

THE STATE OF OKLAHOMA
TRAINING AND DEVELOPMENT



COURSE CATALOG

FALL 2014

Course Catalog for Fall 2014 — Table of Contents

Overview	1
Professional Development	3
Creative Problem Solving Skills* (<i>Redesigned</i>)	3
Business Etiquette: Positively Professional	4
Coping with Change (<i>Redesigned</i>)	5
Customer Service: A Lost Art* (<i>Updated</i>)	6
Developing Effective Negotiation Skills*	7
Effective Communication Skills* (<i>Redesigned</i>)	8
Time Management Skills (<i>Redesigned</i>)	9
Everyday Creativity (<i>Redesigned</i>)	10
The 5 Choices to Extraordinary Productivity (<i>New</i>)	11
Interviewing: Put Your Best Self Forward (<i>New</i>)	12
It's All About You: Branding for a Confident You	13
Managing Conflict*	14
Business Writing Skills*	15
Powerful Communication through Powerful Words	16
Powerful Emotions: Personality Styles and Emotions	17
Productive Meetings for Better Results	18
Seven Habits of Highly Effective People: Signature*	19
Spectrum Temperament Development	20
Presentation Skills*	21
Leadership and Management Development	22
Awards and Recognition*	22
Boot Camp for New Managers	23
Coaching and Mentoring	24
Leading Employees through Change (<i>New</i>)	25
Mediation Skills for Personnel Supervisors	26
Motivating for Performance*	27
One Minute Manager	28

Performance Management Process* (<i>Updated in fall 2013</i>)	29
Power of Positive Reinforcement*	30
Powerful Teams: Effective Team Leadership	31
Program Evaluation*	32
Project Management	33
Administering the Structured Interview	34
Violence in the Workplace*	35
Rules and Compliance	36
Administrative Law* (<i>Updated in fall 2013</i>)	36
Employee Grievances and Appeals	37
Ethics in Public Management*	38
How to Investigate Incidents	39
Legislative Processes*	40
Policy Analysis*	41
Behavior and Emergency Response	42
Personnel Policies and Practices*	43
Progressive Discipline*	44
Diversity Awareness	45
Cultural Competency	45
Disability Awareness	46
Working in a Multigenerational Workforce*	47
Sexual Harassment and Discrimination*	48
Personal Development	49
Effective Stress Management (<i>Redesigned</i>)	49
Principles of Financial and Retirement Planning	50
Nutrition in Action (<i>New</i>)	51
Understanding Exercise and Fitness (<i>New</i>)	52

* Required for CPM candidates

Overview

The Training and Development unit of the Human Capital Management Division provides opportunities for state employees to improve their skills and capabilities in a variety of areas. We offer around 100 classes covering more than 50 topics each semester.

We have redesigned some of the curricula based on the feedback we received from employees. We also added new classes based on employees' needs. We aim to provide high-quality classes continuously and consistently.

Professional Development

Professional development courses provide learning opportunities for all state employees including developing creative problem-solving skills, coping with change, communication skills, customer service, time management skills, writing skills, presentation skills, etc.

Leadership and Management Development

Leadership and management development courses are mainly designed for new, mid-level and senior managers in areas including performance management, change management, coaching and mentoring, motivation for performance, etc.

Rules & Compliance

Rules and compliance courses provide learning opportunities for relevant state employees on rules and compliance issues including administrative law, policy analysis, legislative process, personnel policies and practices, etc.

Diversity Awareness

Diversity awareness courses focus on appreciating differences in the workplace. The topics include sexual harassment and discrimination in the workplace, multigenerational workforce, disability awareness, etc.



Personal Development

We offer courses on financial and retirement planning, nutrition and health, and stress management for the well-being of state employees.

The Certified Public Manager® (CPM) Program

The OK CPM Program is designed to improve service to the citizens of the State of Oklahoma. Participants in the program become better resources for their agencies and for the state through seminars, examinations, job-related projects, and by enhancing their management skills. The long-range goal of the program is to help agencies identify and develop the skills required of state government's future leaders.

Governor's Executive Development Program

The Governor's Executive Development Program for State Officials is a collaborative effort between the Human Capital Management Division of the Office of Management and Enterprise Services, the William S. Spears School of Business at Oklahoma State University, and the Michael Price School of Business at the University of Oklahoma. This intensive five-day program has been well received by the more than 250 senior-level officials, including cabinet secretaries, agency directors, and deputy directors, who have attended. The curriculum is based on the five executive leadership competencies identified by the U.S. Office of Personnel Management. The management challenges we face today make these skills and competencies invaluable to all leaders.

