STATE OF OHIO EMPLOYEE
TRAINING AND PROFESSIONAL DEVELOPMENT

COURSE CATALOG

FOURTH QUARTER | OCTOBER - DECEMBER
2014

OhioDAS
Human Resources Division

Office of
Learning and
Professional Development
Service · Support · Solutions

Learn It Ohio
TRAINING ON DEMAND 365/24/7

EAP
OHIO EMPLOYEE
ASSISTANCE PROGRAM

Dear State of Ohio Employee:

The Ohio Department of Administrative Services' (DAS) Office of Learning and Professional Development presents you with its enterprise-wide training program and calendar-catalog for the fourth quarter of 2014 (October through December).

The State of Ohio training programs are designed to enhance a variety of employee skills at all levels of experience and meet different learning styles. Professional development opportunities and courses range from classroom training to on-demand, online courses. As always, there is no charge for state employees to participate in these trainings. We encourage you to work with your supervisor to determine the best courses for your work.

This catalog provides details about registering for the elective training courses offered at two DAS locations:

Ohio Department of Administrative Services
Rhodes State Office Tower
30 E. Broad St.
Columbus, OH 43215

Ohio Department of Administrative Services
4200 Surface Road
Columbus, OH 43228

Here are some items of interest for the fourth quarter:

- Bargaining unit employees who would like to learn more about the transition to supervisory positions should consider our leadership courses and, especially, "Is Supervising for Me?"
- Be sure to check out all of our customer service offerings. They are all geared to address the state's enterprise competency — Customer Focus — which aligns with Gov. John R. Kasich's priority to improve customer service. The courses are:
    - Customer Service 101
    - Customer Service: Taking C.A.R.E. of Ohio
    - Customer Service in a Compliance Environment
- Speaking of competencies, exempt employees and IT professionals should review the Learn It Ohio learning programs. We have a learning program for almost every state competency, each with its own list of Learn It Ohio assets, such as videos and courses.

For specific questions about State of Ohio training, please visit: das.ohio.gov/learning or contact the Office of Learning and Professional Development at 1-614-387-6183 or 1-888-577-6276.

Thank you for your interest and participation in the training and professional development opportunities with the State of Ohio.

Sincerely,

Robert Blair, Director, Ohio Department of Administrative Services
Robert Cooperman, Administrator, Office of Learning and Professional Development

At a Glance: State of Ohio Training (October - December 2014)

The elective training courses in this catalog are available at no cost to you.

Below is a snapshot of the courses being offered between October and December 2014. Please scroll down in the catalog for course descriptions, times and locations.

To register for classes, go to myOhio.gov, click on **Career Resources** and select **All Learning** in the **My Learning ELM** drop-down menu. From here you can search or browse the ELM (Enterprise Learning Management) catalog using the navigational links on the left side.

TRAINING COURSES: OFFERED TO ALL STATE EMPLOYEES

COURSE	DATES OFFERED	PAGE
Actively Engaged in My Performance	Nov. 13	7
Assertiveness	Oct. 22 or Dec. 12	7
Communications and Difficult Conversations	Oct. 14 or Dec. 4	7
Customer Service 101	Nov. 4 or Dec. 9	8
Customer Service: Taking C.A.R.E. of Ohio	Nov. 6 or Dec. 5	8
Customer Service in a Compliance Environment	Nov. 18 or Dec. 10	8
Emotional Intelligence	Oct. 16 or Oct. 29	9
Generations and Diversity	Oct. 21	9
Influencing & Negotiating	Nov. 13 or Dec. 11	10
Is Supervising for Me?	Nov. 7	10
Myers-Briggs Type Indicator (MBTI)	Oct. 7 or Oct. 17	11
Power of Humor	Oct. 24 or Dec. 19	12
Responding to Conflict	Oct. 16 or Oct. 23	12
SPAN – Strategic Partnerships, Alliances and Networking	Nov. 6	12
Strategic Planning and Thinking	Oct. 9	12
Time Mastery	Nov. 14 or Dec. 11	13

TRAINING COURSES OFFERED TO EXEMPT EMPLOYEES (NON-BARGAINING UNIT)

COURSE	DATES OFFERED	PAGE
Coaching with Positive Expectations	Nov. 20	15
Create and Sustain a Service Culture	Nov. 20	15
Emotionally Intelligent Leader	Dec. 5	15
Establishing and Evaluating Competencies (Customer Focus)	Oct. 8	16
Goal Setting for Enhanced Performance	Oct. 23	16
Motivate Your Employees	Oct. 24	17
Redirecting to Improve Performance	Dec. 2	18
Writing and Giving a Performance Review	Dec. 10	18

OHIO EMPLOYEE ASSISTANCE PROGRAM (OEAP) COURSES: OFFERED TO ALL STATE EMPLOYEES

COURSE	DATES OFFERED	PAGE
Addressing Mental Health Concerns in the Workplace	Oct. 10 or Nov. 12	19
Avoiding Burn-Out	Oct. 10 or Nov. 12	19
Building a Safe Place to Work	Dec. 3	19
Bullying in the Workplace and Beyond	Oct. 15	19
Dealing with Negativity in the Workplace	Oct. 29	20
OEAP Awareness	Oct. 29	20
Professional Boundaries	Dec. 3	21
Stress: Putting it to Rest	Dec. 19	21
Workplace Violence Prevention for Employees	Oct. 15	22

Other OEAP courses are available upon agency request on pages 19 - 26.

STATE OF OHIO EMPLOYEE COMPETENCIES

State of Ohio employee core competencies are measurable patterns of knowledge, skills, abilities, behaviors and other characteristics designed to reflect the behaviors in how employees complete tasks to achieve their goals.

