

## AT A GLANCE COURSE SCHEDULE BY DATE

DATES OFFERED	COURSE	PAGE
July 20, Oct. 27, March 17, June 20	Communications and Difficult Conversations	21
July 20, Oct. 7, May 19	Critical Thinking Skills	22
July 21, Oct. 27	Getting on the Same Page: EAP Supervisor/Union (OEAP)	28
July 21, Nov. 30	Principles of Effective Leadership	33
July 26, Nov. 3, March 23	Life Matters: Suicide Awareness (OEAP)	30
July 26, March 23	Temperature's Rising: Lessons in Anger Management (Optum)	36
Aug. 9, Oct. 13, Feb. 28, April 27	Confronting Workplace Violence and Bullying (OEAP)	21
Aug. 9	Growing Healthy Families (Optum)	28
Aug. 11, Oct. 20, March 14, May 10	Customer Service 101	22
Aug. 19, May 17	Customer Service: Taking C.A.R.E. of Ohio	23
Aug. 24, Nov. 3, Feb. 24, June 28	Emotional Intelligence	25
Aug. 25, March 7	Interpersonal Skills	29
Aug. 25, Dec. 13, March 7, May 11	Stress, Putting it to Rest (OEAP)	35
Aug. 25, March 7	Workplace Engagement (Optum)	37
Aug. 26, Nov. 29, March 24, June 6	Is Supervising For Me?	30
Sept. 1, Feb. 28	Class Change and Working Out-of-Class Grievances (OCB)*	20
Sept. 8, March 7	Administrative Investigations (OCB)*	19
Sept. 8, Feb. 9, June 13	Managing Conflict	31
Sept. 8, Jan. 24	Dealing with Negativity in the Workplace (Optum)	23
Sept. 8, Jan. 24, May 11	The Jerk at Work: Bullying in the Workplace (OEAP)	37
Sept. 14, Nov. 18, March 10, June 16	Assertiveness	19
Sept. 14, March 10	No Aspirin Required: Problem Solving and Decision Making Skills	32
Sept. 15, March 15	Pre-Disciplinary Meeting Officer (OCB)*	33
Sept. 16, Oct. 28, Nov. 4, March 3, March 31, April 14	ePerformance Administrator Refresher	27
Sept. 16, Dec. 13, May 26	Time Mastery	37
Sept. 20, Feb. 9	Managing Career Success (OPTUM)	30
Sept. 21, Sept. 29, Oct. 5, Oct. 19, Oct. 25, March 8, March 14, March 23, April 6, April 11	ePerformance Manager (Rater)	26
Sept. 22, March 21	Disciplinary Principles (OCB)*	24
Sept. 23, March 2	Generations in the Workplace	27

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DATES OFFERED	COURSE	PAGE
Sept. 29, March 28	Mediation (OCB)*	31
Oct. 3, April 7	Actively Engaged in My Performance	18
Oct. 6, April 4	Non-Traditional Arbitration (OCB)*	32
Oct. 13	Position Description Writing	33
Oct. 13, April 25	Screening & Selection (OCB)*	34
Oct. 20, May 2	Settlement Writing (OCB)*	35
Oct. 21, April 11	Dealing with Difficult People	23
Oct. 24-28, April 10-14	Arbitration School (OCB)*	19
Nov. 3, April 18	Developing a Labor-Management Committee (OCB)*	24
Nov. 3	Holiday Budgeting (Optum)	28
Nov. 4, June 9	Customer Service in a Compliance Environment	22
Nov. 10, May 9	Absence Management (OCB)*	18
Nov. 15, May 23	Substance Abuse 101 (OEAP)	36
Nov. 16	Strategic Partnerships, Alliances and Networking – SPAN	35
Nov. 17, Feb. 16	Critical Conversations on Domestic Violence	21
Nov. 17, May 16	Drug Testing Overview (OCB)*	25
Nov. 17, Feb. 16	See the Signs: Domestic Violence Bystander Intervention	34
Nov. 22, May 23	Reduction in Workforce (OCB)*	34
Feb. 9, June 22	ABC's of EAP (OEAP)	18
Dec. 8, June 6	More than a Bad Day: An Overview of Mental Health Issues (OEAP)	32
Dec. 9	Innovation Lab: Building a Culture of Innovation	29
Dec. 13, April 27	Avoiding Burnout (Optum)	20
Jan. 12, June 22	Building Motivation and Morale in the Workplace (Optum)	20
April 18	From Diversity to Inclusion	27
April 26	Emotionally Intelligent Leader*	26
May 16	Team Effectiveness	36

\* Courses Offered to Exempt Employees (Non-Bargaining Unit)