

**STATE OF OHIO EMPLOYEE  
TRAINING AND PROFESSIONAL DEVELOPMENT**



**COURSE  
CATALOG**

**JULY - DECEMBER  
2015**

**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 Talent Management-Learning and Professional Development presents you with its enterprise-wide training program and catalog for the remainder of 2015 (July-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 cost for state employees to participate in these trainings. We encourage you to work with your supervisor to determine the best courses for your work.

The focus of training efforts beginning July 2015, is the Lead Ohio Program: Foundations of Supervision. For detailed information visit the [Lead Ohio Resource Center](#) or search Enterprise Learning Management (ELM). The Foundations of Supervision Program is for exempt employees at this time. However, there are several courses being offered to all employees in support of Lead Ohio, which include:

- **Actively Engaged in My Performance** – Supervisors in the Lead Ohio: Foundations of Supervision Program are learning about performance management. This course will provide their direct reports the ability to learn about what they can do to enhance their own job performance and improve communication with their supervisor.
- **Is Supervising for Me?** – Would you like to become a leader in state government? Come to this course and find out if becoming a supervisor is a good career path for you.
- **Principles of Effective Leadership** – This course creates a foundation for clear and consistent leadership skills. During the session, you will complete a self-assessment that will help 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.

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  
General Services Division  
4200 Surface Road, Columbus, OH 43228

Here are some items of interest:

- Ohio Employee Assistance Program (OEAP) offers additional courses this quarter:
  - Dealing with Difficult Behaviors (Optum);
  - Navigating Eldercare Resources (Optum);
  - Dealing with Grief and Loss (Optum); and
  - Understanding Employee Workplace Mediation (Also via ELM).
- Learn It Ohio Training on Demand 365/24/7 features a variety of Learning Programs on such topics as Public Service Professional, Work-Life Balance, HR Learning Connections, Lead Ohio Resources and the State of Ohio competencies.

For specific questions about State of Ohio training, please visit: [das.ohio.gov/learning](http://das.ohio.gov/learning) or contact the Office of Talent Management-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 offered by the State of Ohio.

Sincerely,

Robert Blair, Director, DAS  
Jessica Schuster, Assistant Deputy Director, Office of Talent Management

## At a Glance: State of Ohio Training (July - December 2015)

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

Below is a snapshot of the courses being offered between June and December 2015. Please scroll down in the catalog for course descriptions, times and locations.

To register for classes, go to [myOhio.gov](http://myOhio.gov), click on **Career Resources** and select **All Learning** in the **MyLearning 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.

**Please note:** Course offerings are subject to change. Please check the ELM for catalog updates.

### COURSE SCHEDULE AT A GLANCE

COURSE	DATES OFFERED	PAGE
Actively Engaged in My Performance	Aug. 21, Sept. 24, Nov. 12	7
Assertiveness	July 28, Aug. 5, Sept 30, Dec.18	7
Avoiding Burnout (Optum)	Aug. 7, Sept. 14	8
Building Effective Teams *	Oct. 1	8
Communications and Difficult Conversations	Aug. 13, Sept. 17, Oct.21, Dec. 9	9
Coping for Caregivers (Optum)	July 24, Aug. 17	9
Critical Thinking Skills	Dec. 1	10
Customer Service 101	July 30, Aug. 7, Oct. 14, Dec. 16	10
Customer Service: Taking C.A.R.E. of Ohio	Aug. 27, Sept. 25, Oct. 28, Dec. 4	10
Dealing with Difficult Behaviors (Optum)	Oct. 12	11
Dealing with Grief and Loss (Optum)	Nov. 9	11
Dealing with Difficult People	Dec. 17	11
Depression in the Workplace (Optum)	Dec. 17	12
Drug-Free Awareness	July 24, Sept. 14	12
Emotional Intelligence	Aug. 14, Sept. 11, Sept. 29, Nov. 5	13
Emotionally Intelligent Leader *	Sept. 25, Dec. 11	13
Innovation Lab: Build a Culture of Innovation	Oct. 15	14
Interpersonal Skills	Nov. 13	14
Is Supervising for Me?	Sept. 30, Nov. 18	14
Leading Through Change	Oct. 23	15
Managing Conflict	Sept. 3	16
Navigating Eldercare Resources (Optum)	Oct. 12	16
No Aspirin Required: Problem Solving and Decision- Making Tools	Oct. 30	17
Power of Humor	July 24, Aug. 14, Oct. 30, Dec. 17	17