Choosing the right competencies allows state agencies to:

- Plan how they will organize and develop their workforce;
- Determine which job classes best fit their business needs;
- Recruit and select the best employees;
- Manage and train employees effectively;
- Develop staff to fill future vacancies.

Competencies also help employees to:

- Make the most of individual strengths;
- Set reasonable goals;
- Be willing to take risks;
- Keep their plan visible and current;
- Ensure continued and specific development activities take place.

The competencies supported by courses listed on Pages 7-27 are located above the course description. The definitions of each competency are located on Pages 28-31. If a competency is addressed by a course or other resource in Learn It Ohio, it is also known as a Learning Program and the title is hyperlinked on Pages 28-31

TRAINING COURSES: OFFERED TO ALL STATE EMPLOYEES

Actively Engaged in My Performance	Thursday, Nov. 13 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Developing Objectives and Strategies Organizing, Planning and Prioritizing

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. 22 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Friday, Dec. 12 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Coordinating the Work and Activity of Others Scheduling Work Activities Communicating with People Outside the Organization Communicating with Supervisors, Peers and Subordinates Making Decisions and Solving Problems

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.

Communications and Difficult Conversations	Tuesday, Oct. 14 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Thursday, Dec. 4 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Communicating with People Outside the Organization Communicating with Supervisors, Peers and Subordinates Resolving Conflicts and Negotiating with Others

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.

TRAINING COURSES: OFFERED TO ALL STATE EMPLOYEES

Customer Service 101	Tuesday, Nov. 4 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Tuesday, Dec. 9 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Customer Focus (Statewide Competency) Performing for or Working Directly with the Public

Focused on the basics of good customer service, this interactive course presents proven techniques for creating positive customer experiences. Geared toward anyone who has one or more customers (hint: all state employees fit that description), you will leave with skills that can be used in all areas of life. Learn simple, yet powerful tips for communicating effectively and making customers feel valued. Understand the repercussions of not providing good service. Share your own customer service experiences and hear about techniques used by Disney, The Ohio State University and the State of Ohio agencies.

Customer Service: Taking C.A.R.E. of Ohio	Thursday, Nov. 6 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Friday, Dec. 5 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Customer Focus (Statewide Competency) Performing for or Working Directly with the Public

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 in a Compliance Environment	Wednesday, Dec. 10 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Tuesday, Nov. 18 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Customer Focus (Statewide Competency) Performing for or Working Directly with the Public

The definition of customer service is not the same for every department or agency. In various State of Ohio environments, some positions have to navigate enforcing the laws of our state with people who potentially shout, make threats, cry or get angry with us for the information we have to deliver. If you've reached the end of your rope trying to come up with new ways to satisfy customers and cope with these tough situations, attend this session to get practical tools to provide great customer service in a compliance environment.

TRAINING COURSES: OFFERED TO ALL STATE EMPLOYEES

Emotional Intelligence	Wednesday Oct. 29 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Thursday Oct. 16 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Communicating with Supervisors, Peers and Subordinates Establishing and Maintaining Interpersonal Relationships Developing and Building Teams

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.

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

From Diversity to Inclusion	Not offered this quarter. Please check next quarter’s calendar.
State Competency Support:	Developing and Building Teams Establishing and Maintaining Interpersonal Relationships

From gender to culture and across multiple generations, our workforce is a very diverse place. During this session you will learn ways to understand and talk about human differences, which in turn, promote healthy relationships through the growth of interpersonal understanding and appreciation within your team.

Generations and Diversity	Tuesday, Oct. 21 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Developing and Building Teams Establishing and Maintaining Interpersonal Relationships

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.

TRAINING COURSES: OFFERED TO ALL STATE EMPLOYEES

Influencing & Negotiating	Thursday, Nov. 13 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Thursday, Dec. 11 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Making Decisions & Solving Problems Resolving Conflicts and Negotiating with Others Selling or Influencing Others

We negotiate almost everything in our personal and professional lives. Our success depends on our ability to solve problems with others and create mutual value. We need to make sure that we can meet our needs – and the needs of others – in a manner that does not hurt either party (win-win). During this class, we will discuss traditional negotiation strategies and interest-based negotiation techniques in order to increase your knowledge in becoming a better negotiator.

Innovation Lab: Build a Culture of Innovation	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Thinking Creatively

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.

Is Supervising for Me?	Friday, Nov. 7 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Guiding, Directing and Motivating Subordinates Interpreting the Meaning of Information for Others

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?

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.

Leading Change	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Selling or Influencing Others

Change management is the art and science of guiding an organization and its people through the predictable transitions from current reality to a preferred future position. Change manifests in various forms with diverse results and emotions, but there are two things that you can count on: 1) change won't go away; it will only increase, and 2) you and the people around you need to learn to embrace change.

In this program you will learn to identify different reactions to change so that you will be better prepared to guide others through it. You will design a plan to help others through change and apply that plan by aligning systems and structures within your organization to better meet the needs of employees experiencing change.

TRAINING COURSES: OFFERED TO ALL STATE EMPLOYEES

Myers-Briggs Type Indicator (MBTI)	Tuesday, Oct. 7 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Friday, Oct. 17 at Rhodes Tower, 8:30 a.m. to 4 p.m.
State Competency Support:	Establishing and Maintaining Interpersonal Relationships Developing and Building Teams

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.