Online Learning Program

If you are interested in supplementing in-person training with a robust, flexible online learning program, Training and Development also offers licensing options for Oklahoma state employees to access Skillsoft eLearning content in a variety of packages and prices. Licenses are purchased per year, per user and include desktop, business, IT, engineering and leadership content. Options are also available for agencies to create their own custom content. For more information, contact skillsoft@omes.ok.gov.

Creative Problem Solving Skills* (Redesigned)

Course code: HRD012 Duration: Six hours

Introduction

Creative thinking is critical for solving problems. While creativity was once thought to be an innate gift, we now know creative problem-solving skills can be learned and practiced.

This interactive, one-day course will guide you to use tools to generate new ideas, apply strategies to overcome perceptual, intellectual, emotional and environmental blocks to creative problem-solving, and explore ways to polish your creative problem-solving skills.

Learning Outcomes

- Understand the four roles in creative problem-solving;
- Apply tools and strategies to generate creative ideas; and
- Overcome blocks to creative problem-solving strategically.

** Required for CPM candidates*

Business Etiquette: Positively Professional

Course code: HRD005 Duration: Six hours

Introduction

This course is designed to help you improve social and interpersonal skills in a professional business environment. You will get to know many useful details about business etiquette in office, social and travel settings. In addition, you will learn strategies for effective electronic communications over email, voice mail, telephone and cell phone.

Learning Outcomes

- Identify guidelines for appropriate business etiquette;
- Understand and apply standard business etiquette and professional conduct; and
- List at least two updatable resources or references on business etiquette.

Coping with Change (Redesigned)

Course code: HRD120 Duration: Six hours

Introduction

Change is a constant in today's world. This one-day course is tailored to develop and increase your coping skills and knowledge during times of change. It highlights the strategies to cope with different stages of your reactions to change as well as how to thrive and grow in change.

It is an interactive course with fun games and exercises. You will benefit from different perspectives about the nature of change, how change affects individuals, and strategies for coping with change.

Learning Outcomes

- Identify barriers to coping with change;
- Cope with the four stages of reactions to change; and
- Grow and develop strategically in change.

Customer Service: A Lost Art* (Updated)

Course code: HRD061 Duration: Six hours

Introduction

Customer service is critical to a successful business as well as a successful career. This interactive course discusses what good customer service is, the strategy to delivering excellent customer service, and how to deal with all types of difficult customers.

It will help you train yourself, your staff and your team to head off problems and rise to a level of service excellence.

We added new games, exercises and videos to this course.

Learning Outcomes

- Identify areas to improve your customer service;
- Apply knowledge and skills to deliver good customer service; and
- Deal with different types of customers effectively.

** Required for CPM candidates*

Developing Effective Negotiation Skills*

Course code: HRD013 Duration: Six hours

Introduction

Effective negotiation helps you to resolve situations when what you want conflicts with what someone else wants. This course explores strategies to achieve win-win negotiations under a variety of occasions.

Learning Outcomes

- Identify at least three sources of your own personal power;
- Evaluate the ways you use your power, including non-verbally;
- Identify several strategies for negotiating; and
- Apply at least two negotiating strategies in practical situations.

** Required for CPM candidates*

Effective Communication Skills* (Redesigned)

Course code: HRD119

Duration: Six hours

Introduction

Effective communication enables us to resolve differences, build trust and respect, and create environments where creative ideas, problem solving, affection, and caring can flourish.

By learning effective communication skills in this game-based interactive course, you can better connect with your family, friends, customers and coworkers.

Learning Outcomes

- Communicate effectively in person;
- Conduct presentations effectively; and
- Apply effective persuasion and negotiation strategies.

** Required for CPM candidates*

Time Management Skills (Redesigned)

Course code: HRD121 Duration: Six hours

Introduction

This course provides a different perspective of time management and introduces several essential time management skills. By applying the techniques, you will gain extra productive hours, your efficiency and productivity will increase, and you will have more control over your life.

Learning Outcomes

- Plan and prioritize tasks effectively;
- Improve concentration;
- Overcome procrastination; and
- Delegate people effectively.