## COURSE SCHEDULE AT A GLANCE

COURSE	DATES OFFERED	PAGE
Principles of Effective Leadership *	Nov. 13	18
SPAN – Strategic Partnerships, Alliances and Networking	Nov. 20	18
Stress: Putting it to Rest	July 13, Aug. 17, Dec. 7	19
Suicide Awareness and Prevention	Nov. 9	19
Temperature’s Rising: Lessons in Anger Management (Optum)	July 13, Sept. 25	20
Time Mastery	Nov. 5	20
Understanding Employee Workplace Mediation (Optum)**	Oct. 8, Nov. 12	20
Understanding Mental Health Concerns in the Workplace*	Dec. 7	21
Workplace Violence and Bullying	Aug. 17, Sept. 25	21

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

\*\*Also available via ELM



## 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 employees use to 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; and
- 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; and
- Ensure continued and specific development activities take place.

The competencies supported by courses listed on Pages 7-21 are located above the course description.

The definitions of each competency are located on Pages 23-26. 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 23-26.



## COURSES OFFERED

### Actively Engaged in My Performance

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Developing Objectives and Strategies</li> <li>• Organizing, Planning and Prioritizing Work</li> </ul>	Aug. 21 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or Sept. 24 at Rhodes Tower, 12:30 to 4:30 p.m. or Nov. 12 at 4200 Surface Rd., 12:30 to 4:30 p.m.

### Addressing Mental Health Concerns in the Workplace

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 are the goals of this workshop.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Making Decisions and Solving Problems</li> </ul>	Not offered at this time. Please check next catalog.

### Assertiveness

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 of others. In this session we will examine how to communicate more assertively including making requests, giving bad news and saying no.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Coordinating the Work Activities of Others</li> <li>• Scheduling Work and Activities</li> <li>• Communicating with People Outside the Organization</li> <li>• Communicating with Supervisors, Peers and Subordinates</li> <li>• Making Decisions and Solving Problems</li> </ul>	July 28, at 4200 Surface Rd., 8:30 a.m. to 12:30 p.m. or Aug. 5, at 4200 Surface Rd., 12:30 to 4:30 p.m. or Sept. 30, at Rhodes Tower, 8:30 a.m. to 12:30 p.m. Dec. 18, at 4200 Surface Rd. 12:30 to 4:30 p.m.

## COURSES OFFERED

### Avoiding Burnout (Optum)

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. Participants in this program will examine causes of burnout as well as potential remedies. They also will come out of this workshop with ideas to decrease their likelihood of experiencing burnout.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Making Decisions and Solving Problems</li> </ul>	Aug. 7, at Rhodes Tower, 9 to 10 a.m. or Sept. 14, at Rhodes Tower, 1 to 2 p.m.

### Building Effective Teams (Offered to Exempt Employees)

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Developing and Building Teams</li> <li>Making Decisions and Solving Problems</li> </ul>	Oct. 1, at 4200 Surface Rd., 8:30 a.m. to 4 p.m.

### Bullying in the Workplace

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Resolving Conflicts and Negotiating With Others</li> <li>Communicating with Supervisors, Peers and Subordinates</li> </ul>	Not offered at this time. Please check next catalog.

## COURSES OFFERED

### Communications and Difficult Conversations

Communication skills are multi-dimensional and some 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 – that you say what you mean and mean what you say. You will have an opportunity to practice in class.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Communicating with People Outside the Organization</li> <li>• Communicating with Supervisors, Peers and Subordinates</li> <li>• Resolving Conflicts and Negotiating With Others</li> </ul>	Aug. 13, at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or Sept. 17, at 4200 Surface Rd., 12:30 to 4:30 p.m. or Oct. 21, at Rhodes Tower, 12:30 to 4:30 p.m. or Dec. 9, at Rhodes Tower, 12:30 to 4:30 p.m.