No Aspirin Required: Problem Solving and Decision-Making Tools	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Making Decisions and Solving Problems

To make sound decisions, employees must be able to effectively identify and solve problems. This course expands the tools leaders can draw on to creatively solve problems and identify alternate approaches to unravel organizational challenges. Decision-making theories will be discussed and learners will have the opportunity to practice decision-making skills through appropriate interactive exercises and activities.

Principles of Effective Leadership	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Guiding, Directing and Motivating Subordinates

This course creates a foundation for clear and consistent leadership skills. During the session you will complete a self-assessment that helps you develop an understanding of your own leadership style. The results of this self-assessment will be used to help you customize your leadership style to specific situations and individuals. You also will acquire new tips to motivate and inspire your team.

TRAINING COURSES: OFFERED TO ALL STATE EMPLOYEES

Power of Humor	Friday, Oct. 24 at Rhodes Tower, 9 to 11 a.m. or Friday, Dec. 19 at 4200 Surface Road, 1 to 3 p.m.
State Competency Support:	Establishing and Maintaining Interpersonal Relationships

It is important that you learn to balance life' stressors. This workshop looks at humor in the workplace and how it contributes to creativity, problem solving, healthy relationships and communications.

Responding to Conflict	Thursday, Oct. 16 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Thursday, Oct. 23 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Resolving Conflicts and Negotiating with Others Establishing and Maintaining Interpersonal Relationships Making Decisions and Solving Problems

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.

SPAN – Strategic Partnerships, Alliances and Networking	Thursday, Nov. 6 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Establishing and Maintaining Interpersonal Relationships Communicating with Supervisors, Peers and Subordinates Communicating with People Outside the Organization Performing for or Working Directly with the Public

We recognize the importance of getting things done with people (and not through people), but what are the best ways to go about establishing partnerships to enable goals to be reached on a larger scale?

Lay the foundation for more strategic relationships in this highly interactive workshop. Develop creative ways to establish rapport through customer focused relationships. Structured experiences and application activities provide opportunity to develop skills that improve your effectiveness.

Strategic Planning and Thinking	Thursday, Oct. 9 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Organizing, Planning and Prioritizing Work Scheduling Work and Activities

What ensures the long-term success of an organization or program? 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.

TRAINING COURSES: OFFERED TO ALL STATE EMPLOYEES

Team Effectiveness	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Developing and Building Teams

This fast-paced course uses activities to illustrate the mechanisms that engage you to perform your best in a team setting. During this course you will learn information that impacts how you work with other people. Application of this information can lead to enhanced trust between team members and serve as a foundation for positive responses during periods of change.

Time Mastery	Friday, Nov. 14 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Thursday, Dec. 11 at Rhodes Tower, 8:30 a.m. to 4 p.m.
State Competency Support:	Coordinating the Work Activities of Others Organizing, Planning and Prioritizing Work Scheduling Work Activities

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.

TRAINING COURSES OFFERED TO EXEMPT EMPLOYEES (NON-BARGAINING UNIT)

Authority and Delegation	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Coordinating the Work Activities of Others Guiding, Directing and Motivating Subordinates Organizing, Planning and Prioritizing Work Scheduling Work Activities

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.

Building Effective Teams	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Developing and Building Teams

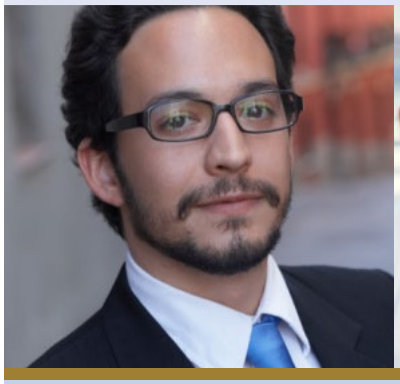
This course provides leaders a forum to discuss the components that enable a strong team. The importance of trust within a team will be established along with communication tools to enhance team dynamics.

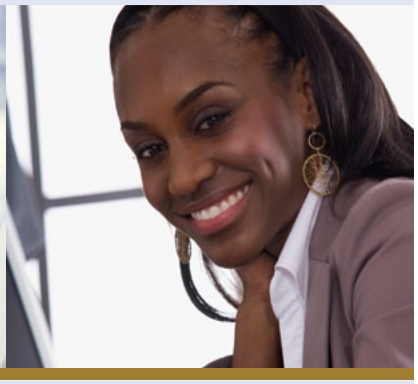
You will learn the stages of team development and how to foster a trust-based environment. Used effectively, it will help you to create an efficient and energized team.

TRAINING COURSES OFFERED TO EXEMPT EMPLOYEES (NON-BARGAINING UNIT)

Coaching with Positive Expectations	Thursday, Nov. 20 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Coaching and Developing Others Guiding, Directing and Motivating Subordinates Coordinating the Work Activities of Others Communicating with Supervisors, Peers and Subordinates

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.





Create and Sustain a Service Culture	Thursday, Nov. 20 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Customer Focus (Statewide Competency) Performing for or Working Directly with the Public

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	Friday, Dec. 5 at Rhodes Tower, 8:30 a.m. to 4 p.m.
State Competency Support:	Establishing and Maintaining Interpersonal Relationships Developing and Building Teams

Research shows that general intelligence and technical skills move you up the ladder, however, emotional intelligence keeps you there. Emotional intelligence 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 emotional intelligence with a focus on helping you recognize opportunities to encourage the development of emotional intelligence skills within yourself and your team.

