

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

COMPUTER SKILLS TRAINING
FOR YOUR PROFESSIONAL DEVELOPMENT NEEDS

LEADERSHIP FOUNDATIONS

Center for Management & Professional Development

Keep your
team **plugged-in**
#energy

**LOOK FOR THESE
NEW PROGRAMS**

And...Don't Miss Our
**2016 EMPLOYMENT
ISSUES UPDATE**
Labor and Employment Information for
Managers, Legal Counsel and HR Leaders

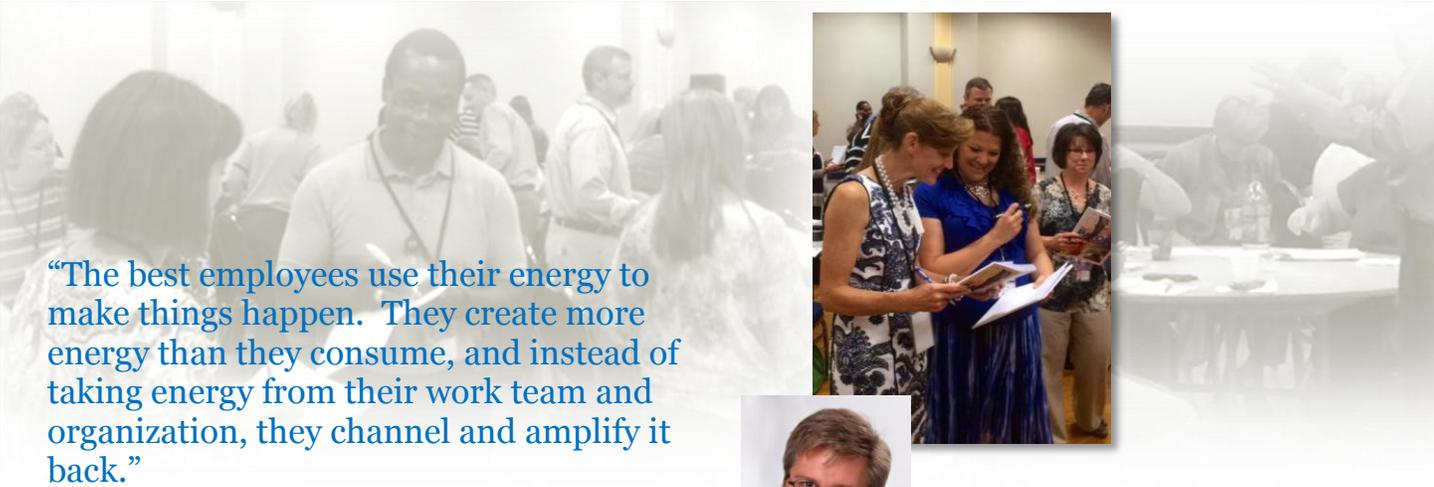
- Employee Engagement**
- Unconscious Bias: Breaking Down Barriers through Awareness**
- Living in the Moment: An Introduction to Practical Mindfulness**
- Microsoft OneNote**

Learning for the
LEADER IN EVERYONE

training.oa.mo.gov

Oct
Nov
Dec
2016





“The best employees use their energy to make things happen. They create more energy than they consume, and instead of taking energy from their work team and organization, they channel and amplify it back.”

This Issue's Power Point

#energy

It starts like this...you arrive at work, you see the employees on your team performing various tasks and think to yourself, “This is going to be a good day.” Everyone has a job to do, they have the skills and information they need to do their work, and things seem to be getting done. All that’s left for you to do is to stay out of their way and let them work.

It’s an obvious conclusion. After all, these people have been on your team for a while now. They are committed and loyal, they come to work on time, they don’t complain, and they generally strive to do a good job. Nothing could be better, right?

Here’s the thing. As you continue to ponder this group of people who you rely upon to accomplish the projects and tasks required of them, do you also occasionally wonder if they are really, truly “plugged-in” to their job? Are they engaged...focused...motivated...rested... informed? In short, are they generating enough *energy* to keep going for the long haul?

I’m not talking about spinning the generator to keep the lights on, or moving at a lightning fast pace. I’m referring to the employee’s ability to continually make things happen in a way that’s exciting and engaging *for them* – while at the same time being abundantly productive for you. This kind of energy is one of the primary indicators of performance in the workplace today.

That’s why the best employees use their energy to make things happen. They create far more energy than they consume, and, instead of taking energy from their work team and organization, they channel and amplify it back.

Managers can help to generate employee energy in many ways. For example, if you have two minutes to spare, consider having regular face-to-face conversations with your employees. Science shows that conversation releases three high-performance hormones in the brain: *dopamine*, which enhances pleasure and increases creativity; *oxytocin*, which increases bonding and trust, and decreases stress; and *serotonin*, which reduces fear, tension and worry.



Keep in mind, though, that having a quality conversation requires you being present in the moment, focused on the person, showing genuine curiosity, and not being distracted by other things. Skills to handle all types of crucial conversations are addressed in several of our leadership programs.