Everyday Creativity (Redesigned)

Course code: HRD020

Duration: Six hours

Introduction

This course rejects the notion that creativity is an innate talent reserved for the few. Everyday Creativity teaches that creativity is a muscle that must be flexed on a daily basis to promote innovation and idea generation. By developing our own definition of creativity, learning how to make connections within our experiences, and examining common elements of a creative process, this course encourages you to recognize and harness your own creative practice. Rather than asking the question, “How creative are you?” you will ask yourself, “How are you creative?”

Learning Outcomes

- Define creativity and understand your creative thinking process;
- Develop and maintain a creative wellspring;
- Learn the benefits of creativity within a framework;
- Discover your inner innovator; and
- Understand how to practice creativity every day.

The 5 Choices to Extraordinary Productivity (New)

Fee-based

Course code: HRD106 Duration: Two days

Introduction

The barrage of information coming at us from multiple sources (e.g., texts, emails, tweets, blogs, and alerts), coupled with the demands of our careers, is overwhelming and distracting. Franklin Covey’s “The 5 Choices to Extraordinary Productivity” solution inspires you to apply a process that will dramatically increase your ability to achieve life’s most important outcomes. Supported by science and years of experience, this solution not only produces a measurable increase in productivity, but also provides a renewed sense of engagement and accomplishment.

Learning Outcomes

- Learn how to better filter vitally important priorities from distractions so you can make a real contribution;
- Define the desired outcomes for your most important professional and personal roles to get motivated to achieve extraordinary results;
- Learn the planning systems that lead you to feel more accomplished virtually every day;
- Create a “productivity engine” by optimizing Outlook; and
- Implement the “5 Energy Drivers” to consistently recharge mental and physical energy.

Interviewing: Put Your Best Self Forward (New)

Course code: HRD111

Duration: Six hours

Introduction

This one-day course focuses on innovative ideas that teach state employees to put their best self forward with confidence when interviewing for jobs. The course objectives will be met through classroom instruction and student participation.

Learning Outcomes

- Identify appropriate skills and develop techniques to use in putting your best self forward before, during, and after the interview process;
- Effectively use written and verbal communication skills in the interview process;
- Recognize good and bad habits seen and used in the interview process; and
- Design a personal interview plan to use for the next interview opportunity.

It's All About You: Branding for a Confident You

Course code: HRD100 Duration: Six hours

Introduction

Personal branding is a process that helps you identify and focus your natural strengths, talents, passions, ideals, values and experiences so your daily actions, connections and accomplishments move you ever closer to achieving your ultimate personal vision.

This one-day course is filled with basic, fundamental questions about you and requires self-reflection, self-awareness, honesty and sharing. Your brand is your reputation. It is the core of who you are, what you have to offer and how you operate. You can use your brand to present your best “self” and shape others’ perception of you.

Learning Outcomes

- Identify the benefits of personal branding;
- Apply methods that develop your personal brand;
- Identify positive personal characteristics and barriers to being the best you; and
- Project your brand.

Managing Conflict*

Course code: HRD028

Duration: Six hours

Introduction

Controversy, conflict and crisis are an inevitable part of organizational life. This course will examine constructive strategic methods for positively dealing with conflict.

Learning Outcomes

- Assess your most likely conflict resolution behavior;
- Identify methods for dealing with behaviors of others in conflict situations;
- Practice the interpersonal skills necessary for dealing with conflict;
- Identify the four common methods for dealing with conflict and assess the appropriateness of each; and
- Apply the “win-win” method to a state agency situation.

* Required for CPM candidates

Business Writing Skills*

Course code: HRD117 Duration: Six hours

Introduction

You will not learn dangling participles, prepositional phrases, or the like in this course. It is designed to broaden your writing skills by building on what you already know. In the end, you will know how to get “write” to the point, simply and concisely.

Learning Outcomes

- Learn to write simply and concisely;
- Learn various methods for getting started, ready or not;
- Identify words and/or phrases to be avoided; and
- Write messages that people will want to read.

** Required for CPM candidates*

Powerful Communication through Powerful Words

Course code: HRD092 Duration: Two days

Introduction

This course covers all the essentials of communication. You will study intensively on how to communicate calmly, effectively and professionally, even when under pressure.

Learning Outcomes

- Communicate under pressure;
- Be poised, calm and effective, no matter what;
- Identify the secret to getting the information you want;
- Manage conflicts and prevent communication problems;
- Be positively persuasive: getting people to buy into your ideas; and
- Use the right words for the right person: understand personality styles (DISC).