TRAINING COURSES OFFERED TO EXEMPT EMPLOYEES (NON-BARGAINING UNIT)

Employment Law	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Making Decisions and Solving Problems Guiding, Directing and Motivating Subordinates Interpreting the Meaning of Information for Others

As a public-sector supervisor, you must be aware of certain laws that pertain to you and your staff. This course provides you with an awareness of public-sector employment law. It provides guidelines for decision-making that relate to your work environment. During the session, you will learn employment law terms and review case studies.

ePerformance System Training	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Working with Computers, Coaching and Developing Others

This training will provide attendees with hands-on experience in the ePerformance system as a supervisor/manager. During the session, you will learn how to create and complete a performance review. The session also will include tips that will make the review process easier on you and your staff.

Establishing and Evaluating Competencies (Customer Focus)	Wednesday, Oct. 8 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Customer Focus (Statewide Competency) Guiding, Directing and Motivating Subordinates Interpreting the Meaning of Information for Others

Are you struggling to understand and evaluate your team on competencies? Join us for this interactive session to learn the process on how to establish and evaluate competencies. The session will focus on establishing and evaluating your team on the statewide competency of Customer Focus, which applies to every state employee. However, the process learned during the session will be able to be used to establish and evaluate any competency.

Goal Setting for Enhanced Performance	Thursday, Oct. 23 at Rhodes Tower, 8:30 a.m. to 4 p.m.
State Competency Support:	Developing Objectives and Strategies Coordinating the Work Activities of Others Scheduling Work Activities Organizing, Planning and Prioritizing Work

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.

Used effectively, goal setting assists with long-term vision and short-term motivation, focuses the acquisition of knowledge and helps you to organize time and resources.

TRAINING COURSES OFFERED TO EXEMPT EMPLOYEES (NON-BARGAINING UNIT)

Managing Multiple Generations In the Workplace	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Establishing and Maintaining Interpersonal Relationships Developing and Building Teams Guiding, Directing and Motivating Subordinates Communicating with Supervisors, Peers and Subordinates

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.

Motivate Your Employees	Friday, Oct. 24 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Guiding, Directing and Motivating Subordinates

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.

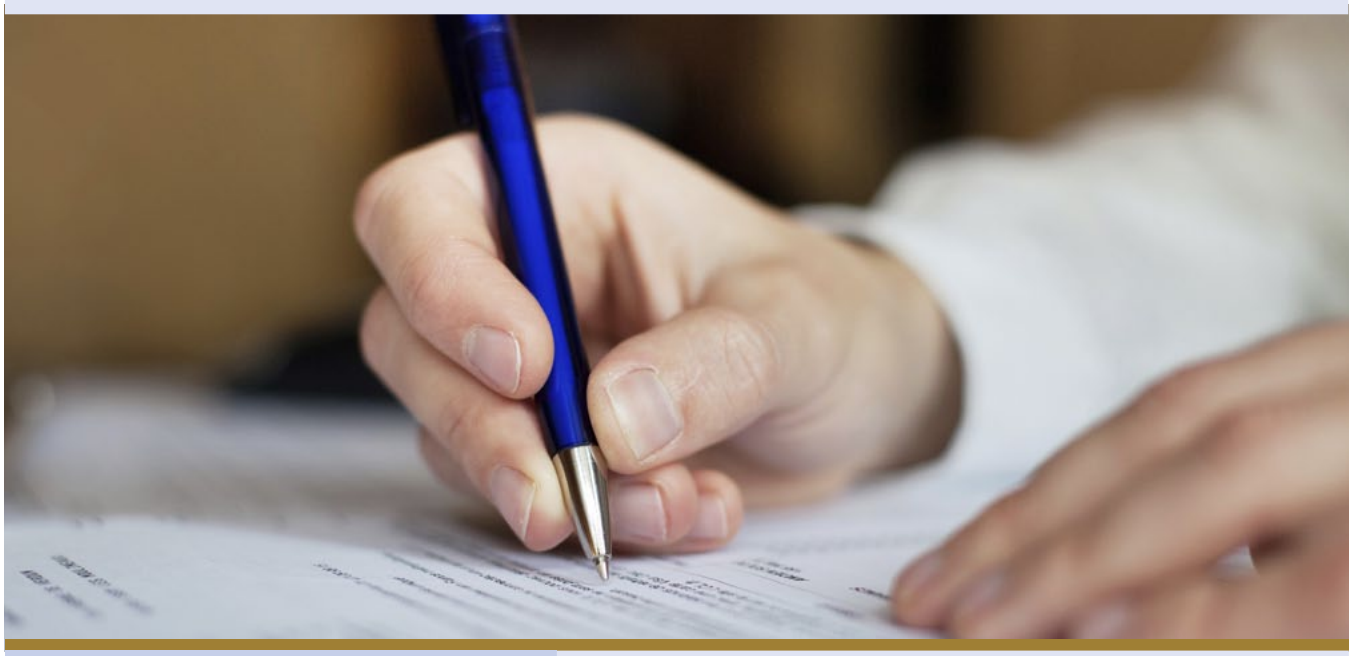
Human behavior affects the workplace. It's the manager's role to create a motivating work environment. You will discover creative ideas to motivate, recognize and reward employees to bring out their full potential. This class will prepare you to increase the motivation level of your team members.

TRAINING COURSES OFFERED TO EXEMPT EMPLOYEES (NON-BARGAINING UNIT)

Redirecting to Improve Performance	Tuesday, Dec. 2 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Coaching and Developing Others Guiding, Directing and Motivating Subordinates Communicating with Supervisors, Peers and Subordinates Resolving Conflicts and Negotiating with Others

Every manager faces challenging employee behaviors at some point in his or her 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.

Attend this interactive session to receive techniques to take the stress out of tough employee discussions and guide employees back on the right performance track.



