LEADERSHIP & COMMUNICATION PROGRAMS
to build organizational effectiveness

LEADERSHIP FOUNDATIONS
Center for Management & Professional Development

MOVE FROM WHAT YOU GET FROM WORK TO WHAT YOU GIVE THROUGH IT

LOOK FOR NEW PROGRAMS THAT INCLUDE:

LEADING TEAM INNOVATION

THE LEADING TODAY WEBINAR SERIES AND MORE TO ENGAGE WITH YOUR TEAM

Apr 2018
May
Jun

training.oa.mo.gov
Do you ever drive into work thinking about all the things you need to do just to keep up with the pace your job demands? Meetings to attend, reports to finish, calls to make, tasks to complete...it's always a lot; and sometimes it can cause you to lose sight of why you do what you do in the first place.

Truth be told, the chance to work and contribute to something larger than ourselves is a wonderful gift. Unfortunately, in the hectic pace to get our work done, we can forget to ask ourselves some valuable questions. Specifically, “Why is what I hope to accomplish today so important?” “Who will benefit from what I do?” and “How can I do it better?”

Essentially this comes down to finding and understanding the “why” behind our work—our purpose. The good news is that those three questions are generally easy to answer with just a little thought. Still, it can be helpful to reflect on them from time to time—and encourage others to do the same thing to define the purpose in their work too.

It may help to think about purpose not in terms of what we get from doing our job, but rather what we give through it. Having that perspective is important because the clearer you are about that, the better you can channel your talents and energy to achieve something that is truly worthwhile.

From an organizational perspective, helping employees understand their role and purpose in the agency’s “big picture” can have big dividends too. The desire to make a meaningful contribution can be the catalyst to pursue innovation and critical thinking, embrace change, and work collaboratively with people who may have different points of view, or come from different backgrounds.

When you infuse this type of thinking into conversations with team members about their work, it helps to create an environment that is uplifting and supportive. It makes it easier for everyone to stay connected to the meaning in their work, and push ahead to achieve even more. After all, we all want to work in a job where our talent shines through and allows us to make our own unique contribution.

This is a timely message for me because this will be my last message to you as the Director of the Center for Management and Professional Development. As I turn the page to focus on new opportunities, I’m reminded of how fortunate I’ve been to have a clear purpose for the work I’ve been allowed to do, and the support of so many wonderful, caring people who have helped to keep me grounded by always lifting me up.

As you continue on your career path, I hope you embrace your purpose knowing that you can make a remarkable contribution to your organization, community, and family. As stated so well by American author and historian Edward Everett Hall:

“I am only one, but I am one. I cannot do everything, but I can do something. And I will not let what I cannot do interfere with what I can do.”

I hope you will explore the programs we’re offering now and in the future to help you grow, lead and succeed. At the Center, that’s our mission and our defining purpose.

So long.

Allan Forbis
Director, Center for Management and Professional Development
TheCenter@oa.mo.gov
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.

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.

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

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

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 is projected on a screen to facilitate ease of instruction and increase each learner’s ability to comprehend the information provided.

Microsoft Office Desktop Classes include:

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

Multiple versions of programs are available and frequently updated to address changing technology and customer needs.

E-learning sessions on some applications are also available.

SAM II

TRAINING PROGRAMS FOR MISSOURI STATE GOVERNMENT AGENCIES

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

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.

(We provide the space. You provide the trainer!)
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 and 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.

**WEBINARS THIS QUARTER**

**Outlook 2016:**
Learning about Attachments, Flagging, Address Book and Distribution Lists  
June 18, 9:00 AM – 10:00 AM, $50

Basic Mail and Calendar Tips  
May 7, 9:00 AM – 10:00 AM, $50

See the full schedule on page 15

**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. Our courses are popular because each specific class – Introduction, Intermediate and Advanced focus on specific development areas of increasing complexity. No matter what type of user you are, the techniques you’ll learn will make your job easier and increase the sophistication of your data reporting and analyzing. If you’re frustrated using Excel because you know there has to be a better way of accomplishing your tasks, we can help you get more done - and do it more efficiently - with the skill building components our programs provide.

