

# The Ohio Department of Administrative Services' Office of Learning and Professional Development Course Catalog

## October – December 2013

*The elective training courses in this catalog are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>*

**Below is a snapshot of the courses being offered in the upcoming quarter. Please scroll down in the catalog to find a more detailed description of the date, time and location of the courses.**

Course Name	Audience: All State Employees	Audience: Exempt State Employees Only
<b>CORE PROGRAM</b>		
4 in Core	✓	
Assertiveness	✓	
Customer Service: Taking C.A.R.E. of Ohio	✓	
Communications and Difficult Conversations	✓	
Emotional Intelligence	✓	
Generations & Diversity	✓	
Is Supervising for Me?	✓	
Myers-Briggs Type Indicator	✓	
Responding to Conflict	✓	
Time Mastery	✓	
<b>SUPERVISORY PROGRAM</b>		
Authority and Delegation		✓
Coaching with Positive Expectations		✓
Goal Setting for Enhanced Performance		✓
Managing Multiple Generations in the Workplace		✓
Redirecting to Improve Performance		✓
<b>LEADER PROGRAM</b>		
Create & Sustain a Service Culture		✓
Emotionally Intelligent Leader		✓
Innovation Lab		✓
Strategic Planning & Thinking		✓

---

*The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.*



## Core Classes October through December 2013

The Core program delivers essential knowledge and skills needed to reach your full potential.

*Core classes are open to any State of Ohio employee, both bargaining unit and exempt.*

The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are at no cost to you.

To enroll, visit: <http://trainreg.das.ohio.gov> and choose the **CORE** category of courses.

### **4 in Core: Actively Engaged in My Performance**

**Friday, Oct. 4 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or**

**Tuesday, Dec. 3 at Rhodes Tower, 8:30 a.m. to 4 p.m.**

Are you actively engaged with your supervisor in managing your performance? Do you want to be more engaged in your performance development? Learn how to collaborate with your supervisor to plan, observe and assess your performance throughout the year.

In the session "Actively Engaged in My Performance" you will learn the elements of the performance management process, how to set SMART goals, request and accept feedback in a positive way, and discuss how to achieve more open and constructive communication in boss and peer relationships.

### **Assertiveness**

**Wednesday, Oct. 9 at Rhodes Tower, 8:30 a.m. to 4 p.m. or**

**Thursday, Oct. 17 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.**

Being assertive is a core communication skill. It's not just what you say that's important but also how you say it. Communication which is direct and respectful gives you the best chance of successfully delivering your message.

Assertiveness is defined as standing up for your rights, wants and needs without violating the same rights in others. In this session we will examine how to communicate more assertively including making requests, giving bad news, and saying no.

---

*The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.*

## **Customer Service: Taking C.A.R.E. of Ohio**

**Tuesday, Oct. 1 at Rhodes Tower, 8:30 a.m. to 4 p.m. or**

**Friday, Oct. 25 at 4200 Surface Road, 8:30 a.m. to 4 p.m.**

This course is not just for those who are responsible for front-line customer service. It is designed to help everyone be more engaged in all of their daily interactions. The tools and techniques presented in this course take an inside-out approach to being at the service of others and more engaged in all of your daily interactions.

*“Customer service is not a department ... it’s an attitude!” (Unknown)*

## **Communications and Difficult Conversations**

**Tuesday, Oct. 22 at Rhodes Tower, 8:30 a.m. to 4 p.m. or**

**Friday, Nov. 1 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.**

Communication skills are multi-dimensional and one of the most important skills you can develop. It is not just what you say, but how you say it that can make a difference.

Difficult conversations become easier when you use the proper technique. It takes practice to make sure you are communicating the proper information in a way that is fully understood -- say what you mean and mean what you say. You will have an opportunity to practice in class.

In this class you will learn how to:

- Recognize key elements of a communication model;
- Identify common communication filters and their impact;
- Apply specific steps to carry out a difficult conversation;
- Write a script for a difficult conversation.

***Continued on the next page.***

---

***The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services’ Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.***

## **Generations & Diversity**

**Wednesday, Nov. 6 at Rhodes Tower, 8:30 a.m. to 4 p.m. or**

**Thursday, Nov. 14 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.**

People communicate based on their gender, culture, and generational backgrounds. Each generation has distinct attitudes, behaviors, expectations, habits and motivation. It is important to understand, acknowledge and appreciate these human differences in the workplace. You will learn practical tips for working successfully in a multigenerational, diverse workplace.