Writing and Giving a Performance Review	Wednesday, Dec. 10 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Coaching and Developing Others Guiding, Directing and Motivating Subordinates Communicating with Supervisors, Peers and Subordinates

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.

OHIO EMPLOYEE ASSISTANCE PROGRAM (OEAP) COURSES: OFFERED TO ALL STATE EMPLOYEES

Addressing Mental Health Concerns in the Workplace	Friday, Oct. 10 at 4200 Surface Road, 9 to 11 a.m. or Wednesday, Nov. 12 at Rhodes Tower, 9 to 11 a.m. Available Upon Agency Request
State Competency Support:	Making Decisions and Solving Problems

It's not uncommon for people to experience depression, grief, anxiety or trauma during their lives. Normally friends and family pull us through, but sometimes the intensity of an event requires more. Identification and early intervention is the goal of this workshop.

Avoiding Burn-out	Friday, Oct. 10 at 4200 Surface Road, 1 to 3 p.m. or Wednesday, Nov. 12 at Rhodes Tower, 1 to 3 p.m. Available Upon Agency Request
State Competency Support:	Making Decisions and Solving Problems

In today's work environment, many of us feel pressured to work faster, harder and longer hours. It's easy to allow our jobs to become our lives. For many this can lead to burnout, resulting in decreased productivity and dissatisfaction among other things. Participants in this program will examine causes of burnout as well as potential remedies. They also will come out of this seminar with ideas to decrease their likelihood of experiencing burnout.

Building a Safe Place to Work	Wednesday, Dec. 3 at Rhodes Tower, 1 to 3 p.m. Available Upon Agency Request
State Competency Support:	Establishing and Maintaining Interpersonal Relationships Resolving Conflicts and Negotiating with Others

The increase in violence in our society is spilling over into the workplace. Many employees are worried about their personal safety. What actions should they take if they are threatened, abused or harassed? This program will give participants tools for recognizing potentially threatening situations and ways they can make themselves safer in the workplace.

Bullying in the Workplace and Beyond	Wednesday, Oct. 15 at Rhodes Tower, 9 to 11 a.m. Available Upon Agency Request
State Competency Support:	Resolving Conflicts and Negotiating with Others Communicating with Peers, Supervisors and Subordinates

The rise of bullying in the workplace and beyond has left many workers feeling isolated and helpless. The devastating effects of bullying can be long term and can have a drastic impact on employee morale and productivity. This training provides information on how to eliminate this mentality in the workplace and beyond.

OEAP COURSES: OFFERED TO ALL STATE EMPLOYEES

Coping for Caregivers	Available Upon Agency Request
State Competency Support:	Getting Information Assisting and Caring for Others

Modern medicine has worked miracles. As a result, elders tend to live longer. At the same time, the chances of chronic illness or decreased functional capacity rise. As we move into middle adulthood, many of us will be called upon to provide or arrange care for an aging parent or loved one. This program is for those currently facing this situation or for those anticipating what lies ahead.

Dealing with Negativity in the Workplace	Wednesday, Oct. 29 at 4200 Surface Road, 1 to 3 p.m. Available Upon Agency Request
State Competency Support:	Establishing and Maintaining Interpersonal Relationships Communicating with Peers, Supervisors and Subordinates

This program is a must for all employees. Participants will learn how to identify the ways negativity surfaces in the workplace and recognize the relationship of workplace change to negative behavior and interaction. Time will be spent helping participants identify ways to stay focused, productive and positive.

OEAP Awareness	Wednesday, Oct. 29 at 4200 Surface Road, 9 to 11 a.m. Available Upon Agency Request
State Competency Support:	Customer Focus (Statewide Competency)

This training course is designed to make employees aware of the OEAP benefits and services available to them and their families. It also includes information on the importance of early intervention and how to access services through OEAP. The services are confidential.

Depression in the Workplace	Available Upon Agency Request
State Competency Support:	Making Decisions and Solving Problems

What's happening when a co-worker or employee's behavior, demeanor and work performance start deteriorating? The personal and professional costs of depression can be staggering. Cultural stereotypes and biases still exist and can create barriers against acknowledging depression and seeking appropriate help. Participants will learn how to recognize clinical depression. And they will become familiar with methods of addressing depression with others, both from the point of view of the supervisor and co-worker.

OEAP COURSES: OFFERED TO ALL STATE EMPLOYEES

Managing Trauma	Available Upon Agency Request
State Competency Support:	Assisting and Helping Others

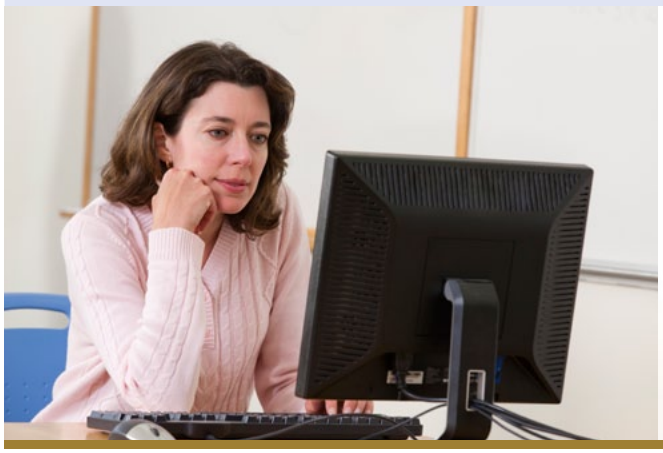
Industries that are vulnerable to critical incidents such as robberies, injuries or other potential disasters need to prepare key staff to take the lead in helping traumatized employees until professional help arrives. This program equips supervisors and managers with an introduction to the issues they may face and the skills they will need if a critical incident strikes.