It should also come as no surprise that the emotional part of the brain is powerful – even more so than the rational part. As a result, when employees are feeling negative or stressed – which depletes their energy – they are significantly less productive. The good news is that employees can regain their focus and stay on track, often with some easy-to-use strategies. That’s why we’re pleased to introduce a new program this quarter called *Living in the Moment: An Introduction to Practical Mindfulness*. The program will offer exercises that anyone can use to help manage anxiety and maintain focus.

The bottom line is that managers who use a variety of solutions to help employees maintain their energy will generally be ahead of the game. As Anne M. Mulcahy, former CEO of Xerox Corporation stated, “Employees who believe that management is concerned about them as a whole person – not just an employee – are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability.”

Creating a culture that fosters sustainable employee energy is not always easy – but it is possible. At the Center for Management and Professional Development, we help to develop the skills employees need to become more consistently productive, passionate, innovative contributors – so that everyone can enjoy the business benefits of a high-performing work environment.

Look through this calendar to see how we can help you with your own energy building efforts!

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.

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

E-learning sessions are also available.



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.

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.



Microsoft
OneNote
Keep tabs on your life.



ONENOTE IS THE BEST MICROSOFT PROGRAM YOU'RE PROBABLY NOT USING.

If you do a lot of note-taking, attend multiple meetings during the week, and collaborate with others on projects, our 1-day OneNote workshop can help you keep that flood of information neat and tidy.

In OneNote, users can enter text via keyboard, create tables, and insert pictures. However, unlike a word processor, users can write anywhere on a virtually unbounded document.

OneNote has a structure that mimics physical note-taking, revolving around notebooks, tabs, and pages. It saves information in pages organized into sections within notebooks. The interface provides an electronic version of a tabbed ring-binder, into which the user can directly make notes and gather material from other applications.

If it sounds too good to be true – it's not! The possibilities for OneNote are endless. As one OneNote user related:

"I fell in love with OneNote a couple years ago...the tab interface is wonderful. I'm someone who struggles with organization, but OneNote has changed that completely for me. OneNote could be a lifesaver for the forgetful, disorganized ANYONE!"

DISCOVER HOW THIS EXCITING APPLICATION CAN WORK FOR YOU!

OneNote 2010

November 14 and December 19
\$125

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 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 needed. It's all part of ongoing learning – *one step followed by another.*

MICROSOFT ACCESS

PUT THE POWER OF ACCESS TO WORK FOR YOU

Your organization or business is probably overflowing with valuable information to help you and others make better decisions. Unfortunately, if the information is not organized and easily accessed, it can't be analyzed and used to its full potential. To bring the pieces of the puzzle together, **Microsoft Access** – one of the most powerful and versatile relational database programs on the market today – makes it easy to structure your data so you can find answers quickly, share information with others and build fast solutions that help you make good business decisions. Whether you've been working with Access for some time, or new to this powerful application, chances are you've only scratched the surface of what this program can do for you.

Microsoft Access will help you manage and store information for reference, reporting and analysis; and can help you to overcome limitations you may find when you try to manage large amounts of information in Excel or other spreadsheets. If you're looking for a better way to effectively design and create new databases, tables, and relationships; create, locate and maintain records; and produce reports based on the information in the database, Microsoft Access will help you get the job done!

ACCESS 2007

Intermediate - November 10
Advanced - December 8

ACCESS 2010

Introduction - December 1
Intermediate - December 15
Advanced - October 27 and
December 22

COST: \$125
1738 East Elm Campus
Jefferson City



Find information about the content of each 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

October – December Webinars

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.

December 2, 10:00 AM – Noon, \$79

The 3rd Alternative: Problem Solving

Solving Life's Most Difficult Problems

This LiveClicks webinar focuses on a universal synergistic approach to solving challenging problems. Learners will obtain a deep and thorough understanding of the roots as well as the symptoms of a problem; discover how empathic relationship building is the key to problem solving; and go for the surprising solution that transcends the usual answers.

October 21, 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.

December 16, 10:00 AM – Noon, \$79

Time Challenged

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

November 4, 10:00 AM – Noon, \$79

Webinars to Enhance Your Computer Skills

Outlook 2010: Basic Mail and Calendar Tips

This 1-hour Advantage webinar designed for Outlook 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.

