability

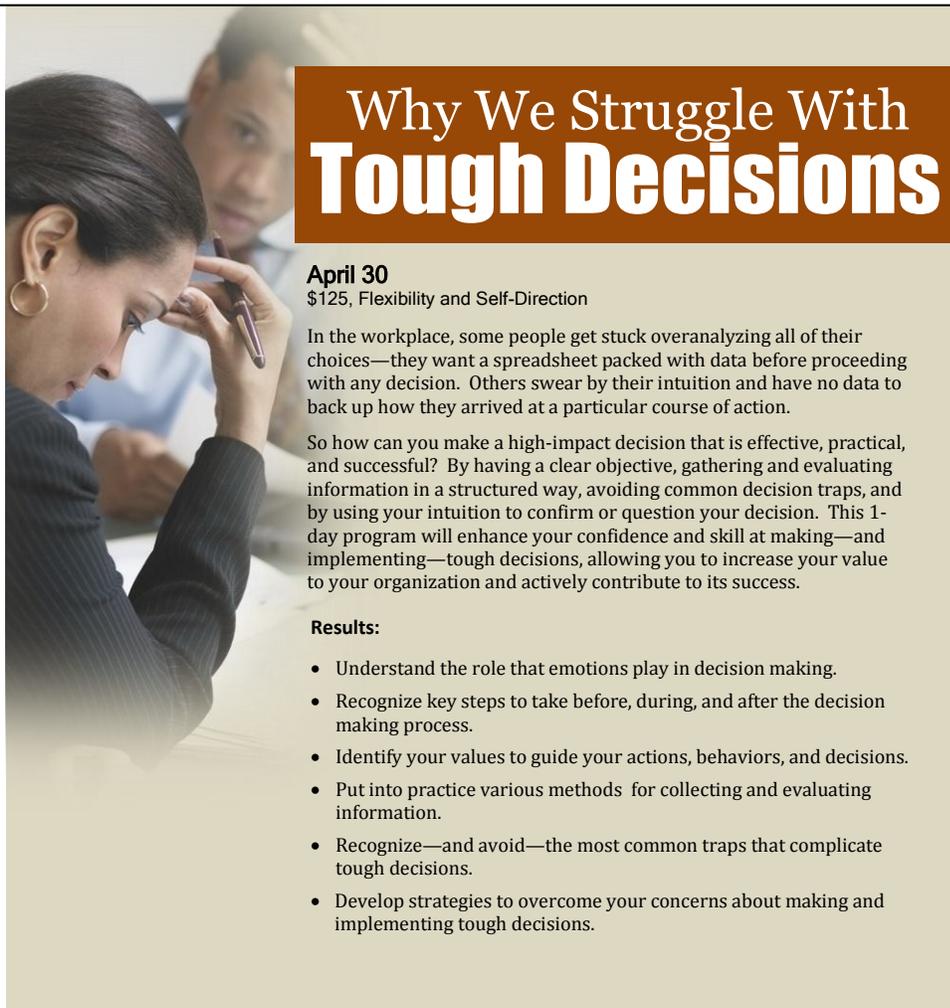
April 9, \$95
Accountability & Technical Knowledge

Managers are required to make consistent, informed decisions when addressing a broad range of employee issues. Unfortunately, even with the best intentions, errors in behavior or reaction while attempting to resolve an issue can result in misunderstanding and potential liability issues. Safe, informed decisions result in behaviors that are defensible in any legal challenge to them. That's why effective managers should understand the responsibility of their roles, and be aware of the implications involved in ignoring or not understanding the law. This 1-day program will discuss and review the legal responsibility or liability of management in government. EEOC, landmark cases, civil liabilities, employment liability, frivolous lawsuits, negligence and internal litigation are among the many topics discussed.

Thinking Outside the Box

June 23, \$95
Creative Thinking & Vision

In today's fast-paced, continually changing business world, you need powerful thinking skills to make decisions quickly – and more importantly – effectively. If you keep thinking in the same old way, you will arrive at the same old conclusions and leave behind a well-worn rut of business-as-usual decisions. To become successful, you must know why you think the way you do and how to use your natural thinking abilities to your best advantage. 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.