Professional Boundaries	Wednesday, Dec. 3 at Rhodes Tower, 9 to 11 a.m. Available Upon Agency Request
State Competency Support:	Making Decisions and Solving Problems Resolving Conflicts and Negotiating with Others

This training provides essential information about the professional boundaries and the potential damaging effects that result when boundaries are violated. Complete with videos and learning activities to stimulate discussion about the issues of crossing the lines.

Stress: Putting it to Rest	Friday, Dec. 19 at 4200 Surface Road, 9 to 11 a.m. Available Upon Agency Request
State Competency Support:	Making Decisions and Solving Problems

Stress can trigger anxiety and depression or it can motivate and inspire. This training examines the positives and negatives along with suggestions for controlling worry, frustration, inaction, compulsiveness, irrational thinking and failure.



OEAP COURSES: OFFERED TO ALL STATE EMPLOYEES

Supervisor / Union Referral Training	Available Upon Agency Request
State Competency Support:	Customer Focus (Statewide Competency) Making Decisions and Solving Problems Guiding, Directing and Motivating Others

This contractually mandated course (Article 20 SEIU 1199 and Article 9 OCSEA) will teach supervisors and union representatives techniques on how to refer employees to the OEAP and includes information about the importance of early intervention. The OEAP Participation Agreement and other OEAP services are discussed in this training.

Temperature's Rising: Lessons in Anger Management	Available Upon Agency Request
State Competency Support:	Making Decisions and Solving Problems

From irritability to rage, insults to abuse, incidents of inappropriately expressed or poorly addressed anger abound. Anger can surround us in the workplace, in our homes and in our travel. This program will provide a framework for understanding anger and tools that can be used to address anger in a healthy, positive manner. An overview of EAP will be provided.

Understanding Alzheimer's Disease and Related Dementias	Available Upon Agency Request
State Competency Support:	Getting Information Assisting and Caring for Others

It is extremely painful to watch people we love lose their memory, engage in uncharacteristic behavior and lose their ability to recognize us. As they manifest these symptoms of dementia or Alzheimer's disease, we offer help as we can — but we often end up feeling helpless and powerless. This training program can help us gain a better understanding of these conditions, discover what treatments are available and explore the impact on the family.

Workplace Violence Prevention for Employees	Wednesday, Oct. 15 at Rhodes Tower, 1 to 3 p.m. Available Upon Agency Request
State Competency Support:	Establishing and Maintaining Interpersonal Relationships Resolving Conflicts and Negotiating with Others

Workplace violence can include bullying, hostility, threats, intimidation and revenge. This training provides you with a better understanding of common causes, early warning signs, and prevention and intervention services available through the OEAP.

OEAP IN-SERVICE TRAININGS: AVAILABLE UPON REQUEST

Addressing Mental Health Concerns in the Workplace	Available Upon Agency Request
State Competency Support:	Making Decisions and Solving Problems

It is not uncommon for people to experience depression, grief, anxiety or trauma during their lives. Normally friends and family pull us through, but sometimes the intensity of an event requires more. Identification and early intervention is the goal of this workshop.

Drug-Free Workplace for Supervisors	Available Upon Agency Request
State Competency Support:	Performing for or Working Directly with the Public Making Decisions and Solving Problems

This workshop will help you understand who falls under state and federal drug and alcohol testing mandates and the steps taken if an employee tests positive.

Drug-Free Workplace for Employees	Available Upon Agency Request
State Competency Support:	Performing for or Working Directly with the Public Making Decisions and Solving Problems

Would you like to learn more about the progressive nature of addiction, the fear of quitting, warning signs, misleading stereotypes, new treatments and the process of recovery? This workshop provides a brief overview about substance abuse.

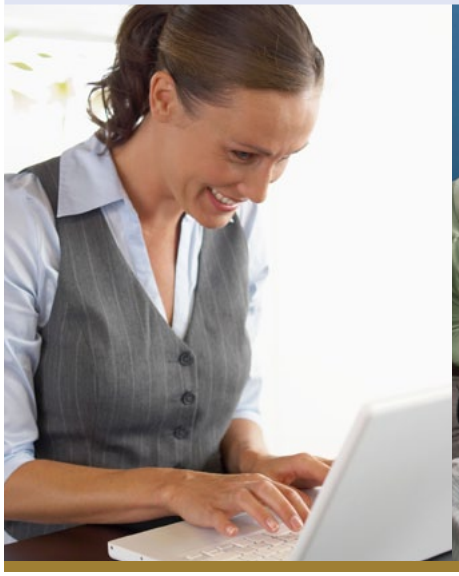
OEAP IN-SERVICE TRAININGS: AVAILABLE UPON REQUEST

Pre-Incident Education Critical Incident Stress Management (CISM)	Available Upon Agency Request
State Competency Support:	Making Decisions and Solving Problems Establishing and Maintaining Interpersonal Relationships Communicating with Peers, Supervisors and Subordinates

The pre-incident education for Critical Incident Stress Management (CISM) prepares employees in decision-making positions to have the necessary tools to act when a critical incident impacts their workplace. This pro-active approach will assist in minimizing the stress and anxiety often experienced following a critical incident as well as provides supervisors/managers with information needed to develop a pre-incident plan for their workplace.