December 12, 9:00 AM – 10:00 AM, \$50

Windows 7 Basics

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

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

October 3, 9:00 AM – 11:00 AM, \$50

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

InSights ONDEMAND

From FranklinCovey

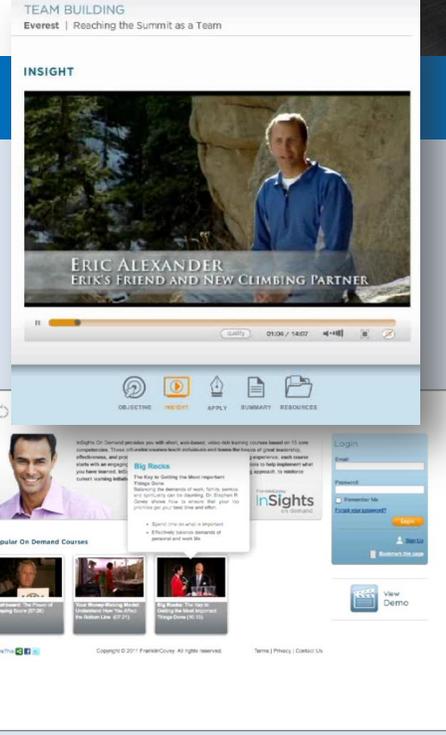
InSights On Demand transforms the award winning leadership lessons from many of FranklinCovey's most requested training programs into **over 80 self-paced "on demand" web-based lessons** that build or reinforce the critical skills of *great leadership, effectiveness, and productivity.*

Each lesson starts with an engaging video, followed by powerful thought provoking questions that focus on the learning process. Learners can 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.

Each lesson is designed to help you learn at your own pace and at a time that's convenient for you.

Reinforce learning in the following critical areas:

- Business Acumen
- Communication
- Conflict Management
- Customer Focus
- Execution
- Innovation/Creativity
- Managing Change
- Performance Management
- Personal Productivity
- Problem Solving
- Strategic Leadership
- Talent Development
- Team Building
- Trust/Integrity
- Vision and Purpose



FIND FAST ANSWERS TO CRITICAL BUSINESS QUESTIONS, ALONG WITH LEADING EDGE GUIDANCE... ALL WITHIN FINGERTIP REACH!

my quick COACH



WITH MYQUICKCOACH, YOU HAVE ACCESS TO WORLD-CLASS COACHES WHO DELIVER KNOWLEDGE QUICKLY, ALLOWING YOU TO PUT IDEAS TO WORK RIGHT AWAY!

This award-winning online delivery platform and content library can help you achieve your full potential by bringing "on-demand" advice directly to your computer desktop ... at work, at home, or on the road!

Simply **point and click** to access hundreds of short online video lessons – *each about 5 minutes long* presented by leading consultants, authors, and educators. Audio, animation and transcripts help make the information clear and concise.

Content areas include:

- Adaptability and Resilience
- Coaching and Mentoring
- Interpersonal Communication
- Decision Making
- Emotional Intelligence
- Political Savvy and Career
- Strategy and Vision
- **AND MUCH MORE!**

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.