In this class you will learn how to:

- Identify characteristics of the four generations in the workplace
- Recognize issues and situations that may be influenced by generational differences
- Utilize the M.E.E.T Approach to communicate effectively and maintain respect in the workplace

## **Myers-Briggs Type Indicator (MBTI)**

**Tuesday, Oct. 22 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or**

**Friday, Dec. 6 at Rhodes Tower, 8:30 a.m. to 4 p.m.**

Have you ever wondered how you get your energy, how you gather information, make decisions, and how these preferences affect your approach to work and life in general? This class will give you valuable insight into those four areas and more.

Your pre-class work includes completing an online assessment. During class we will discuss the meaning of each of the preferences, and you will receive your personal results. By knowing your type, you will then be able to use the MBTI as a framework to gain a better understanding of yourself and others.

In this class you will learn how to:

- Recognize different personality types;
- Use type to identify why you react the way you do in certain situations;
- Embrace differences among peers, family, friends;
- Utilize information to help you better understand yourself and co-workers.

---

*The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.*

## Emotional Intelligence

**Wednesday, Oct. 2 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or**

**Friday, Nov. 15 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or**

**Wednesday, Nov. 20 at Rhodes Tower, 8:30 a.m. to 4 p.m.**

Do you ever feel that displaying emotion is a “bad” thing? Today there is a growing body of evidence that indicates the proper understanding and use of emotions can help you be a more effective employee and better communicator.

Attend this class to discover how to express your emotions in a way that enables you to build strong relationships with the people around you ... your peers, coworkers, supervisor and people in your personal life.

You also will improve your awareness of the emotions others are experiencing and learn how this information assists you with successful interactions.

By the end of the class, you will be able to identify and practice the five Emotional Intelligence skills:

- Self-Awareness – know yourself and how we understand others;
- Self-Regulation – check our emotions and manage them;
- Self-Motivation – direct emotion toward a purpose;
- Empathy – understand and see from another's perspective;
- Effective Relationships – interact and manage relationships.

This class provides you with a structured step-by-step approach to develop the required emotional competencies that bring more creativity, energy and intuition to your work.

## Responding to Conflict

**Thursday, Oct. 3 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or**

**Tuesday, Oct. 8 at Rhodes Tower, 8:30 a.m. to 4 p.m.**

Conflict is present in all aspects of our lives. Some people seem to thrive on it. Some try to run from it. However, the trick is to learn how to manage it effectively. How you respond to conflict and stress can make a positive or negative impression on those around you. Finding more positive ways to handle stress and conflict can not only make life easier, it could actually make you live longer! Stay tuned, you'll see.

In this class you will learn how to:

- Identify and appropriately use the five modes of conflict;
- Enhance your self-awareness by refining existing skills as well as developing new skills for responding to conflict in a positive manner;
- Manage conflict by becoming a better listener;
- Find win-win solutions.

---

***The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.***

## Time Mastery

**Tuesday, Nov. 19 at Rhodes Tower, 8:30 a.m. to 4 p.m. or**

**Friday, Dec. 13 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.**

Time Mastery provides each learner a complete, self-directed assessment of current time management effectiveness using the nationally recognized Time Mastery Profile. Learners will become more aware of their time management behaviors and what skills are needed for improvement. This information will be used to develop strategies to improve skill gap areas and create an action plan for enhancing time management.

Key features include:

- Attitudes;
- Goal setting and prioritization;
- Planning and scheduling;
- Handling interruptions;
- Delegating;
- Overcoming procrastination.

*“You cannot kill time without injuring eternity.”* Henry David Thoreau

## Is Supervising for Me?

**Thursday, Nov. 21 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or**

**Wednesday, Dec. 11 at Rhodes Tower, 8:30 a.m. to 4 p.m.**

Have you thought about taking a position as a supervisor or a manager? Are you curious if supervising would align with your current skills and abilities?

What makes a good supervisor? There are a number of qualities and characteristics which indicate a good supervisor. As you contemplate making your transition into a supervisory role, take time to reflect on your natural skillset. Many highly successful supervisors have much in common. Frontline supervisors have a dramatic impact on employee performance, behavior, retention and morale.

Supervisors that possess the necessary skills can make everyone’s job more enjoyable. When employees understand the skills it takes to be a great supervisor, they can prepare themselves for this important role. Attend this interactive session to discover if supervising is a good career fit for you.

---

***The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services’ Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.***



## Supervisory Excellence Classes October through December 2013

Supervisors have the responsibility of producing desired results through others. The Supervisory Excellence program consists of courses that provide the necessary skills for the day-to-day management of people and teams to enable them to achieve desired results.