Powerful Emotions: Personality Styles and Emotions

Course code: HRD093 Duration: Two days

Introduction

For most of us, emotions in the workplace are confusing, and at times ambush us and draw us into unwanted conflicts. In this course, you will study different personality styles and emotions and how to be equipped to deal with them effectively.

Learning Outcomes

- Understand different personality styles;
- Understand emotions: what they are, and why we have them;
- Be able to work with emotions and emotional people; and
- Be equipped to deal with conflict, anger and grief in the workplace.

Productive Meetings for Better Results

Course code: HRD123

Duration: Six hours

Introduction

This interactive, one-day course is designed to help you plan, lead and participate in business meetings that are productive and effective. You will learn to determine if meetings are necessary, how to prepare and lead them. Your meetings become appreciated, rather than dreaded.

Learning Outcomes

- Determine the best way to share or gain information – to meet or not to meet;
- Learn to prepare an agenda and apply techniques that keep meetings moving in the right direction; and
- Demonstrate understanding through in-course activities.

Seven Habits of Highly Effective People: Signature*

Fee-based

Course code: HRD052 Duration: Three days

Introduction

In this course, participants will learn how to take initiative, balance key priorities, improve interpersonal communication, leverage creative collaboration, and apply principles for achieving a balanced life. Participants not only learn, but also use processes and tools to live and apply the seven habits.

Learning Outcomes

By applying the strategies learned in this course, you will foster:

- Habit 1: Be proactive;
- Habit 2: Begin With the End in Mind;
- Habit 3: Put First Things First;
- Habit 4: Think Win-Win;
- Habit 5: Seek First to Understand Then to be Understood;
- Habit 6: Synergize; and
- Habit 7: Sharpen Your Saw.

* Required for CPM candidates

Spectrum Temperament Development

Fee-based

Course code: HRD091 Duration: Six hours

Introduction

You will benefit from learning about your “true colors” in the Spectrum Temperament Development course as a way to help communicate better with one another. A temperament is a set of behaviors, skills and preferences motivated by a core need. Every human being is born with a “natural” temperament. Your natural temperament directly influences your attitudes, behaviors, and perceptions.

Learning Outcomes

- Identify your Full Color Spectrum profile;
- Distinguish the core needs, joys, values and stressors of each color group;
- Recognize the untapped potential for self-improvement within other color groups; and
- Learn to acknowledge the perspectives of others and reframe thinking to appreciate different working styles.

Presentation Skills*

Course code: HRD118

Duration: Two days

Introduction

This two-day course is designed to help make preparing and giving presentations easier. It is an interactive course and it covers basic skills. Be ready, because you will be thrust into the spotlight to practice your newly learned skills in impromptu and timed presentations before the class.

You will receive material for class work and future reference. There is a homework assignment with this course.

Learning Outcomes

- Review techniques, verbal and nonverbal, that enhance oral presentations;
- Identify skills that lead to better oral presentations; and
- Practice learned techniques in an oral, timed presentation

** Required for CPM candidates*

Awards and Recognition*

Course code: HRD004 Duration: Six hours

Introduction

State employees continuously serve the public well and often develop processes that provide cost-savings to the State of Oklahoma. Although salary increases are determined by the state Legislature, there are other ways to recognize outstanding job performance and employee accomplishments. This course provides information and ideas to help everyone in the workplace appropriately identify forms of employee recognition.

Learning Outcomes

- Identify appropriate award and recognition programs for state agencies;
- Describe how and why you should recognize employees;
- List guidelines for effective recognition; and
- Provide examples of award and recognition programs.

* Required for CPM candidates

Boot Camp for New Managers

Course code: HRD099 Duration: Two days

Introduction

This two-day course covers everything you need to know as a new manager to hit the ground running, from making the transition to handling problem employees and everything in between.

Learning Outcomes

- Identify what to avoid as you make your transition;
- Understand leadership essentials;
- Apply everyday management skills;
- Motivate and encourage employees;
- Manage your own time, priorities and projects;
- Apply leadership communication strategies: one-on-one, groups, and meetings;
- Understand and manage performance problems;
- Spot performance issues before they become a problem; and
- Communicate and deal with problem employees.

Coaching and Mentoring

Course code: HRD074 Duration: Six hours

Introduction

This course is designed to help identify why people don't do what they are supposed to do, or, conversely, why they do what they are not supposed to do. You will practice coaching techniques to address these issues, as well as identify ways to mentor staff for greater productivity.