Help your organization take action for increased performance with

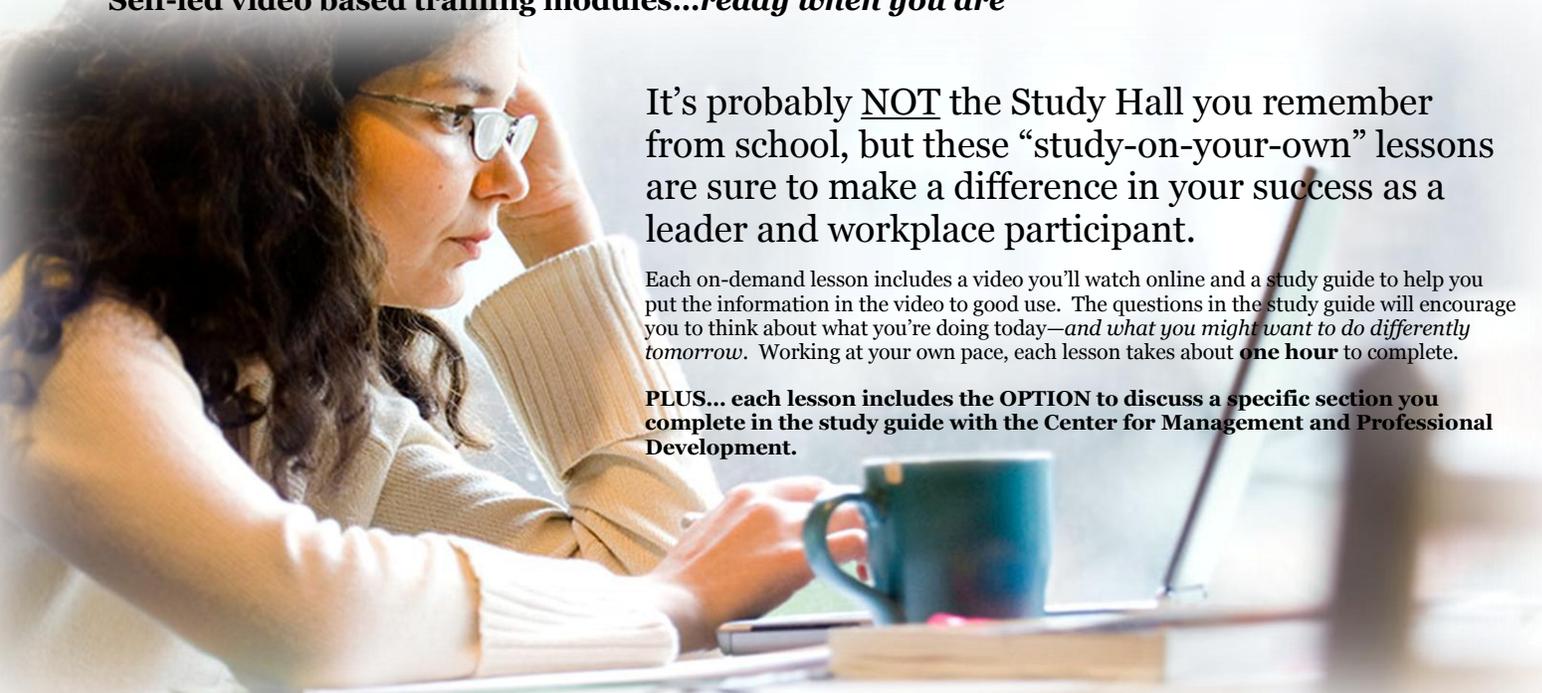
InSights ONDEMAND

Obtain a ***1 year subscription for \$149.00**

*1 year from the date of activation
Subscription includes 4-hours of Management Training Rule Credit

The STUDY HALL SERIES

Self-led video based 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 what you're doing today—and *what you might want to do differently tomorrow*. Working at your own pace, each lesson takes about **one hour** to complete.

PLUS... 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 MANAGING TENSE MOMENTS SERIES



Respond to *workplace challenges* with information that can be invaluable!

Communicating Non-Defensively
Gateways to Inclusion
Workplace Violence
Managing Stress

THE LEADERSHIP SERIES

Enhance your *confidence* and *leadership ability* with 4 great lessons!

Would I Inspire Me?
Leaders of Character
5 Questions Every Leader Must Ask
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.

2016 EMPLOYMENT ISSUES UPDATE



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

ATTEND THIS
PROGRAM TO
RECEIVE IMPORTANT
UPDATES ON SOME
OF TODAY'S **MOST**
CHALLENGING
WORKPLACE ISSUES

TOPICS INCLUDE:

- Essential Employment Law Updates
- DOL's Newest Initiatives Under the FLSA and Beyond: Employers Beware
- The ADA: Common Fitness for Duty, Restricted Duty, Attendance, and Leave Dilemmas
- Harassment and Bullying: The Next Generation
- The Three Accommodation Obligations: Religious Beliefs, Pregnancy and Disability
- EEOC's Newest Initiatives and Their Significant Impact on Employers

Each topic will be approximately 1 hour in length.



Our Presenter: **Sue K. Willman, JD, SPHR**

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

November 9

9:00 AM - 4:00 PM
Governor Office Building
Room 450
200 Madison Street
Jefferson City, Missouri
\$169.00



This program is **UNDER REVIEW** to receive **6.0 (General) recertification credit hours** toward PHR, SPHR and GPHR recertification through the HR Certification Institute; and 7.2 MO CLE credit hours.

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.

WHAT DO EMPLOYEES WHO ARE NOT HIGHLY ENGAGED DO – LOOK FOR WORK ELSEWHERE— OR PERHAPS EVEN WORSE, STAY AND DO THE BARE MINIMUM TO REMAIN EMPLOYED?

Employee Engagement

The Supervisor's Guidebook to Gaining and Sustaining Commitment



A Global Workforce Study conducted by Towers Watson found that at any given time only about a third of the workforce is highly engaged, leaving the remaining two-thirds less engaged or not engaged at all. Because highly engaged employees are more strongly committed to their organization's goals and use their discretionary effort to go the extra mile on behalf of their organization, many leaders understandably want to address this issue.

This 4-hour program will provide strategies to keep the best employees with the organization – and **TURN LESS-ENGAGED EMPLOYEES INTO THE EMPLOYEES YOU WANT AND NEED!**

Successful participants will:

- Discover how to identify each employee's strengths and how to leverage them in the workplace.
- Recognize the obvious and subtle signs of diminishing engagement.
- Discuss common obstacles to engagement and learn ways to overcome them.
- Examine their own leadership behavior to determine whether they are providing the support employees need...and more!

November 3

\$95
Workforce Management

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 can be found at www.training.oa.mo.gov

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

Basic Supervision

Poplar Bluff, October 12 -13, \$125
Jefferson City, October 18 - 19, \$125
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

November 1, \$125
Technical Knowledge & Written Communication

This one-day workshop is designed to help participants become a more precise, skilled business writer. Participants will receive strategies to adjust their writing style to the purpose of their (organization's) message and the intended audience's needs; discuss and practice ways to keep messages simple, concise, and specific; and discover how tone can impact the overall meaning of a message. Throughout the workshop, various business writing examples will be used to support and enhance the application of the skills and strategies being presented.

