



Version 1.0 - October 2026

Talent Development

TRAINING CATALOG

MISSOURI OFFICE of ADMINISTRATION

Division of Personnel



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Talent Development Training Catalog

This catalog highlights the training sessions the OA-DOP-Talent Development Team is ready to deliver.

We can customize anything to meet your specific needs.

For questions, contact us at talentdevelopment@oa.mo.gov

or

Submit a Training Request Form to get started

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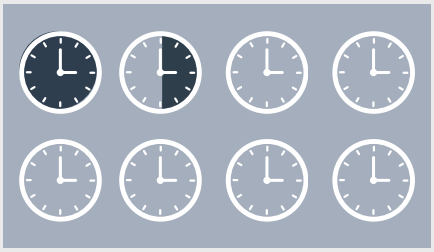
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Relationship Dynamics for Team Success

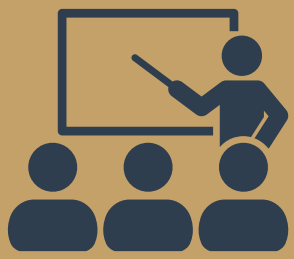
Time: 1.5 hours
Delivery Method: In-person (preferred)
Training Style: Facilitation
Ideal Capacity: 30-60 people
Target Audience: Any

This learning experience outlines relationship dynamics through multiple perspectives and exercises.
Notable outcomes include:

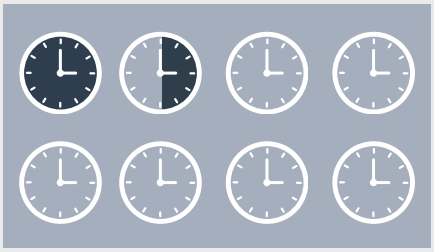
- Recognizing relationship contagion patterns and applying strategies to prevent negative dynamics
- Practice making responsible decisions
- Identifying the core components of building healthy relationships

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Emotion as Data, Not Distractions

Time: 1 - 1.5 hours
Delivery Method: Any
Training Style: Facilitation
Ideal Capacity: 30 - 80 people
Target Audience: Any

This learning experience dives into how emotions function as valuable sources of information in the workplace.
Notable outcomes include:

- Articulate your WHY at work
- Knowing the emotional intelligence quadrants and their impact
- How to identify and use emotions as meaningful data

The Power of Emotional Intelligence: Turning Calls into Connections

Time: 1 hour
Delivery Method: Virtual
Training Style: Presentation
Ideal Capacity: Any
Target Audience: Customer Service Center Staff

This learning experience introduces the vital role of EI (Emotional Intelligence) in customer service and guides you through practical communication strategies. Notable outcomes include:

- Accurately interpret active-listening cues and non-verbal/verbal cues
- Distill down the essential steps of building trust
- Use strategies, such as breathing exercises, to manage stress and shift your mindset to no longer see stress as a barrier

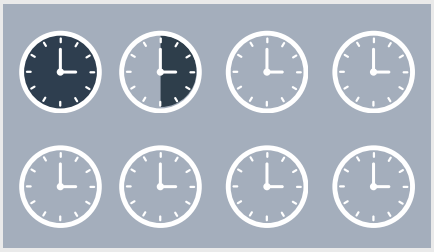


Emotional Intelligence and Resiliency

Time: 1.5 - 2 hours
Delivery Method: Any
Training Style: Facilitation
Ideal Capacity: 30 - 50 people
Target Audience: Supervisors, Project/Program Leads, Leaders without Authority

This learning experience discusses emotional intelligence in supervisorial roles at work and the importance of emotions, guiding you through ways to become more resilient. Notable outcomes include:

- Knowledge of resiliency tactics
- Utilize emotional intelligence as a supervisor to navigate important work situations and emotions



Positive by Design

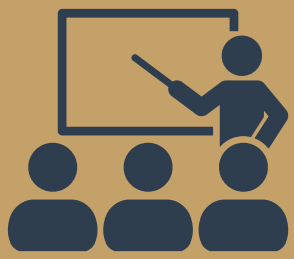
Time: 1 - 1.5 hours
Delivery Method: Any
Training Style: Facilitation
Ideal Capacity: 30 - 80 people
Target Audience: Any

This learning experience explores the psychology of positivity, and the powerful role recognition and appreciation play in building a positive workplace culture. Notable outcomes include:

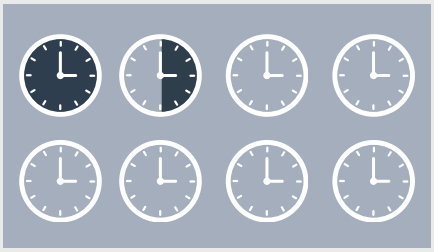
- Model a growth mindset to support positivity during periods of change
- Make use of practical strategies for maintaining positivity at work
- Evaluate recognition and appreciation approaches to implement one that works best for your work scenario

If you already know what training you would like, please complete a **Training Request Form.**

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Designing a Life with Values in Motion

Time: 1.5 hours
Delivery Method: In-person
Training Style: Facilitation
Ideal Capacity: 25 - 50 people
Target Audience: Any

This learning experience offers an interactive self-discovery experience to help team members identify their core values, leaving with practical tools. Notable outcomes include:

- Awareness of how personal values drive motivation, purpose, and resilience at work
- Value assessment and habit building strategies
- Practical tools to realign, refocus, and rise to your full potential

Strategies for Resiliency

Time: 1.5 - 2 hours
Delivery Method: Any
Training Style: Facilitation
Ideal Capacity: 30 - 50 people
Target Audience: Any or groups that have completed DISC

This learning experience guides participants through leveraging DISC to identify potential threats and rewards for others. Notable outcomes include:

- Break down key DISC style traits
- Summarize the SCARF Model
- Transform perspective using a growth mindset

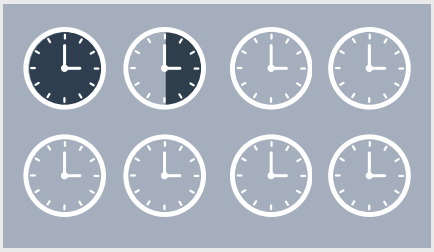


Enhancing Team Synergy: DISC Team Building Experience

Time: 3 hours
Delivery Method: In-person
Training Style: Hands-On Workshop
Ideal Capacity: 30 people
Target Audience: Teams, Project Groups/Work Groups, Executive Teams

This learning experience helps teams quickly understand their DISC styles to strengthen communication, collaboration, and overall synergy through focused discussions and activities. Notable outcomes include:

- Discover DISC Style through an assessment (professional at a cost, limited free option available - contact talentdevelopment@oa.mo.gov for questions)
- Relate DISC style to team synergy by observing and appreciating individual strengths
- Explain the importance of mindfulness and self-awareness in connection with DISC



DISCover Connection: Strengthening Mentorship Through Style Awareness

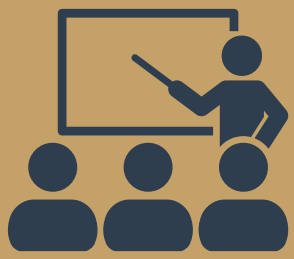
Time: 1.5 hours
Delivery Method: Virtual
Training Style: Facilitation
Ideal Capacity: 40 - 50 people
Target Audience: MOMENTS mentors and mentees

This learning experience offers MOMENTS participants a DISC Self-Assessment (if not already taken DISC within the past two years). It provides an engaging review of the four styles, connecting DISC to mentorship. Notable outcomes include:

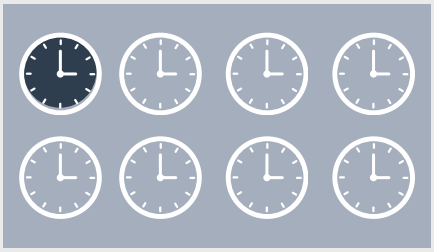
- Recall the four DISC Styles and strengths and areas of growth for each
- Elaborate on the communication impact of each style

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MOMENTS Mentor and Mentee Training

Time: 1 hour
Delivery Method: Virtual
Training Style: Instructional
Ideal Capacity: 20 - 50 people
Target Audience: New MOMENTS participants

This learning experience provides an in-depth program overview and Q&A for interested team members and new participants. Notable outcomes include:

- Understand MOMENTS application, match cycles, roles/responsibilities, and meeting preparation
- Devise clear, actionable plans using SMART Goals
- Demonstrate confidence in communication by integrating practical techniques

Making MOMENTS Matter: From First Meeting to Measurable Growth Workshop

Time: 3 hours
Delivery Method: In-person
Training Style: Hands-on Workshop
Ideal Capacity: 40 - 60 people
Target Audience: MOMENTS Mentors and Mentees

This learning experience typically hosts a noteworthy guest speaker, made interactive by way of group activities and discussions. Notable outcomes include:

- Outline the stages of mentorship and mentor/mentee roles/responsibilities
- Enhance your mentor relationships by fostering trust
- Summarize how to set goals, progress track, and improve your communication/feedback practices

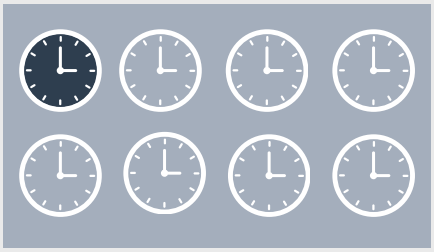


Your Life is a Simulation: Here's the Cheat Codes for Burnout Prevention

Time: 45 minutes
Delivery Method: Hybrid
Training Style: Presentation
Ideal Capacity: Any
Target Audience: Anyone experiencing stress

This learning experience covers how your self-awareness impacts how you handle chronic stress, in and out of the workplace. Notable outcomes include:

- Guided breathing exercises you can practice anytime or anywhere
- Recognize your level of stress using the Stress Ladder
- Awareness of your stress patterns (which is the first step to breaking them)



The Art of Connection: Customer Service, De-Escalation, and Control

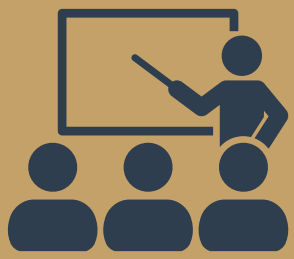
Time: 1 hour
Delivery Method: Virtual
Training Style: Presentation
Ideal Capacity: Any
Target Audience: Customer Service Center Staff

This learning experience explores what customers bring to a call, how to make observations (objective vs subjective), and how to navigate difficult moments with confidence. Notable outcomes include:

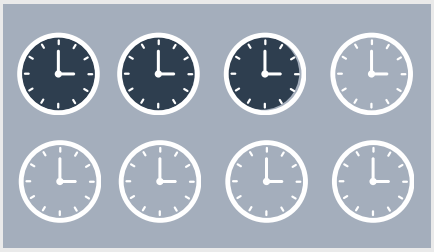
- Execute empowerment techniques used for control during tense situations
- Dissect why escalation occurs and detail possible difficult scenarios
- Practice tone etiquette, empathy, and intentional pausing for impact

If you already know what training you would like, please complete a **Training Request Form.**

If you have questions, please email us at **talentdevelopment@oa.mo.gov**







Meaningful Feedback and Conversations

Time: 3 hours
Delivery Method: In-person
Training Style: Facilitation
Ideal Capacity: 25 - 50 people
Target Audience: Any

This learning experience is designed to help you communicate with clarity, confidence, and impact. Notable outcomes include:

- Skills to produce constructive feedback that drives growth in others
- How to apply changes when receiving postive feedback from others
- Practical tips for navigiating conversations with ease

Emotions are Data, Tuning Your Social Radar

Time: 1 - 1.5 hours
Delivery Method: Any
Training Style: Facilitation
Ideal Capacity: 30-80 people
Target Audience: Any

This learning experience reframes emotions as valuable data, exploring how to enhance your social awareness and interpret the emotional "telemetry" of colleagues in a professional environment. Notable outcomes include:

- Assess team dynamics by interpreting non-verbal cues and emotional data
- Shift from a mindset of judgment to one of curiosity to de-escalate conflict and build trust
- Adjust communication styles across different platforms (email, chat, phone) to foster clearer, more empathetic interactions

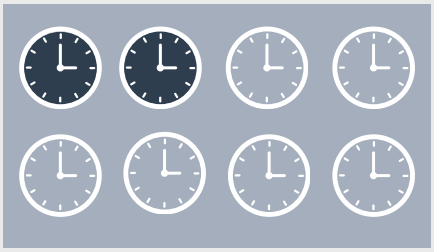


The Power Of Positive Psychology: Creating Your Happiness Advantage

Time: 2 hours
Delivery Method: In-person
Training Style: Hands-on Workshop
Ideal Capacity: 30 people
Target Audience: Any

This learning experience leverages the power of positive psychology and provides a forum for personal reflection. Notable outcomes include:

- Make use of strategies from the session, infusing them into life
- Support a positive mindset, correlating it to enhanced productivity, creativity and problem solving
- Model a more optimistic and positive attitude, strengthening resiliency and working towards a healthier you