Learning Outcomes

- Identify steps in analyzing employees' behaviors;
- Use methods for coaching employees;
- Identify essential factors for a successful mentoring program; and
- Craft a mentoring agreement among mentor, protégé and boss.

Leading Employees through Change (New)

Course code: HRD115 Duration: Six hours

Introduction

Change management provides a competitive advantage, allowing managers to effectively implement change to meet agency needs. When change management is done well, people feel engaged in the change process and work collectively toward a common goal, realizing benefits and delivering results.

This course provides a structured process and set of tools for managers to lead the people side of change to achieve a desired outcome. It is designed for those who have a responsibility for leading and managing people through change at work.

Learning Outcomes

- Identify the impact of organizational change on people;
- Strategically lead and motivate people through cultural or organizational change;
- Strategically communicate change; and
- Help team members cope with change.

Mediation Skills for Personnel Supervisors

Course code: HRD059 Duration: Two days

Introduction

This course is designed to provide state agency supervisors and grievance managers with the skills necessary to facilitate the resolution of staff member conflicts at the earliest possible stage. It is also designed to foster awareness and knowledge of the benefits of mediation so that state agency supervisors and grievance managers can make appropriate, informed referrals.

Learning Outcomes

- Demonstration of the mediation process;
- Small group simulations based on actual mediation cases;
- Individualized feedback from experienced mediators;
- Mediator bias awareness exercise; and
- Negotiation and conflict analysis activity.

Motivating for Performance*

Course code: HRD031 Duration: Six hours

Introduction

If you are a manager, supervisor, or anyone with responsibility for the performance of others, this course is designed for you to explore the causes of low morale and demotivation and find out how to create a motivational environment.

Learning Outcomes

- Identify a minimum of four demotivating factors at work;
- Describe the role of motivation in impacting performance and compare to other performance factors such as skills, clear expectations and adequate resources;
- Identify the roles of money, benefits and fears as motivators in the work environment;
- Using your own work experiences, identify specific situations that lead to demotivation and motivation and move to identify the underlying factors; and
- Describe at least three strategies that are within the control and authority of state managers.

* Required for CPM candidates

One Minute Manager

Course code: HRD032

Duration: Six hours

Introduction

“The One Minute Manager” course provides you with three valuable management techniques that can be used immediately at work to improve productivity and contribute to individual growth and development. This course features a video presentation that provides a reference source for the key thoughts, concepts, and applications of the three One Minute Manager tools.

Learning Outcomes

- List the basic concepts of the three secrets of “The One Minute Manager”;
- Use course materials to reorganize your management thought and action patterns; and
- Outline the “The One Minute Manager Game Plan” in a practice situation.

Performance Management Process*

Course code: HRD033 Duration: Eight hours

Introduction

This interactive course is designed to teach you to use the Performance Management Process (PMP) to help your employees improve and grow. In this course, you will explore the best practices for planning, coaching and reviewing, as well as how to fill in the actual PMP form.

Learning Outcomes

- Reflect on the performance management process;
- Plan effectively for performance management;
- Coach effectively in the performance management process; and
- Conduct performance reviews effectively.

** Required for CPM candidates*

Power of Positive Reinforcement*

Course code: HRD079

Duration: Eight hours

Introduction

This course introduces supervisors and managers to a proven technique that can motivate employees' effectiveness at work: a technique perfected for more than 20 years at SeaWorld!

Is it really true that feedback from supervisors (or the lack thereof) can influence the morale and productivity of employees? According to the experts, it is. This course focuses on the fundamentals for promoting a positive workplace environment influenced by supportive feedback.

Learning Outcomes

- Name the number one method for motivating and improving performance;
- Explain the difference between the GOTcha Response and the WHALE DONE Response;
- Identify three strategies of the WHALE DONE approach;
- List the four steps of the WHALE DONE Response;
- Cite the three components of supportive feedback; and
- Implement WHALE DONE responses with employees.

* Required for CPM candidates

Powerful Teams: Effective Team Leadership

Course code: HRD094 Duration: Two days

Introduction

In order for your team to be effective, you need the skills to lead them effectively. This course helps you discover the secrets that all great team leaders know and understand the obstacles that keep your team from success.