Why We Struggle With Tough Decisions

April 30
\$125, Flexibility and Self-Direction

In the workplace, some people get stuck overanalyzing all of their choices—they want a spreadsheet packed with data before proceeding with any decision. Others swear by their intuition and have no data to back up how they arrived at a particular course of action.

So how can you make a high-impact decision that is effective, practical, and successful? By having a clear objective, gathering and evaluating information in a structured way, avoiding common decision traps, and by using your intuition to confirm or question your decision. This 1-day program will enhance your confidence and skill at making—and implementing—tough decisions, allowing you to increase your value to your organization and actively contribute to its success.

Results:

- Understand the role that emotions play in decision making.
- Recognize key steps to take before, during, and after the decision making process.
- Identify your values to guide your actions, behaviors, and decisions.
- Put into practice various methods for collecting and evaluating information.
- Recognize—and avoid—the most common traps that complicate tough decisions.
- Develop strategies to overcome your concerns about making and implementing tough decisions.

Making the Business Case for Training

Investing in training is investing in your organization or business. There's a direct relationship between an organization's training programs and its growth, service orientation, competitiveness, and financial success.

In fact, according to research from the Association for Talent Development (ATD, formerly the Association for Training and Development, ASTD):

- Companies that invest in employee learning have higher productivity and growth than companies that do not.
- Employee training is a fundamental determinant of customer satisfaction, and the organization's ability to respond to internal and external challenges.
- Employee satisfaction with opportunities for learning and development is one of the most important predictors of whether an employee will stay with his or her current employer.
- Opportunity for training is one of the top three things people consider when deciding where they want to work.

Regardless of whether you are an employer or employee, the Center for Management and Professional Development can help you. Contact us today to discuss your training needs.

Open Enrollment REGIONAL TRAINING CLASSES April – June 2015

Important Information

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

NORTHWEST REGION



APRIL 17
HOW FULL IS YOUR BUCKET
10:00 A.M. – 3:00 P.M., \$95
Department of Natural Resources Building
500 NE Colbern Road
Lee's Summit

NORTHEAST REGION



APRIL 14 - 15
BASIC SUPERVISION
8:30 A.M. – 4:30 P.M., \$99 (Both Days)
Department of Transportation Building
14301 South Outer Road 40
Chesterfield

SOUTHWEST REGION



JUNE 24
IT'S OKAY TO BE THE BOSS
10:00 A.M. – 3:00 P.M., \$95
Department of Natural Resources Building
2040 W. Woodland
Springfield

SOUTHEAST REGION



JUNE 15
**COMMUNICATION SKILLS FOR THE
MANAGER**
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
April 24, 10:00 A.M. – Noon, \$79

BEGIN WITH THE END IN MIND:

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

BUSINESS WRITING SKILLS:

GETTING YOUR POINT ACROSS WITH POWER AND INFLUENCE
June 5, 10:00 A.M. – Noon, \$79

DIVERSITY: THE POWER OF PERCEPTION

May 1, 10:00 AM – Noon, \$50

THE 3RD ALTERNATIVE:

PROBLEM SOLVING:

SOLVING LIFE'S MOST DIFFICULT PROBLEMS
May 15, 10:00 A.M. – Noon, \$79

RELATIONSHIP TRUST:

BUILDING STRONG TEAMS AND RELATIONSHIPS AT WORK
June 12, 10:00 A.M. – Noon, \$79

RESOLVING GENERATIONAL CONFLICT:

UNDERSTANDING AND NAVIGATING GENERATIONAL DIFFERENCES
AT WORK
May 22, 10:00 A.M. – Noon, \$79

SELF TRUST:

INCREASING YOUR CREDIBILITY AND INFLUENCE AT WORK
June 26, 10:00 A.M. – Noon, \$79

Computer Skills Webinars

EXCEL 2007:

WORKING WITH NAVIGATION, FORMULAS AND SIMPLE FUNCTIONS
April 16, 9:00 AM – 11:00 AM, \$50

OUTLOOK 2010:

BASIC MAIL AND CALENDAR TIPS
June 24, 9:00 AM – 10:00 AM, \$25

WINDOWS 7 BASICS

May 20, 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

APRIL

- 2 **Preventing Sexual Harassment**, 8:30 – 12:30, \$75
- 9 **Supervisory Liability**, 8:30 – 4:30, \$95
- 21 **Enhancing Customer Service Over the Telephone**, 8:30 – 4:30, \$95
- 23 **The 5 Waves of Trust**, 8:30 – 12:30, \$95
- 28 **It's Okay to Be the Boss**, 8:30 – 12:30, \$95
- 29 **Insights Discovery Profile**, 8:30 – 12:30, \$95
- 30 **Why We Struggle with Tough Decisions**, 8:30 – 4:30, \$125

MAY

- 5 – 6 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$99
- 12 – 13 **The 7 Habits for Managers**, 8:30 – 4:30 (Both days), \$225
- 19 **Coaching Employees**, 8:30 – 4:30, \$125
- 20 **Problem Solving Skills for Team Leaders**, 8:30 – 4:30, \$125
- 21 **Exercising Your Emotional Intelligence**, 8:30 – 4:30, \$125
- 27 **Grammar and the Spoken Language**, 8:30 – 12:30, \$95

JUNE

- 2 **How Full Is Your Bucket**, 8:30 – 12:30, \$95
- 3 **Leadership on Fast Forward**, 8:30 – 4:30, \$125
- 4 **Getting Better @ Getting Better**, 8:30 – 4:30, \$125
- 9 **Juggling Multiple Priorities**, 8:30 – 4:30, \$125
- 10 **Resilience: How to Keep Going when the Going Gets Tough**, 8:30 – 12:30, \$125
- 16 **Business Writing**, 8:30 – 4:30, \$95
- 17 **Preventing Workplace Violence**, 8:30 – 12:30, \$95
- 23 **Thinking Outside the Box**, 8:30 – 12:30, \$95
- 30 **The 7 Habits of Highly Effective People Fundamentals**, 8:30 – 4:30, \$125

TECHNICAL AND COMPUTER SKILLS TRAINING

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

APRIL

- 2 **SAM II Fixed Assets**, 8:00 – Noon, \$50
- 6 **Outlook 2010 Introduction**, 8:00 – 4:00, \$95
- 7 **Excel 2010 Introduction**, 8:00 – 4:00, \$95
- 9 **Access 2010 Introduction**, 8:00 – 4:00, \$95
- 14 **SAM II HR Introduction**, 8:00 – Noon, \$50
- 20 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 21 **Excel 2010 Intermediate**, 8:00 – 4:00, \$95
- 23 **Access 2010 Intermediate**, 8:00 – 4:00, \$95
- 28 **SAM II HR Position Control**, 8:00 – Noon, \$50
- 30 **SAM II Financial Introduction**, 8:00 – 4:00, \$95

MAY

- 4 **Outlook 2010 Intermediate**, 8:00 – 4:00, \$95
- 5 **Excel 2010 Advanced**, 8:00 – 4:00, \$95
- 7 **Access 2010 Advanced**, 8:00 – 4:00, \$95
- 14 **SAM II HR Time and Leave**, 8:00 – 4:00, \$95
- 19 **Excel 2007 Introduction**, 8:00 – 4:00, \$95
- 21 **Access 2007 Introduction**, 8:00 – 4:00, \$95
- 26 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95
- 28 **SAM II Vendor Invoice & Payment Processing**, 8:00 – 4:00, \$95

JUNE

- 2 **Excel 2007 Intermediate**, 8:00 – 4:00, \$95
- 4 **Access 2007 Intermediate**, 8:00 – 4:00, \$95
- 8 **Outlook 2007 Introduction**, 8:00 – 4:00, \$95
- 9 **SAM II HR Employee Maintenance**, 8:00 – 4:00, \$95
- 16 **PowerPoint 2010 Introduction**, 8:00 – 4:00, \$95
- 18 **Word 2010 Introduction**, 8:00 – 4:00, \$95
- 23 **Excel 2007 Advanced**, 8:00 – 4:00, \$95
- 25 **Access 2007 Advanced**, 8:00 – 4:00, \$95
- 30 **SAM II HR Deductions and Benefits**, 8:00 – Noon, \$50

Descriptions for technical and computer skills training workshops can be found on our website at www.training.oa.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 APRIL, MAY & JUNE 2015

STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

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