Professional Boundaries	Available Upon Agency Request
State Competency Support:	Making Decisions and Solving Problems Resolving Conflicts and Negotiating with Others

This training provides essential information about the professional boundaries and the potential damaging effects that result when boundaries are violated. Complete with videos and learning activities to stimulate discussion about the issues of crossing the lines.



OEAP IN-SERVICE TRAININGS: AVAILABLE UPON REQUEST

Stress: Putting it to Rest	Available Upon Agency Request
State Competency Support:	Resolving Conflicts and Negotiating with Others Making Decisions and Solving Problems

Stress can trigger anxiety and depression or it can motivate and inspire. This training examines the positives and negatives along with suggestions for controlling worry, frustration, inaction, compulsiveness, irrational thinking and failure.

Suicide Awareness and Prevention	Available Upon Agency Request
State Competency Support:	Making Decision and Solving Problems Communicating with People Outside the Organization Resolving Conflicts and Negotiating with Others

Would you like to know the warning signs, myths and the impact of suicide to the family and society as well as increase your knowledge? This training provides resources and tools for preventing suicide.

OEAP IN-SERVICE TRAININGS : AVAILABLE UPON REQUEST

Workplace Violence Prevention for Supervisors	Available Upon Agency Request
State Competency Support:	Establishing and Maintaining Interpersonal Relationships Resolving Conflicts and Negotiating with Others Making Decisions and Solving Problems

Workplace violence can include bullying, hostility, threats, intimidation and revenge. This training provides you with a better understanding of common causes, early warning signs, and prevention and intervention services available through the OEAP.

ePAR TRAINING: AVAILABLE TO SPECIFIC HCM ROLES ONLY

ePAR Overview	Not offered this quarter. Please check next quarter's calendar.
State Competency Support:	Performing Administrative Activities Documenting/Recording Information

This course is designed for ePAR users who will be creating, modifying, approving or reviewing electronic personnel action requests (ePAR). It includes hands-on, interactive student participation to navigate through the ePAR module. Presented are general instructions on how to view existing ePAR transactions, attachments and comments. Additional processes also will be covered.

Pre-Requisite:
This class is open only for those who have one or more of the following HCM security roles necessary to use ePAR: ePAR User, ePAR Approver, ePAR Transfer or ePAR Agency View Only.

TRAINING COURSES: ON DEMAND 365/24/7

Learn It Ohio

The Ohio Department of Administrative Services, Office of Information Technology and Human Resource Division have partnered to extend the benefits of Skillsoft to a wider state audience to now include all State of Ohio IT professionals and exempt employees whose agency participates in the Office of Learning and Professional Development Employee Professional Development Fund.

Learn It Ohio is the State of Ohio's online learning portal. It is training on demand and an on-the-job support tool that will enhance the user's business and technical skills. Accelerate your career with e-Learning any time of the day or night, 365/24/7. Leverage the different features of the online learning portal to find the resources you need and to create a customized learning plan.

SEARCH & LEARNTM performs searches across the full library of resources, for instant and relevant answers. A powerful search engine allows the user complex search expressions. Results are ranked by relevancy for ease of use.

Books24x7® offers on-demand, instant access to the complete text of thousands of best-in-class online books, book summaries, audiobooks, research reports and best practices. Books24x7 supports users in acquiring knowledge at the speed of change by instantly delivering trusted information how and when it's needed.

The Leadership Development Channel offers more than 1,300 videos accessible online of highly trusted content from top industry executives, renowned authors and business thought leaders. Video programs range in length from one minute to two hours. Many videos are downloadable to your computer or digital device.

To access the Learn It Ohio courses and resources linked below, follow these steps:

Log on to: https://learnitohio.skillport.com
User name: **Enter your State of Ohio User ID**;
Enter the password: **welcome** (not case sensitive).

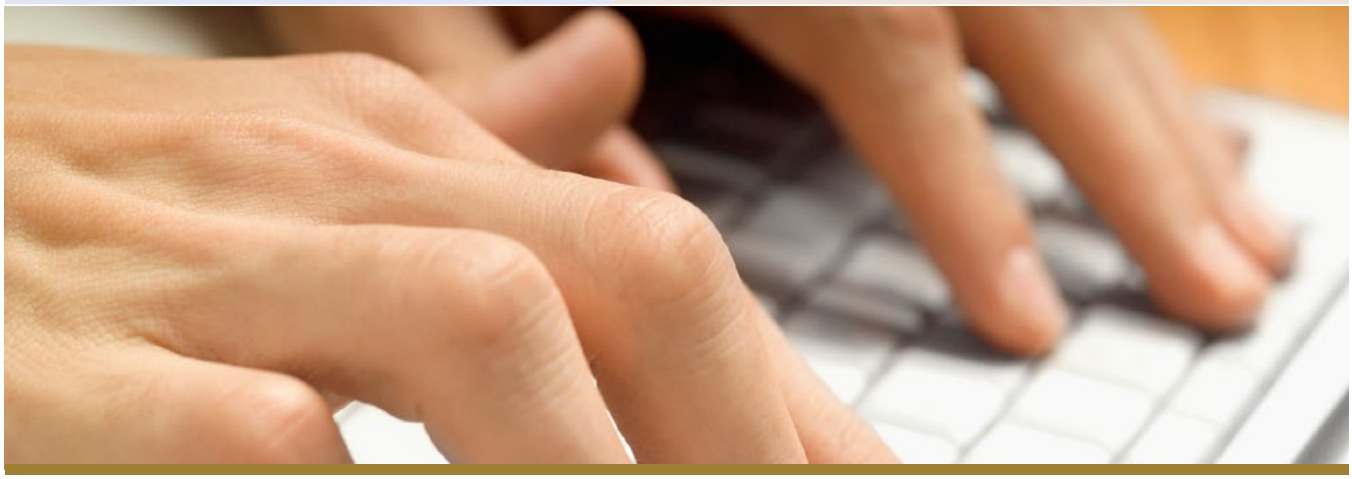
After your first login, you will be asked to change your password and create a security question and answer. Your password must be at least eight characters long and include at least four letters and at least four numbers.