Learning Outcomes

- Identify the characteristics of successful team leaders;
- Focus on building a team that gets results;
- Create a motivating team climate;
- Understand the changing role of the team leader;
- Tune in to critical communication cues;
- Deal with performance problems;
- Share problem solving and decision making;
- Deal with team conflict;
- Conduct effective team meetings; and
- Manage virtual teams.

Program Evaluation*

Course code: HRD037

Duration: Six hours

Introduction

You will benefit from various cost-benefit analysis strategies for program evaluation discussed in this one-day course, including life-cycle, break-even, unit-costing, transfer, productivity, resource requirements, resource estimation, compensation and return on resource input.

Learning Outcomes

- Define the phrase “program evaluation”;
- Describe at least three methods of evaluating programs;
- Apply at least one cost-benefit analysis method to a work program or project;
- Recommend which method of program evaluation to use in a given case; and
- Prepare a plan for improving program evaluation at work.

* Required for CPM candidates

Project Management

Course code: HRD073

Duration: Six hours

Introduction

You will learn a process for skillfully managing projects in this course. It provides a broad overview that will help you and your teams craft and deliver high-quality projects on time and within budget.

Learning Outcomes

- List the four parts of a project;
- Determine Mission, Authority, and Plan (M.A.P.) of a project;
- Prioritize and assign tasks and resources for a project;
- Implement and control project tasks; and
- Conclude and deliver a project.

Administering the Structured Interview

Course code: HRD116 Duration: Six hours

Introduction

Hiring the right person the right way is critical in state government. This course aims to provide instructions to enhance the quality of information gathered from employment interviews and strengthen the legal defensibility of the interviewing phase of the selection process.

Learning Outcomes

- Describe the components of a structured interview;
- Explain why some questions are inappropriate or may indicate illegal discrimination;
- Write three appropriate questions with benchmark answers for a structured interview for a specific job;
- Answer at least 70% on an open-manual exam within a given time period; and
- Identify common rater errors.

Violence in the Workplace*

Course code: HRD047 Duration: Six hours

Introduction

Workplace violence is a major concern. This course helps you recognize who could be a candidate for violent behavior, discusses prevention strategies, and establishes security guidelines. You will learn the definition of workplace violence, the categories of workplace homicide, and the comparisons between the U.S. and other nations.

Learning Outcomes

- Identify workplace violence;
- Identify why this issue is so important today;
- Identify potential perpetrators of workplace violence; and
- Develop a plan that deals with the issue of workplace violence.

* Required for CPM candidates

Administrative Law* (Updated in fall 2013)

Course code: HRD001 Duration: Six hours

Introduction

Understanding the nature and impact of administrative law is essential for effective management. The relationship of ethics at work, the legislative process, and agency rules and regulations are all interwoven with administrative law.

This course will provide you with the information and knowledge to understand the role that administrative law plays in the daily performance of your agency. You will also have opportunities to review and analyze actual cases.

Learning Outcomes

- Understand the background of administrative law;
- Identify the impact of administrative rules and regulations;
- Identify the limits placed on the powers of administrative agencies; and
- Apply knowledge of administrative law in the workplace.

* Required for CPM candidates

Employee Grievances and Appeals

Course code: HRD050

Duration: Six hours

Introduction

The Oklahoma Personnel Act empowers the Merit Protection Commission to provide oversight and accountability through individual employment situations for the quality management of the state's human resources. The Commission's grievance and appeals programs provide due process for employees who protest agency decisions or actions that affect their employment. This course explains these processes and examines strategies for using them and managing with them.

Learning Outcomes

- Understand the Commission's role in state government;
- Understand the purpose of grievances and appeals;
- Identify the procedures, roles, and responsibilities within the processes;
- Understand the rules and laws governing the processes;
- Understand the benefits of the provisions; and
- Apply tools effectively in work and management in light of these provisions.

Ethics in Public Management*

Course code: HRD019 Duration: Six hours

Introduction

State agency managers, as well as employees, must understand the importance of ethical factors in the daily work environment, especially when making complex decisions and implementing agency policies. This course focuses on ethics as the output of applying organizational values.

Learning Outcomes

- Define “ethics” in a business context and in relationship to public employees;
- Analyze situations to identify ethical issues and choose a justifiable course of action;
- Identify some of the more common ethical pitfalls;
- Identify resources for rules and professional and legal guidelines that govern ethical conduct in the workplace; and
- Resolve issues related to whistle blowing and review protections afforded to whistle blowers.