**EXCEL 2010**
Introduction – April 24  
Intermediate – May 22  
Advanced – June 19

**EXCEL 2016**
Introduction - April 3  
Intermediate - May 1  
Advanced - June 5

$125  

All programs are held at the Center’s East Elm Campus, 1738 East Elm St., Jefferson City

Find information about the content of each program on our website.
See differently. Do differently. Get better.

With

InSights ONDEMAND

Obtain a *1 year subscription for $149.00

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

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!

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.
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.
Adapting Your Leadership Style

Different people respond better to different styles of leadership. To be a truly skilled leader, you must become aware of the needs of your staff, and adapt your leadership style to nurture and encourage their productivity and professional growth. This webinar will help you assess your personal leadership style, and introduce tools to help you build connections with the people you lead.

The webinar will provide ways to:

- Identify qualities of effective leaders
- Make the mental shift from individual productivity to influencing others
- Recognize style differences and how to lead team members with different style preferences
- Build rapport using a mix of verbal and nonverbal messages
- Conduct constructive one-on-one conversations

Coaching Conversations

This webinar will prepare you to lead coaching conversations that enable team members to take responsibility for their commitments and work goals. You will discover how the various aspects of coaching conversations (such as defining the opportunity or problem, analyzing options, and developing an action plan) can motivate and support team members on their professional development path.

The webinar will help you:

- Identify four steps of a coaching session and how they should be applied in various situations
- Use the appropriate mix of inquiry and advocacy in a coaching session
- Apply basic coaching techniques for:
  - Performance improvement
  - Career development
  - Training for specific skills

Team Excellence: Achieving High Performance

Organizations know that every employee is valuable, and contributes unique talents and experience to each project or task. Moreover, when employees come together as a team, and understand how to work collaboratively, the end result can be even greater success! This webinar will help you help others learn to CARE by discovering techniques for effective Communication, maximizing individual Ability, producing Results, and fostering Espirit de corps.

Receive information to help you:

- Recognize the communication characteristics of high-performing teams
- Assess individual strengths in order to ensure the best possible team performance
- Learn how to focus on goals and results effectively
- Recognize the elements needed to build esprit de corps within work teams

Training Information: Webinars are conducted using Adobe Connect. Prior to the webinar, each participant will receive an email with information needed to access the webinar, and any applicable companion material. To actively participate in the webinar, participants will need access to a computer with speakers, Internet connection, and a telephone.
Successful team members don't do the same thing at the same time. They do the right thing at the right time. And while team members work together toward a common goal, individuals must still play their individual parts in the process.

The challenge – and opportunity – for team leaders and organizations is to help individuals work from their strengths by identifying their most natural team role, and to understand and appreciate the contributions that they and others make.

As organizations rely more on teams to innovate, problem-solve, produce, and perform at the speed of change, understanding and capitalizing on the best approaches to strengthen and use group cohesion is critical to creating high-performing teams and organizational success.

This 1-day program will utilize rich discussion, group activities and the use of the Team Dimensions Profile* to help learners:

- Understand common reactions to change and innovation
- Identify individual approaches to innovative teamwork
- Clarify individual strengths and roles on the team
- Reinforce and appreciate the contributions of others
- Encourage team innovation and problem solving
- Discover an effective team process to increase productivity
- Foster trust and build mutual support
- Reduce team stress and conflict
- Enhance individual and team performance for maximum results

If you are a team leader, or an individual contributor, LEADING TEAM INNOVATION can help you:

- Discover a winning innovation and change approach to use with teams;
- Identify your most comfortable role on a team;
- Develop strategies that will help you work on a team to create, refine, advance, and implement new ideas; and;
- Determine effective ways to balance, integrate and capitalize on the different strengths of each team member.

Capitalize on individual strengths for total team performance!