Grammar Refresher

November 17, \$125
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 written or spoken word, participants will have an opportunity to practice learned concepts during the class that will help them back on the job.

Diversity & Unlawful Discrimination

Value Priced for Diversity Compliance Training

October 25, \$25
Workforce Management & Perception

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

How to Make Yourself Indispensable

Chesterfield, December 6, \$95
Jefferson City, December 1, \$95
Team Work & Verbal Communication

This 4-hour program will provide the skills needed to help employees adapt to—and embrace—situational changes at work. You'll learn how to thrive under pressure and expand your career opportunities by taking initiative, effectively resolving problems, sharing your knowledge, and being an overall positive influence at work.

It's Okay to Be the Boss

November 8, \$95, Accountability

"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."

This 4-hour program will engage learners in dispelling 7 myths that can 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. The program presents a clear-cut plan to become the manager who can help the work team accomplish organizational goals each day to the next.

Great leaders are inspiring. They know where they are headed; the visions they are trying to create, and have the unique ability to enlist others who can help them get there.

This 1-day workshop explores the art and skill of leadership through specific leadership lessons that will help any current or future leader enhance their own abilities, and mobilize their team to achieve extraordinary results.

Learners will: Examine ways to build credibility so that others want to follow their example; Discuss the art of visioning and its importance to followers; Examine communication practices of great leaders; Identify key leadership behaviors to model for employees; Examine the leader's role in creating empowering environments; Explore leadership strategies for improved team performance...and more.

LESSONS IN LEADERSHIP

December 2, \$125, Vision and Self-Direction



Making the Business Case for Training

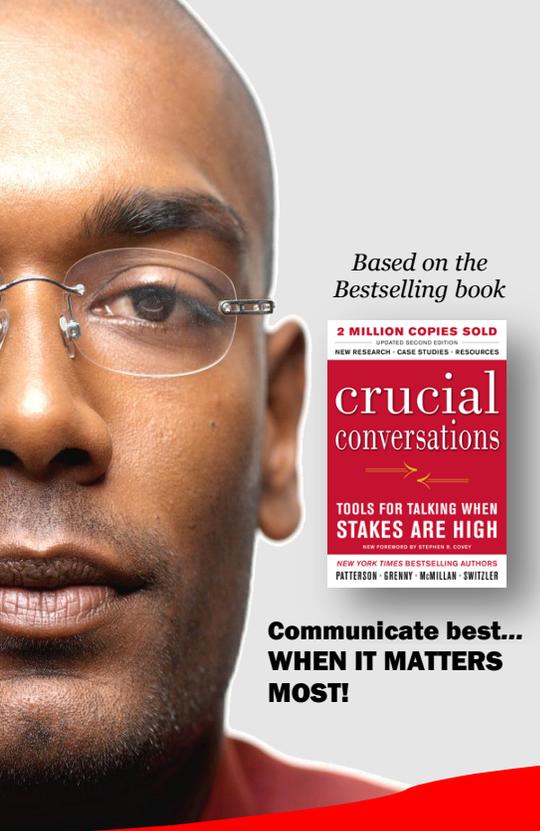
Investing in training is investing in your organization or business.

There's a direct relationship between an organization's training programs and its growth, employee retention, service orientation, competitiveness, and financial success.

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

- ✓ 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.



Based on the
Bestselling book



Communicate best...
**WHEN IT MATTERS
MOST!**

SKILLS TO HANDLE **crucial conversations**

October 20, \$125

Team Work & Verbal Communication

Based on the book, “**Crucial Conversations**,” this 1-day program provides the tools we all need to handle difficult and important interactions that happen to everyone and affect our life. Many people are good at avoiding tough conversations when it is likely that there will be varying opinions, or the conversation will be emotional. Sometimes, we would rather send a coworker an e-mail than walk down the hall and talk to him or her about a tough issue...**but it doesn't have to be that way.**

LEARN TO SHARE INFORMATION SAFELY, GET IDEAS AND FEELINGS OUT IN THE OPEN, AND MAINTAIN HIGH LEVELS OF RESPECT—ALL WITHOUT CAUSING RESISTANCE OR RESENTMENT.

Discover a model that truly helps individuals and organizations achieve breakthrough results.

Participants will learn how to:

- Handle and effectively hold critical conversations.
- Transfer anger and hurt feelings into powerful dialogue.
- Create conditions of safety.
- Achieve a level of mutual understanding and respect.
- Be persuasive, instead of abrasive.

Armed with a new skill set to make the most of every interaction, participants leave this training with the high-leverage tools they need to create more positive results – personally, professionally and throughout their entire organization!