*Open to any exempt-level (non-bargaining unit) employee.*

The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are at no cost to you.

To enroll, visit: <http://trainreg.das.ohio.gov> and choose the **Supervisory Excellence** category of courses.

### **NEW! Managing Multiple Generations in the Workplace**

**Wednesday, Dec. 4 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or**

**Tuesday, Dec. 10 at Rhodes Tower, 8:30 a.m. to 4 p.m.**

For the first time in the nation's history, four generations are working side by side in the workplace. That means that supervisors/managers are trying to balance a generation gap of more than 50 years between the oldest and youngest employees. Each group has its unique strengths and differences, and is often misunderstood by the other, thus resulting in conflict.

The challenge facing supervisors/managers today is maximizing the strengths and performance of each generation to create a high performing environment.

This interactive session will help you learn how to:

- Understand the unique characteristics of each generation and how they can help the team be more effective;
- Demonstrate techniques that will foster good working relationships with different generations;
- Develop an understanding of where the generation gap issue surfaces and the impact it has on the team work group;
- Explore strategies that will overcome the generation gap issues; and
- Learn how to effectively recruit, motivate, and retain the different generations.

---

*The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.*

## Authority and Delegation

**Friday, Nov. 8 at 4200 Surface Road, 8:30 a.m. to 4 p.m.**

Do you find yourself overwhelmed and/or stressed as a supervisor/manager? Do you find there are not enough hours in the workday to complete your task list? In today's work environment we are expected to do more with less. Authority and delegation is often the most difficult concept for a manager to grasp, but it is an integral key to their success.

This interactive session will help you learn how to:

- Delegate;
- Plan what to say;
- Manage the delegation process.

As a result, you will develop the skills to get more done while creating confidence and improving team morale.

## Redirecting to Improve Performance

**Wednesday, Oct. 23 at 4200 Surface Road, 8:30 a.m. to 4 p.m.**

Let's face it. Every manager does it ... you put off those difficult conversations just hoping the problems will disappear.

Every manager faces challenging employee behaviors at some point in their career.

Unfortunately, these tough conversations are unavoidable and need to be conducted with finesse, skill and a hearty understanding of what *is* legal. When tough conversations are poorly managed you risk alienating workers and increase your risk for an employee lawsuit.

With this supervisor/manager-focused interactive session, you will:

- Receive practical hands-on techniques to take the stress out of tough employee discussions;
- Learn how a plan can help you take control of difficult performance discussions;
- Help yourself and your employee(s) move beyond the anxiety that comes with difficult conversations.

---

***The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.***

## Goal Setting for Enhanced Performance

**Wednesday, Nov. 6 at 4200 Surface Road, 8:30 a.m. to 4 p.m.**

Goal setting is used by top-level athletes, successful business people and achievers in all fields. Goal setting is the first, and potentially the most important step, in managing the performance of your employees.

Setting goals gives you and your employees' long-term vision and short-term motivation. It focuses the acquisition of knowledge and helps you to organize time and resources.

In this supervisor/manager-focused interactive session, you will learn to:

- Develop S.M.A.R.T. goals for each employee;
- Measure each employee's progress towards the completion of their goals;
- Manage your team's performance.

## Coaching with Positive Expectations

**Wednesday, Nov. 13 at 4200 Surface Road, 8:30 a.m. to 4 p.m.**

As a supervisor or manager, you are responsible for coaching and mentoring your employees to assist them in reaching their goals and achieving optimal performance. Effective coaching is designed to make your job as a supervisor/manager easier by increasing the employee's competency and job effectiveness.

Join us for an interactive, supervisor/manager-focused session on how to coach effectively for optimum performance.

You will learn how to:

- Use coaching to reinforce appropriate behavior;
- Teach the employee new skills;
- Motivate employees to pursue higher levels of performance;
- Mentor employees;
- Correct performance deficiencies.

---

***The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.***

## Writing and Giving a Performance Review

**Thursday, Dec. 5 at 4200 Surface Road, 8:30 a.m. to 4 p.m.**

Do you dread writing and giving a performance review? If so, you are not alone. Managers and employees everywhere have come to dread the performance review process, but it does not have to be this way.

Attend this supervisor/manager-focused interactive session to obtain tips and advice on making the performance review process easier on both you and your employees.

You will learn how to:

- Manage the performance review process;
- Document coaching sessions;
- Write the review.