Creating a Roadmap for Delegation

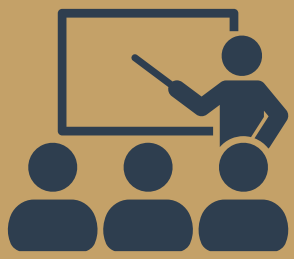
Time: 2 hours
Delivery Method: In-person
Training Style: Hands-on Workshop
Ideal Capacity: 30 people
Target Audience: Leaders or experienced team members in a position to make delegation decisions

This learning experience explores the importance of effective delegation and the mindful actions that create a successful experience. Notable outcomes include:

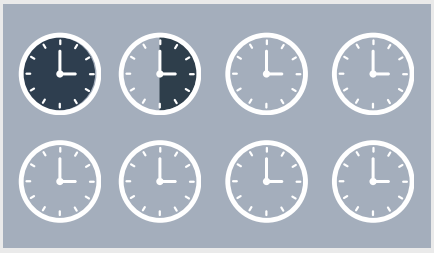
- Synthesize common delegation barriers
- Improve overall outlook towards delegation
- Utilize delegation in a confident manner and thoughtfully be able to choose the right person for a delegated task

If you already know what training you would like, please complete a **Training Request Form.**

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The Future Ready Talent Strategy

Time: 1.5 hours
Delivery Method: In-person
Training Style: Facilitation
Ideal Capacity: 25 - 50 people
Target Audience: Supervisors

This learning experience builds a shared understanding of how the State of Missouri can use skills and competencies to strengthen talent pipelines. Notable outcomes include:

- Knowledge of a skills-based model and mindset
- Ability to assess job descriptions and résumés to quickly and confidently identify key skills
- Strategies for integrating skills and competencies into statewide HR process



Seeking training that's top-tier?



Your solution starts right here.

For questions, contact us at talentdevelopment@oa.mo.go or submit a Training Request Form to get started



Training Request Form (TRF) FAQS:

- **How do I know if the training I am requesting via TRF aligns with my organizational goals? Does it need to?**
  - Check your department's goals and compare them with the purpose of your request. Alignment is helpful but not required if it isn't the primary goal.

- **How do I know if my team needs training?**
  - There is always room for growth, learning, and improvement. Training is just the first step.

- **How can the TRF provide training related to my job?**
  - OA-DOP-Talent Development is committed to providing in depth training directly related to your job functions and will work with you to ensure your needs are fully understood.

- **How can submitting a TRF support upcoming projects, promotions, or long-term development?**
  - We understand that sometimes you need a little extra help to motivate you through a time of hard work. Talent Development provides excellent insight into a path forward, projects or promotions big or small.

- **What is the time commitment for submitting a TRF?**
  - You can spend as much or as little time as you like. Being specific helps us tailor the training effectively.

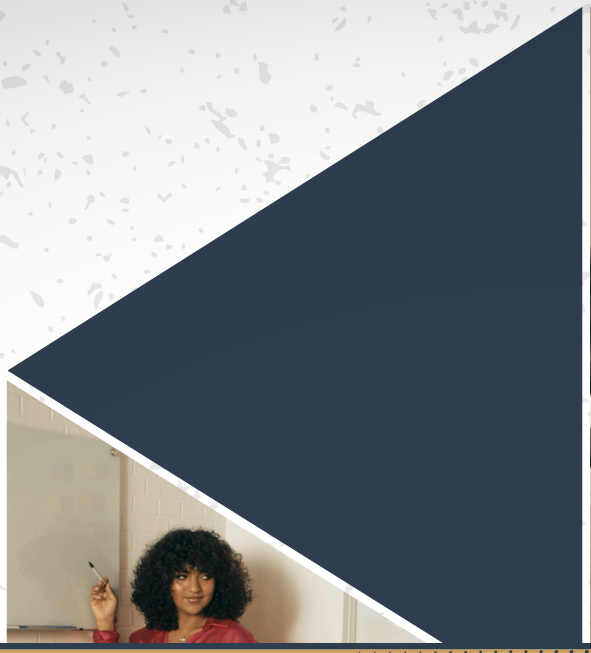
- **How do I know how long I want my training to be?**
  - Depending on how in-depth the purpose and goal of the training is will usually give you a good starting point. If you have a timeframe in mind, let us know and we can adjust content accordingly.

- **Will there be follow-up actions?**
  - OA-DOP-Talent Development may reach out with questions if needed and will always confirm participation within one week of your TRF submission.

Please submit all training requests no less than two months before the training occurs.

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