May 24
$149, Team Work

*The Team Dimensions Profile is an individual assessment completed in class. The additional cost for the Profile is included in the fee for the program.
Coaching Employees

Achieving extraordinary results through others

June 19
$125, Mentoring and Teamwork

The coaching process is central to ongoing performance management and employee development. By creating the appropriate climate, environment and context to empower individuals and teams, great coaches are able to achieve extraordinary results. This 4-hour program examines the coaching process and provides tools and techniques to help shape employee behaviors on the job.

This program will help team leaders:
- Examine coaching strategies based on the employee’s ability and willingness to do the job
- 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

Basic Supervision

May 30 – 31
$125, Workforce Management

This 2-day workshop will help first-time supervisors make the transition from technician to supervisor by focusing on specific, fundamental skills that include: time management, delegation, leadership, feedback and more to produce positive results within the team they lead. Additionally, learners will have the opportunity to complete a self-assessment of their leadership style, learn how to “flex” their style to work with – and effectively lead others, and go to “the head of the class” by observing how a new supervisor portrayed in a video case study “makes the grade.”

Whether you are a new supervisor, or a seasoned “veteran,” this program will help you identify or improve strategies and practices necessary to your ongoing success as a supervisor and leader in your organization!

Employee Engagement

The Supervisor’s Guide to Gaining and Sustaining Employee Commitment

April 24, $95
Workforce Management

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 strongly committed to their organization’s goals and use their discretionary effort to go the extra mile on behalf of their organization, many leaders are understandably troubled by these results.

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.

Participants who complete this program will:
- Learn how to build stronger relationships with every employee.
- 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.
- Learn how to offer constructive criticism to help employees grow.
- Discuss ways to show appreciation and recognition that is meaningful to each employee.

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

Find a complete list and expanded description of all programs at training.oa.mo.gov

Program dates (when available), cost and associated competencies are provided under each workshop title.

The State of Missouri’s ENGAGE process is a “back to basics” approach designed to improve feedback, guidance and support between supervisors and team members to more effectively accomplish goals, champion change, innovate, and flourish as individual contributors, work teams and organizations.

We are pleased to provide professional development programs that support this initiative – and that help all public and private sector individuals, businesses and organizations achieve success.

Find a complete list and expanded description of all programs at training.oa.mo.gov

Program dates (when available), cost and associated competencies are provided under each workshop title.
Critical Thinking Tools for Solving Problems in Complex Times

Do you find yourself doing the same things you have always done, but not getting the results you have always gotten? Do you reach for the same best practices, the most familiar tools, but find them lacking? Do you get discouraged when you feel like your resources are no match for your obligations? If you answered yes to these questions, you’re not alone!

Critical thinking means taking responsibility for attitudes, moods, and thoughts, in order to arrive at conclusions and solutions objectively. It means directing focused attention and inquiry, while suspending personal biases and assumptions, so that we rely on reason rather than emotion. It also means generating possibilities beyond our first impulses. To accomplish this, it requires analysis of an array of circumstances and concerns that may impact our decisions – and the outcomes of those decisions. And it means reassessing information.

This 1-day program will increase your choices of Critical Thinking Tools and offer new approaches for an ever-expanding set of challenges.

Participants will learn how to:

- Apply the SMSOTEE method to align projects with strategy.
- Identify and overcome biases that block critical thinking.
- Incorporate Statistical Process Controls to measure and improve efficiency.
- Use Edw ard de Bono’s Direct Attention Thinking Tools and Lateral Thinking Practices to find solutions to problems.
- Generate an abundance of possible solutions before passing judgment on their feasibility.
- Use 5 Why’s to identify root causes.
- Use positive inquiry to consider the whole system before making decisions.
- Rely on reason rather than emotion when situations require objective critical thinking skills.
- Assess the value of accepting new evidence and alternative explanations.
- Practice the Five Steps to Critical Problem Solving in relation to a real workplace situation.

Albert Einstein wrote, “We cannot solve our problems with the same level of thinking that created them.”