Unconscious Bias

Breaking Down Barriers through Awareness

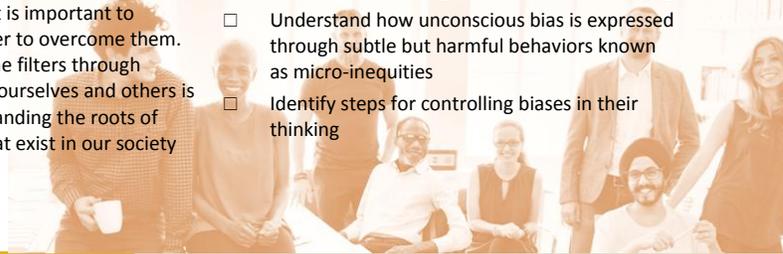
November 10

\$125, Perceptiveness & Teamwork

We all have prejudices we are not even aware we have. Buried prejudice and biases are surprisingly influential underpinnings to all the decisions we make, affecting our feelings and consequently our actions. This phenomenon is called *unconscious bias*. The concept of unconscious bias or “hidden bias” has come into the forefront because the dynamics of diversity are changing. In today’s workplace, as well as in life, it is important to understand our biases in order to overcome them. Our willingness to examine the filters through which we view and interpret ourselves and others is an important step in understanding the roots of stereotypes and prejudice that exist in our society and in our workplaces.

In this 1-day program, participants will:

- Learn the business case for diversity and inclusiveness and managing unconscious bias
- Understand the filters through which they view and interpret themselves and others
- Appreciate how unconscious bias can adversely affect judgment and decision making
- Understand how unconscious bias is expressed through subtle but harmful behaviors known as micro-inequities
- Identify steps for controlling biases in their thinking



Living in the Moment

An Introduction to *Practical Mindfulness*

November 15

\$95, Flexibility & Self-Direction

Many employees are faced with external pressures, overwhelmed with information, asked to deliver more with less, work longer hours, and have less personal time for renewal activities. It should come as no surprise that Harvard research reveals that on average, we are on autopilot 47% of our day—swept up by a current of thought processes which deter us from accomplishing more, and doing more for our organization and work team. As a result, we are less productive, have more misunderstandings, and fall prey to exhaustion, lack of focus and accidents.

Mindfulness means we are completely engaged in the present moment—the here and now. Mindfulness increases our capacity to manage (or filter out) distressing emotions, helps us to intentionally pay attention to the present moment; and to be in control of our own minds instead of our minds being in control of us.

“Tiny actions can fundamentally alter your relationship to the world for the better.”
— Mark Williams

By practicing easy-to-use “mindfulness” techniques, we direct our attention to where we are in the moment, to become more aware and productive. This 4-hour program takes a look at how practical and purposeful mindfulness pertains to accomplishing our daily work goals.

The program will assist you to:

- Better control the effects of stress in your life
- Understand and deal with your own reactions to conflict
- Clear and calm your mind
- Experience greater freedom from emotional turmoil, anxiety and depression
- Position you to sleep better, feel refreshed and be more productive at work

Where do good ideas come from? Do they just fall from the sky?

CREATING AND CREATIVITY HARNESSING INNOVATIVE IDEAS

There is no substitute for a better way of doing things, but finding and applying them should not be a painful process. Galileo said, "No man teaches any other man, he only helps him find the answer within himself." Attending this full-day workshop will enable you to find new ideas all around you, and then use those ideas to meet the increasingly rigorous challenges of today's stringent work environment, while having fun doing it!

Participants will:

- ▷ Practice techniques to generate multiple solutions to problems
- ▷ Learn effective methods to elicit feedback from key stakeholders
- ▷ Identify obstacles to innovation and strategies to overcome them
- ▷ Develop plans to routinely harvest innovative ideas and involve employees in a positive approach to problem-solving
- ▷ Learn how to use facilitative questions to enable their team to climb the *Scale of Contribution*
- ▷ Combine seemingly different ideas to arrive at new solutions
- ▷ Increase their value to their organization through enhanced creativity!

October 26

\$125.00

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.

Getting Better AT Getting Better

Applying the Principles of *Effective* Performance Management



December 14

\$125, *Accountability & Workforce Management*

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

Participants will learn how to:

- Identify the disadvantages of ineffective performance management, and the hard costs of disengaged employees.
- Describe ideal employee behaviors, and how effective coaching and feedback can help those behaviors become reality.
- Establish performance expectations, provide feedback, and give recognition to cultivate and reinforce desired behaviors.
- Assess the degree to which their teams trust them, and what the consequences of low trust can be.
- 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.

Leadership Styles and Conflict Management

December 6, \$125
Perceptiveness

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

Managing Your Emotions at Work

October 12, \$95
Flexibility & Self-Direction

Emotions guide our behavior, sometimes productively and sometimes unproductively. Unfortunately, when emotions are not expressed constructively, they can drain your energy and damage relationships. This 4-hour program will provide the skills and strategies to help you manage your emotions in ways that increase your effectiveness at work, and enhance your interpersonal communication with co-workers, customers and peers.

Positive Approaches to Resolving Performance & Conduct Problems

Lee's Summit, October 4, \$125
Accountability & Perceptiveness

Most performance problems can be resolved through early and effective communication between an employer and the employee. When an employee's performance first starts to slip, they are more likely to be open to discussing what needs to be done to improve their work. This 1-day program will help managers recognize employee performance problems and give them skills to address the problem effectively.