LEARNING PROGRAM AND LINK	DEFINITION
Analyzing Data or Information	Identifying the underlying principles, reasons or facts of information by breaking down information or data into separate parts.
Assisting and Caring for Others	Providing personal assistance, medical attention, emotional support or other personal care to others such as patients or inmates (as part of assigned job duties).
Coaching and Developing Others	Identifying the developmental needs of others and coaching, mentoring or otherwise helping others to improve their knowledge or skills.
Communicating With People Outside the Organization	Communicating with people outside of the organization (agency), representing the organization (agency) to customers, the public, government (federal, other state or local), and other external sources. Information can be exchanged in person, in writing (electronic or hard copy), or by telephone or email.
Communicating with Supervisors, Peers and Subordinates	Provides information to supervisors, coworkers (peers) and subordinates (staff) by telephone, in written form (electronic or hard copy) or in person.
Controlling Machines and Processes	Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
Coordinating the Work Activities of Others	Getting members of a group to work together to accomplish tasks.
Customer Focus	Customer Focus is required for use in all State of Ohio performance evaluations. The Customer Focus competency centers on the employee interaction with the customer. It can be either an internal or external customer. It must be demonstrated that the employee understands the need(s) of the customer. The demonstration should include the employee level of knowledge, the tone and the timeliness of the employee responses. The employee should know when to seek assistance to ensure the customer has an overall positive experience. Finally, the evaluation should include examples that the employee evaluates his/her practices based on customer feedback.

LEARNING PROGRAM AND LINK	DEFINITION
Developing and Building Teams	Encouraging and building mutual trust, respect and cooperation among team members.
Developing Objectives and Strategies	Establishes long-range objectives and specifies the strategies and actions to achieve them.
Documenting/Recording Information	Entering, transcribing, recording, storing or maintaining information in written or electronic/magnetic form.
Drafting, Laying Out, and Specifying Technical Devices, Parts and Equipment	Providing documentation, detailed instructions, drawings or specifications to tell others about how devices, parts, equipment or structures are to be fabricated, constructed, assembled, modified, maintained or used.
Establishing and Maintaining Interpersonal Relationships	Developing constructive and cooperative (professional) working relationships with others and maintaining them over time.
Estimating the Quantifiable Characteristics of Products, Events or Information	Estimating sizes, distances, and quantities; or determining time, costs, resources or materials needed to perform a work activity.
Evaluating Information to Determine Compliance with Standards	Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations or standards.
Getting Information	Observes, receives and otherwise obtains information from all relevant sources.
Guiding, Directing and Motivating Subordinates	Providing guidance and direction to subordinates (staff), including setting performance standards and monitoring performance.
Handling and Moving Objects	Using hands and arms in handling, installing, positioning and moving materials, and manipulating things.
Identifying Objects, Actions and Events	Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
Inspecting Equipment, Structures or Materials	Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
Interpreting the Meaning of Information for Others	Translates or explains what information means and how it can be used by others.

LEARNING PROGRAM AND LINK	DEFINITION
Judging the Qualities of Objects, Services or People	Assessing the value, importance or quality of things or people.
Making Decisions and Solving Problems	Analyzing information and evaluating results to choose the best solution and solve problems.
Monitoring and Controlling Resources	Monitoring and controlling resources and overseeing the spending of money.
Monitoring Processes, Materials or Surroundings	Monitoring and reviewing information from materials, events or the environment to detect or assess problems.
Operating Vehicles, Mechanized Devices or Equipment	Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft or water craft.
Organizing, Planning and Prioritizing Work	Developing specific goals and plans to prioritize, organize and accomplish work.
Performing Administrative Activities	Performing day-to-day (routine) administrative tasks such as maintaining information files and processing paperwork.
Performing for or Working Directly with the Public	Performing for people or dealing directly with the public. This includes serving customers and receiving clients or guests (applicants, consumers, dependents, patients, inmates, recipients).
Performing General Physical Activities	Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stopping and handling of materials.
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing or verifying information or data.
Providing Consultation and Advice to Others	Providing guidance and expert advice to management or other groups on technical, systems- or process-related topics.
Repairing and Maintaining Electronic Equipment	Servicing, repairing, calibrating, regulating, fine-tuning or testing machines, devices and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.

LEARNING PROGRAM AND LINK	DEFINITION
Repairing and Maintaining Mechanical Equipment	Servicing, repairing, adjusting and testing machines, moving parts, and equipment that operate primarily on the basis of mechanical (not electronic) principles.
Resolving Conflicts and Negotiating with Others	Handles complaints, settles disputes and resolves grievances and conflicts, or otherwise negotiates with others.
Scheduling Work and Activities	Schedules events, programs and activities as well as the work of others.
Selling or Influencing Others	Convinces others to buy merchandise/goods (use services) or to otherwise change their minds or actions.
Staffing Organizational Units	Recruiting, interviewing, selecting, hiring and promoting employees in an organization.
Thinking Creatively	Developing, designing or creating new applications, ideas, relationships, systems or products, including artistic contributions.
Training and Teaching Others	Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
Updating and Using Relevant Knowledge	Keeping up-to-date technically and applying new knowledge to the job.
Working with Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data or process information.



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