Ask about this program to expand and enhance your ability to address the critical problems and opportunities facing your organization today!

RETURNING NEXT QUARTER
$125
8:30 – 4:30
Creative Thinking & Problem Solving
Managing in Times of Information Overload

Is your inbox overwhelming? Your “to-do” list never-ending? Have you forgotten what it feels like to actually be “caught up?” If you answered yes to these questions, you might be suffering from Information Overload, possibly compounded by a case of Urgency Dependence.

If you find yourself lurching from one deadline to the next, feeling forced to pay more attention to what must be done immediately than to what is truly important to you, this timely workshop is for you.

Building on the best time management methods, as well as programs designed to lower frustration, diminish stress, and improve relationships both on and off the job, this 1-day program can help you realize a more meaningful and satisfying life, in spite of the accelerating pace of change…and the volume of 24/7 information constantly coming toward you!

Attending this workshop will allow you to:

- More efficiently manage email and planning.
- Discover your personal urgency mindset.
- Assess how effectively you currently use your time, and how to make better use of it.
- Use a planning system to stay focused on what is important, not merely urgent.
- Practice mindful, in-the-moment techniques to give others your undivided attention.
- Identify your preferred methods of stress reduction.
- Use exploratory questions to help create your ideal workplace…and more!

Getting Better at Getting Better
Applying the Principles of Effective Performance Management

June 5, $125
Accountability & Workforce Management

This 1-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 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.

Successful learners will be able to:

- Describe ideal employee behaviors, and how coaching and feedback can help those behaviors become reality.
- Practice strategies to set performance expectations, provide feedback, and give recognition to reinforce desired results.
- Assess team trust.
- Select appropriate data to measure performance and results.
- Use an assessment tool to assess team members, promote talent development and build bench strength.

Business Writing
June 21, $125
Technical Knowledge & Written Communication

This 1-day workshop provides a review of proper grammar, sentence structure, syntax and punctuation in business writing. The workshop also addresses the purpose, intent or goal of written communication in business, and reviews the organization and written presentation of key business writing concepts.

Leadership Styles and Conflict Management
June 13, $125, Perceptiveness

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

Leading Effective Meetings
June 20, $125
Team Work & Verbal Communication

All leaders know that meetings— if not managed properly—can become mere formalities, “time-wasters,” and even fuel turf wars among meeting members. In this 4-hour workshop, learners will receive skills to enhance the meetings they lead to ensure each meeting is more efficient, productive, and valued to everyone involved.

Building Team Connections
The best teams work together fluently, and they do it by reducing interpersonal friction, creating a positive work environment, and aligning the values and goals of their team with relationships and performance. This 1-day program provides a fresh perspective on team connections, and tools for analyzing and strengthening those connections. Participants will learn how to improve results by establishing and maintaining team norms, cultivating trust, leveraging differences, and determining where and how to apply time and energy to keep the team moving forward in a positive direction.

May 22, $125
Teamwork & Perceptiveness

Successful learners will be able to:

- Identify the characteristics of high performing teams.
- Capitalize on team differences to strengthen team performance.
- Analyze immediate and extended team connections to identify where time could be better spent.
- Take stock of their own team’s stage of development; and the level of trust within their team.
- Plan how to use Five Critical Factors to refuel team connections.

Building Team Connections

For any questions about this program, please contact:

Lee’s Summit
April 17
Self-Direction & Flexibility
CONTACT US TO SCHEDULE THIS PROGRAM FOR YOUR WORK TEAM
Skills to Handle Crucial Conversations

April 26, $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. Many people are very good at avoiding tough conversations when it is likely that there will be varying opinions, the stakes are high, or the conversation will be emotional. Sometimes we would rather send a coworker or direct report an email than talk face-to-face 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, teams and organizations achieve breakthrough results.

Learn how to:
- Handle and effectively hold difficult conversations.
- Transfer anger and hurt feelings into powerful dialogue.
- Achieve a level of mutual understanding and respect.
- Be persuasive instead of abrasive.