* Required for CPM candidates

How to Investigate Incidents

Course code: HRD107 Duration: Six hours

Introduction

This course is designed to give you the tools necessary to investigate a variety of liability incidents and workplace injuries. It explores in detail how to conduct an investigation from start to finish, how to properly document the investigation, as well as how to report liability incidents to the state's Risk Management Division.

Learning Outcomes

- Conduct an investigation effectively by following the process;
- Document the investigation appropriately; and
- Report liability incidents correctly to the Risk Management Division.

Legislative Processes*

Course code: HRD025

Duration: Six hours

Introduction

This course presents the basic processes by which state laws are prepared. It includes material related to the portions of the state constitution that pertain to the making of public law in Oklahoma. It helps provide a clear understanding of how laws are made in Oklahoma.

Learning Outcomes

- Sketch the legislative process for the State of Oklahoma;
- Identify three advantages and three disadvantages of that process; and
- Describe three critical factors affecting state agency managers as they work within the legislative process.

* Required for CPM candidates

Policy Analysis*

Course code: HRD036

Duration: Six hours

Introduction

Understanding the source, design, and intent of policy statements in public agencies is a critical skill for middle and upper public-sector managers. This course defines public policy, demonstrates how it is written, provides you with an opportunity to critique example policies, and involves you in the process of preparing a policy.

Learning Outcomes

- Define “policy” as well as its role in its development;
- Critique a sample policy document;
- Understand how to implement a change in policy at work;
- Examine the process of preparing a policy statement; and
- Write an example policy statement.

* Required for CPM candidates

Behavior and Emergency Response

Course code: HRD108 Duration: Two days

Introduction

In this course, you will find out why individuals engage in risky behaviors and how to respond effectively to an emergency situation. You will get to know different types of human behaviors and how those behaviors affect the relationship between supervisors and employees. You will also learn how to be prepared in case of a disaster both at work and home.

Learning Outcomes

- Understand different types of human behaviors and how those behaviors affect the relationship between supervisors and employees;
- Improve negative behaviors and strengthen positive behaviors effectively; and
- Know how to prepare for a disaster both at work and home.

Personnel Policies and Practices*

Course code: HRD034 Duration: Two days

Introduction

You might have spent much of your time dealing with personnel issues if you are a manager, supervisor, personnel or AA/EEO officer. Personnel decisions are governed by a complex and changing system of laws, rules and policies. This course is designed to provide you with information and reference materials concerning classification and compensation, recruitment and selection, and employee transactions.

Note: Before attending, you should familiarize yourself with the “Merit Rules for Employment,” your agency’s personnel policy manual and employee handbook.

Learning Outcomes

- Identify the most important Merit Rule (530:10-3-2) and the most important supervisor’s principle from the 12 principles mentioned in the course;
- Define assigned words using 530:10-1-2; definitions are in the Merit Rules;
- Identify the appropriate Merit Rule for selected course subjects using the Merit Rules Subject Index; and
- Complete a certificate given certain information using the “hiring rule” principle.

* Required for CPM candidates

Progressive Discipline*

Course code: HRD038

Duration: Six hours

Introduction

This course enables you to resolve employee disciplinary problems in a manner that conforms to merit rules and state law. It is beneficial to the employee, the supervisor, and the agency.

Learning Outcomes

- Identify the steps of informal and formal discipline;
- Define their responsibilities in the discipline process;
- Examine Merit Rules and state law in regard to disciplinary action;
- Discuss case studies of employee disciplinary problems; and
- Apply necessary documentation for a disciplinary action during an exercise in the use of discipline in a practice situation.

* Required for CPM candidates

Cultural Competency

Course code: HRD075

Duration: Six hours

Introduction

In today's world, it is increasingly important to work and live together with people from diverse backgrounds. Prejudices, fears, and stereotyping about people who are different from us are learned behaviors that often interfere with healthy communication and trust between individuals and groups of different racial, ethnic, and cultural backgrounds. Since these behaviors are learned, they can also be unlearned.

Learning Outcomes

- Understand the elements of cultural competence;
- Understand several theories of cultural competence;
- Understand how the stages of cultural competence affect interactions; and
- Understand some barriers to cross-cultural team relationships.

Disability Awareness

Course code: HRD014 Duration: Six hours

This course explains different aspects of disability law, technical assistance, information and referral, employment and the Client Assistance Program (CAP). You will receive general knowledge on where to direct employees with disability complaints and also the supervisor's role regarding reasonable accommodation and disability etiquette.