Present LIKE A Pro!

December 9, \$95
Verbal Communication

This 4-hour program designed to complement *Speak Like A Pro!* goes beyond being technically proficient in using PowerPoint features to focus more on the "why" and "when" aspect of using PowerPoint and other multi-media to enhance and illuminate a presentation.

Note: This is not a computer skills class. Participants should have basic knowledge and understanding of PowerPoint obtained through experience – or through attending the *Introduction to PowerPoint* program.

While not required, participants can choose to bring their laptop with them to class to more fully participate in learning activities.

Supervisory Liability

Springfield, November 2, \$125
Jefferson City, November 30, \$125
Accountability & Technical Knowledge

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.

Speak LIKE A Pro!



AN INTRODUCTION TO PUBLIC SPEAKING

December 7 – 8, \$149
Verbal Communication

This interactive 1½-day workshop will help you polish and perfect your public speaking skills—whether you are preparing to speak before your management team or employees, representing your civic group, or providing testimony in front of a Legislative committee.

DAY 1 – Learn how to manage speaking fears and anxiety, capture the audience's attention, prepare for your presentation, establish credibility and build rapport through storytelling, use multimedia to enhance your speech...and more!

DAY 2 – Building on Day 1 skills, you will prepare and present your own speech, and receive feedback from others.

*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!

WORKPLACE VIOLENCE: Response to Armed Intruders in the Workplace

October 26, November 16, December 5, \$15
Workforce Management

Active shooter situations are generally unpredictable and evolve quickly. Typically, immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over before law enforcement arrives on the scene, individuals and organizations must be prepared to deal with an active shooter (or violent intruder) situation.

WHILE IT IS UNLIKELY THAT AN ACTIVE SHOOTER SITUATION WILL HAPPEN, it is also true that having a "it won't happen here" mentality can result in individuals and organizations being ill-equipped and unprepared to respond to this type of workplace crisis if it does occur.

The bulk of this 2-hour program designed for all employees will provide information on the following key areas:

- Factors and circumstances that can lead up to an active shooter/workplace violence event
- Different "types" of armed intruders
- Typical goals/objectives of armed intruders
- Ways to stay safe: "Evacuate, Barricade, Attack" and which one may be right for you
- Talking to 911 operators
- How to respond (and what to do) once law enforcement arrives

Following the conclusion of the initial program, **supervisors and managers in attendance may elect to remain for an additional 1-hour extended portion of the program** that will address the importance of:

- Emergency action plans
- Security preparedness and controls
- Policies and guidelines
- Handling the aftermath of an active shooter incident

Open Enrollment REGIONAL TRAINING CLASSES October – December 2016

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



OCTOBER 4
**POSITIVE APPROACHES TO RESOLVING
PERFORMANCE AND CONDUCT PROBLEMS**
Department of Natural Resources Building
500 NE Colbern Road
Lee's Summit

NORTHEAST REGION



DECEMBER 6
HOW TO MAKE YOURSELF INDISPENSABLE
10:00 A.M. – 3:00 P.M., \$95
Department of Transportation Building
14301 South Outer Road 40
Chesterfield

SOUTHWEST REGION



NOVEMBER 2
SUPERVISORY LIABILITY
8:30 A.M. – 4:30 P.M., \$125
Department of Natural Resources Building
2014 West Woodland
Springfield

SOUTHEAST REGION



OCTOBER 12 - 13
BASIC SUPERVISION
8:30 A.M. – 4:30 P.M., \$125 (Both Days)
Department of Natural Resources Building
2155 North Westwood Blvd.
Poplar Bluff

WEBINARS *for* ALL REGIONS

Leadership and Interpersonal Communication

BUSINESS WRITING SKILLS:
GETTING YOUR POINT ACROSS WITH POWER AND INFLUENCE
December 2, 10:00 A.M. – Noon, \$79

**THE 3RD ALTERNATIVE
PROBLEM SOLVING**
October 21, 10:00 AM – Noon, \$79

RESOLVING GENERATIONAL CONFLICT:
UNDERSTANDING AND NAVIGATING GENERATIONAL DIFFERENCES AT WORK
December 16, 10:00 A.M. – Noon, \$79