Supervisory Liability
May 16, $125
Accountability & Technical Knowledge

Every day, supervisors and 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 address or resolve an issue can result in misunderstanding and potential liability issues. 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.

Workplace Violence: Response to Armed Intruders in the Workplace
June 6, $30, Workforce Management

While it is unlikely an active shooter situation will happen, it is also true that having an "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 ways to stay safe during an active shooter incident; and which one may be right for you.

Following the conclusion of the initial program, supervisors and managers may elect to remain for an additional 1-hour extended portion of the program that addresses supervisory responsibilities and concerns.

Almost every organization has a process in place to establish goals and objectives for employees—but when the situation gets sticky, and employees aren't performing as planned, what do you do?

Positive Approaches to Resolving Performance and Conduct Problems

April 25, $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.

LEADERSHIP ON FAST FORWARD

Keeping up with the accelerating pace of change!

April 18, $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. Whether you're working in the public or private sector, leaders at all levels are expected to meet ever-escalating demands.

The 1-day program 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.
- Recognize the stages of change to enable their work teams to move on sooner than later.
- Decrease negativity in the workplace when new demands arise.
- Use a method of communicating change proven to gain buy-in and commitment.
- Improve morals and dedication even during tough economic times.
- Set goals and achieve objectives by cultivating and reinforcing positive performance and desired behaviors.
Open Enrollment
REGIONAL TRAINING CLASSES

NORTHWEST REGION

Lee’s Summit
Managing in Times of Information Overload
April 17
8:30 A.M. – 4:30 P.M. $125
Department of Natural Resources Building
500 NE Colbern Road
Lee’s Summit, MO 64086

If you find yourself lurching from one deadline to the next, this timely workshop is for you. Building on the best time management methods, as well as programs designed to lower frustration, diminish stress, and improve relationships both on and off the job, this 1-day program can help you realize a more meaningful and satisfying life, in spite of the accelerating pace of change, and the volume of 24/7 information constantly coming toward you!

SOUTHWEST REGION

Springfield
Basic Supervision
June 26 - 27
8:30 A.M. – 4:30 P.M. (Both Days) $125
Department of Natural Resources Building
2040 West Woodland
Springfield, MO 65807

This 2-day workshop will help first-time supervisors make the transition from technician to supervisor by focusing on specific, skills that include: time management, delegation, leadership, feedback and more to produce positive results within the team they lead.

NORTHEAST REGION

Chesterfield
Unconscious Bias: Breaking Down Barriers through Awareness
May 9
8:30 A.M. – 12:30 P.M. $125
Department of Transportation Building
14301 South Outer Road Room 207
Chesterfield, MO 63017

Buried prejudice and biases are surprisingly influential underpinnings to the decisions we make, affecting our feelings, and consequently our actions. This "unconscious bias" comes to 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 to overcome them. This 4-hour program will help learners understand how bias can be expressed through subtle behaviors, and provide steps and strategies that can be used to control biases in our thinking.

SOUTHEAST REGION

Cape Girardeau
Positive Approaches to Resolving Performance and Conduct Problems
April 18
8:30 A.M. – 4:30 P.M. $125
Workforce Investment Board
760 S Kingshighway, Ste. C
Cape Girardeau, MO 63703

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.

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 or your employer to ensure the information you have is correct.
Leadership and Interpersonal Development Training
Workshops in Jefferson City are held in Room 430 of the Truman Office Building unless stated otherwise. * Denotes Webinar

April
11 2018 Employment Issues Update: Labor and Employment Information for Managers, Legal Counsel and HR Professionals, 9:30 – 4:00, Capitol Plaza Hotel, Jefferson City, $179
13 *LEADING TODAY WEBINAR: Adapting Your Leadership Style, 10:00 AM – Noon, $50
18 Leadership on Fast Forward, 8:30 – 4:30, $125
24 Employee Engagement: The Supervisor’s Guide to Gaining and Sustaining Employee Commitment, 8:30 – 12:30, $95
25 Positive Approaches to Resolving Performance and Conduct Problems, 8:30 – 4:30, $125
26 Skills to Handle Crucial Conversations, 8:30 – 4:30, $125