We will help you put all the pieces together to ease the strain of performance reviews. Done right, you may find the performance review process to be constructive and satisfying.

## Motivating Your Employees

**Wednesday, Oct. 16 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or**

**Friday, Nov. 22 at Rhodes Tower, 8:30 a.m. to 4 p.m.**

As a supervisor, are you struggling to get that little bit of extra effort from your team? In many cases we have employees who are capable of doing more, however they are unwilling to do it.

Human behavior affects the workplace. It's the manager's role to create a motivating work environment. You will discover creative ideas to motivate, recognize, and reward employees to bring out their full potential. This class will prepare you to increase the motivation level of your team members. Features include:

- Reviewing motivation theory;
- Applying the right incentives to motivate each individual;
- Inspiring a 'high performance' mindset;
- Developing a roadmap to serve as your guide in building a successful system that motivates your team.

Use the tools from this class to develop your employees and enable them to become higher performing employees.

---

***The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.***



## Leaders – Dynamic Results Classes October through December 2013

When leaders reach their maximum potential, both the department and team benefit. The team is able to grow and develop during the process of reaching department goals that sets the stage for new opportunities. The Leaders – Dynamic Results (LDR) program consists of courses that introduce the art of leadership.

*Open to any exempt-level (non-bargaining unit) employee.*

The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are at no cost to you.

To enroll, visit: <http://trainreg.das.ohio.gov> and choose the **Leadership** category of courses.

### Strategic Planning and Thinking

**Friday, Oct. 4 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or  
Wednesday, Nov. 13 at Rhodes Tower, 8:30 a.m. to 4 p.m.**

What ensures the long term success of an organization? Nothing! However, it has been proven that organizations, divisions, and departments that develop a serious strategic plan have a significant edge in being successful over those that don't.

This program identifies the elements of an effective strategic planning model, gives you the tools to discover your strengths, weaknesses, opportunities and threats when setting a strategic vision and helps you avoid common pitfalls that derail strategic plans.

Successful completion of this course will increase your knowledge and ability to:

- Apply the elements of an effective strategic planning model
- Define strategic values
- Create a solid foundation for your strategic team
- Lead a strategic planning effort
- Avoid common pitfalls that derail strategic plans

---

*The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.*

## **Create and Sustain a Service Culture**

**Thursday, Oct. 10 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or**

**Friday, Oct. 18 at Rhodes Tower, 8:30 a.m. to 4 p.m.**

The leadership version of Taking C.A.R.E. of Ohio, this course examines the customer service C.A.R.E. philosophy from the leader's perspective and provides tools and techniques to help leaders create a supportive environment where individuals want to deliver exceptional customer service.

## **Emotionally Intelligent Leader**

**Thursday, Dec. 5 at Rhodes Tower, 8:30 a.m. to 4 p.m. or**

**Tuesday, Dec. 10 at 4200 Surface Road, 8:30 a.m. to 4 p.m.**

Research shows that general intelligence and technical skills move you *up* the ladder however, Emotional Intelligence (EI) *keeps* you there. EI is the ability to recognize, understand and use the power of emotions to facilitate high levels of collaboration and productivity. This class will review the basics of EI with a focus on helping you recognize opportunities to encourage the development of EI skills within yourself and your team.

Benefits of improved emotional intelligence include:

- Increased awareness of our feelings as they occur;
- Ability to connect with what others are experiencing to boost the relationship;
- Leverage emotional intelligence to inspire others to a brave new future;
- Enhance resilience to handle change.

By tuning into what your team is experiencing, you will enhance trust, improve their ability to solve problems together, and increase their synergy.

***Continued on the next page.***

---

***The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.***

## **Innovation Lab**

### **Build a Culture of Innovation**

**Friday, Dec. 6 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or**

**Thursday, Dec. 12 at 4200 Surface Road, 8:30 a.m. to 4 p.m.**

Leaders who recognize innovative opportunities within their areas of responsibility foster the creativity of their team. Over time an innovative team will be more responsive to the ever-changing dynamics of state government.

This course will introduce you to:

- Techniques that focus on identifying the right challenges;
- Discover appropriate solutions to these challenges;
- Successfully implement the best innovative process.

Features include:

- How to let go of what we know and begin to imagine new possibilities;
- Conceptualize new ideas;
- Effectively pitch innovative solutions to gain buy-in.

---

*The elective training courses in this catalog are brought to you by the Ohio Department of Administrative Services' Office of Learning and Professional Development and are available at no cost to you. To register for classes, go to: <http://trainreg.das.ohio.gov>.*