TIME CHALLENGED
November 4, 10:00 A.M. – Noon, \$79

Computer Skills

OUTLOOK 2010:
BASIC MAIL AND CALENDAR TIPS
December 12, 9:00 AM – 10:00 AM, \$50

WINDOWS 7 BASICS
October 3, 9:00 AM – 11:00 AM, \$50



CENTRAL REGION WORKSHOPS

JEFFERSON CITY

LEADERSHIP AND INTERPERSONAL DEVELOPMENT TRAINING

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

OCTOBER

- 4 **PERforM**, 8:30 – 4:30, \$75
- 12 **Managing Your Emotions at Work**, 8:30 – 12:30, \$95
- 18 – 19 **Basic Supervision**, 8:30 – 4:30 (Both Days), \$125
- 20 **Skills to Handle Crucial Conversations**, 8:30 – 4:30, \$125
- 25 **Diversity and Unlawful Discrimination**, 8:30 – 11:30, \$25
- 26 **Creating Creativity and Harnessing Innovative Ideas**, 8:30 – 4:30, \$125
- 26 **Workplace Violence: Response to Armed Intruders in the Workplace**, 8:30 – 10:30, HSTOB Room 493/494, \$15
- 27 **PERforM**, 8:30 – 4:30, \$75

NOVEMBER

- 1 **Business Writing**, 8:30 – 4:30, \$125
- 3 **Employee Engagement: The Guidebook to Gaining and Sustaining Commitment**, 8:30 – 12:30, \$95
- 8 **It's Okay to be the Boss**, 8:30 – 12:30, \$95
- 9 **2016 Employment Update: Labor and Employment Information for Managers, Legal Counsel and HR Professionals**, 9:00 – 4:00, Governor Office Building, \$169
- 10 **Unconscious Bias: Breaking Down Barriers through Awareness**, 8:30 – 4:30, \$125
- 15 **Living in the Moment: An Introduction to Practical Mindfulness**, 8:30 – 12:30, \$95
- 16 **PERforM**, 8:30 – 4:30, \$75
- 16 **Workplace Violence: Response to Armed Intruders in the Workplace**, 8:30 – 10:30, HSTOB Room 493/494, \$15
- 17 **Grammar Refresher**, 8:30 – 12:30, \$125
- 30 **Supervisory Liability**, 8:30 – 4:30, \$125

DECEMBER

- 1 **How to Make Yourself Indispensable**, 8:30 – 12:30, \$95
- 2 **Lessons in Leadership**, 8:30 – 4:30, \$125
- 5 **Workplace Violence: Response to Armed Intruders in the Workplace**, 8:30 – 10:30, HSTOB Room 493/494, \$15
- 6 **Leadership Styles and Conflict Management**, 8:30 – 4:30, \$125
- 7 – 8 **Speak Like A Pro!**, 8:30 – 4:30, \$149
- 9 **Present Like A Pro!**, 8:30 – 12:30, \$95
- 13 **PERforM**, 8:30 – 4:30, \$75
- 14 **Getting Better @ Getting Better**, 8:30 – 4:30, \$125

TECHNICAL AND COMPUTER SKILLS TRAINING

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

OCTOBER

- 12 **SAM II Financial Data Warehouse Using Web Interface**, 8:00 – 11:00, \$50
- 13 **SAM II Financial Introduction**, 8:00 – 4:00, \$95
- 17 **Outlook 2010 Introduction**, 8:00 – 4:00, \$125
- 18 **PowerPoint 2010 Introduction**, 8:00 – 4:00, \$125
- 20 **Word 2010 Introduction**, 8:00 – 4:00, \$125
- 25 **Excel 2010 Advanced**, 8:00 – 4:00, \$125
- 27 **Access 2010 Advanced**, 8:00 – 4:00, \$125

NOVEMBER

- 1 **SAM II HR Introduction**, 8:00 – 11:00, \$50
- 3 **SAM II Financial Data Warehouse Using Access**, 8:00 – 4:00, \$95
- 8 **Excel 2007 Intermediate**, 8:00 – 4:00, \$125
- 10 **Access 2007 Intermediate**, 8:00 – 4:00, \$125
- 14 **OneNote 2010**, 8:00 – 4:00, \$125
- 15 **SAM II Purchase Order Processing**, 8:00 – 4:00, \$95
- 17 **SAM II Vendor Invoicing/Payment Processing**, 8:00 – 4:00, \$95
- 22 **PowerPoint 2010 Intermediate**, 8:00 – 4:00, \$125
- 28 **Windows 7 Introduction**, 8:00 – Noon, \$95
- 29 **Excel 2010 Introduction**, 8:00 – 4:00, \$125

DECEMBER

- 1 **Access 2010 Introduction**, 8:00 – 4:00, \$125
- 6 **Excel 2007 Advanced**, 8:00 – 4:00, \$125
- 8 **Access 2007 Advanced**, 8:00 – 4:00, \$125
- 13 **Excel 2010 Intermediate**, 8:00 – 4:00, \$125
- 15 **Access 2010 Intermediate**, 8:00 – 4:00, \$125
- 19 **OneNote 2010**, 8:00 – 4:00, \$125
- 20 **Excel 2010 Advanced**, 8:00 – 4:00, \$125
- 22 **Access 2010 Advanced**, 8:00 – 4:00, \$125

Descriptions for technical and computer skills training workshops can be found on our website at training.oa.mo.gov

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:
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

OCTOBER, NOVEMBER & DECEMBER 2016 TRAINING CALENDAR
FOR

STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

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