May
16 Supervisory Liability, 8:30 – 4:30, $125
18 *LEADING TODAY WEBINAR: Coaching Conversations, 10:00 AM – Noon, $50
22 Building Team Connections, 8:30 – 4:30, $125
24 Leading Team Innovation, 8:30 – 4:30, $149
30 - 31 Basic Supervision, 8:30 – 4:30 (Both Days), $125

June
5 Getting Better at Getting Better, 8:30 – 4:30, $125
6 Workplace Violence: Response to Armed Intruders in the Workplace, 8:30 – 10:30, $30
13 Leadership Styles and Conflict Management, 8:30 – 4:30, $125
15 *LEADING TODAY WEBINAR: Team Excellence – Achieving High Performance, 10:00 AM – Noon, $50
19 Coaching Employees, 8:30 – 12:30, $125
20 Leading Effective Meetings, 10:30 – 3:00, $125
17 Business Writing, 8:30 – 4:30, $125

Technical and Computer Skills Training
Workshops in Jefferson City are held at 1738 East Elm Street, Lower Level. * Denotes Webinar

April
2 Outlook 2016 Introduction, 8:00 – 4:00, $125
3 Excel 2016 Introduction, 8:00 – 4:00, $125
5 Access 2016 Introduction, 8:00 – 4:00, $125
10 Word 2010 Introduction, 8:00 – 4:00, $125
12 PowerPoint 2016 Introduction, 8:00 – 4:00, $125
17 SAM II Financial Data Warehouse Using Web Interface, 8:00 – 11:00, $50
19 SAM II Financial Data Warehouse Using Access, 8:00 – 4:00, $95
23 OneNote 2016, 8:00 – 4:00, $125
24 Excel 2010 Introduction, 8:00 – 4:00, $125
26 Access 2010 Introduction, 8:00 – 4:00, $125

May
1 Excel 2016 Intermediate, 8:00 – 4:00, $125
3 Access 2016 Intermediate, 8:00 – 4:00, $125
7 *WEBINAR: Outlook 2016 – Basic Mail and Calendar Tips, 9:00 – 10:00, $50
10 SAM II HR Employee Maintenance, 8:00 – 4:00, $95
14 Outlook 2016 Intermediate, 8:00 – 4:00, $125
15 SAM II HR Position Control, 8:00 – 11:00, $50
17 SAM II HR Data Warehouse Using Access, 8:00 – 4:00, $95
22 Excel 2010 Intermediate, 8:00 – 4:00, $125
24 Access 2010 Intermediate, 8:00 – 4:00, $125
30 MOBIUS, 8:00 – Noon, $50
31 SAM II HR Time and Leave, 8:00 – 4:00, $95

June
5 Excel 2016 Advanced, 8:00 – 4:00, $125
7 Access 2016 Advanced, 8:00 – 4:00, $125
11 OneNote 2016, 8:00 – 4:00, $125
12 Word 2016 Introduction, 8:00 – 4:00, $125
14 PowerPoint 2016 Introduction, 8:00 – 4:00, $125
18 *WEBINAR: Outlook 2016 – Learning about Attachments, Flagging, Address Book and Distribution Lists, 9:00 – 10:00, $50
19 Excel 2010 Advanced, 8:00 – 4:00, $125
21 Access 2010 Advanced, 8:00 – 4:00, $125
26 SAM II Fixed Assets, 8:00 – Noon, $50
28 Word 2016 Intermediate, 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
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
APRIL, MAY & JUNE 2018 TRAINING CALENDAR
FOR STATE OF MISSOURI CENTER FOR MANAGEMENT AND PROFESSIONAL DEVELOPMENT
“We inspire current and potential leaders on their journey to excellence.”