Learning Outcomes

- Review the Americans with Disabilities Act (ADA), the Rehabilitation Act, and other pertinent laws;
- Examine supervisor's responsibilities and the rights of those with disabilities;
- Describe issues related to the employment of people with disabilities;
- Become familiar with the various services and referral sources available to people with disabilities;
- Define who is eligible for CAP; and
- Describe types of services provided by CAP.

Working in a Multigenerational Workforce*

Course code: HRD122 Duration: Six hours

Introduction

The American workplace has four generations of employees ranging from those who served in or lived through World War II to those who do not remember the Berlin Wall. This course explores tools that can enhance productivity in a multi-generational workplace. You will have the opportunity to understand the characteristics of the four generations and become a better observer, listener, co-worker, and boss.

Learning Outcomes

- Describe the four generations: Traditionalists, Baby Boomers, Generation X, and Nexters;
- Identify influencers in each generation;
- Determine clash points in the workplace;
- Identify antidotes for clash points; and
- Plan how to use generational diversity productively in the workplace.

* Required for CPM candidates

Sexual Harassment and Discrimination*

Course code: HRD042 Duration: Six hours

Introduction

Sexual harassment and discrimination in the workplace are illegal. This course provides information and knowledge for proper management in situations where sexual harassment and discrimination occur, which will save the manager and the agency from problems of low morale and productivity as well as from litigation costs.

Learning Outcomes

- Identify the duties required of employers and employees;
- Identify and prevent problems with sexual harassment and discrimination in the workplace; and
- Understand an agency sexual harassment and discrimination policy statement.

* Required for CPM candidates

Effective Stress Management (Redesigned)

Course code: HRD016 Duration: Six hours

Introduction

This course provides the opportunity for you to recognize when you are under excessive stress, identify the primary sources of your stress, and develop some positive, effective stress management techniques.

Learning Outcomes

- Define and discuss the stress response;
- Identify your physical, intellectual, and emotional symptoms of stress;
- Identify your personal and job-related sources of stress;
- List and evaluate various stress management techniques; and
- Participate in relaxation exercises.

Principles of Financial and Retirement Planning

Course code: HRD088

Duration: Six hours

Introduction

This course covers the basic financial planning tools you need to take control of your finances. These tools include: understanding net worth, financial goals, debt-reduction, setting up a spending plan and saving for retirement. The course also discusses information about OPERS and SoonerSave. The information provided is great for anyone who needs to improve their finances regardless of how many years there are before retirement.

Learning Outcomes

- Evaluate your current financial situation;
- Understand how your everyday choices can shape your net worth;
- Define and prioritize your financial and lifestyle goals;
- Explore methods for reducing debt and controlling spending;
- Apply wealth-building principles to help you reach your goals; and
- Increase your financial control through use of a spending plan.

Nutrition in Action (New)

Course code: HRD110 Duration: Six hours

Introduction

Nutrition in Action takes nutrition training to the hands-on, experiential level. During the training, participants will make six smoothie recipes, try snack foods, decipher nutrition labels, compare organic foods to conventional foods, plan meals, and take a grocery tour with registered dietician Becky Varner of BUY FOR LE\$\$ grocery. To cover lunch, snacks and food used during the class, the cost to attend this training is \$14. Contact Cassandra Bachrach for more information and to pay for the class.

Learning Outcomes

- Understand the roles that specific nutrients play in a healthy diet;
- Identify various types of healthy foods; and
- Foster healthy eating habits.

Understanding Exercise and Fitness (New)

Course code: HRD114 Duration: Six hours

Introduction

Even though you may know exercise is beneficial to your health and will improve your overall feeling of wellbeing, finding the time, motivation and desire to exercise seems like drudgery. This fun interactive course covers three areas of fitness; muscle strength and endurance, flexibility and cardiovascular health. It includes a presentation, fitness testing and the different types of exercises that improve all three areas of healthy fitness. It will also help you find ways to get motivated and incorporate exercise into your daily routine.

Learning Outcomes

- Define the three areas of fitness;
- Gain knowledge of your current fitness level;
- Learn how to improve your muscular strength and endurance, flexibility and cardiovascular health;
- Learn fun exercises to do at work, home or the gym;
- Know the role exercise plays in disease prevention and management; and
- Find the motivation to add exercise to your lifestyle.