### Coping for Caregivers (Optum)

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 workshop is for those currently facing this situation.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Getting Information</li> <li>• Assisting and Caring for Others</li> </ul>	July 24, at Rhodes Tower, 9 to 11 a.m. or Aug. 17, at Rhodes Tower, 1 to 3 p.m.



## COURSES OFFERED

### Critical Thinking Skills

In today's society, it's easy to experience information overload. We are bombarded with messages that encourage us to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths? The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling manner is a key skill for survival in today's workplace. This class utilizes scenarios and discussion to explore practical tools that support critical thinking and problem solving.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Getting Information</li> </ul>	Dec. 1, at Rhodes Tower, 8:30 a.m. to 4 p.m.

### Customer Service 101

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 customer service. Share your own customer service experiences and hear about techniques used by Disney, The Ohio State University and the State of Ohio agencies.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Customer Focus (Statewide Competency)</li> <li>Performing for or Working Directly With the Public</li> </ul>	July 30, at 4200 Surface Rd., 8:30 a.m. to 12:30 p.m. or Aug. 7, at Rhodes Tower, 12:30 to 4:30 p.m. or Oct. 14, at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or Dec. 16, at 4200 Surface Rd., 12:30 to 4:30 p.m.

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

This course is not just for those who are responsible for front-line customer service. It is designed to help everyone become 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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Customer Focus (Statewide Competency)</li> <li>Performing for or Working Directly With the Public</li> </ul>	Aug. 27, at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or Sept. 25, at 4200 Surface Rd., 12:30 to 4:30 p.m. or Oct. 28, at Rhodes Tower, 12:30 to 4:30 p.m. or Dec. 4, at 4200 Surface Rd., 8:30 a.m. to 12:30 p.m.

## COURSES OFFERED

### Dealing with Difficult Behaviors (Optum)

All of us encounter difficult behaviors. This workshop identifies the difficult behaviors we have to deal with in both our personal and work lives. Participants will receive specific guidelines about interacting and coping with these behaviors in everyday life.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Establishing and Maintaining Interpersonal Relationships</li> <li>• Communicating with Supervisors, Peers and Subordinates</li> </ul>	Oct. 12 at Rhodes Tower, 1 to 2 p.m.

### Dealing with Grief and Loss (Optum)

Loss is a constant in life. Employees are often left alone to deal with loss, feeling isolated and unsupported in the work environment. The predominant unspoken message is, “you should be over this by now.” This workshop will look at various types of loss, identify what co-workers can expect after a loss, explore the grief process and provide guidelines for appropriate support.

- Increase understanding of the grief process;
- Provide guidelines for appropriate support;
- Examine the impact of co-worker losses on the workplace; and
- Identify expected grief reactions.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Establishing and Maintaining Interpersonal Relationships</li> <li>• Communicating with Supervisors, Peers and Subordinates</li> </ul>	Nov. 9, at Rhodes Tower, 1 to 2 p.m.

### Dealing with Difficult People

There is an art to staying calm, cool and focused in the face of aggression, sarcasm, or rudeness. Learning how to respond with poise and control, either over the phone or in person, will be the focus of this course. You will learn various strategies for finding common ground, using humor and taking responsibility.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Establishing and Maintaining Interpersonal Relationships</li> </ul>	Dec. 17, at 4200 Surface Rd., 1 to 3 p.m.

## COURSES OFFERED

### Depression in the Workplace (Optum)

What happens when a co-worker or employee's behavior, demeanor and work performance starts 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, as well as become familiar with methods of addressing depression with others, both from the point of view of the supervisor and co-worker.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Making Decisions and Solving Problems</li> </ul>	Dec. 17, at Rhodes Tower, 1 to 2 p.m.

### Drug-Free Awareness

Would you like to learn more about the progressive nature of addiction, the fear of quitting, warning signs, misleading stereotypes, and the types of commonly abused drugs?

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Performing for or Working Directly With the Public</li> <li>Making Decisions and Solving Problems</li> </ul>	July 24, at Rhodes Tower, 1 to 3 p.m. or Sept. 14, at Rhodes Tower, 9 to 11 a.m.



## COURSES OFFERED

### Drug-Free Workplace for Supervisors

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Performing for or Working Directly With the Public</li> <li>Making Decisions and Solving Problems</li> </ul>	Not offered at this time. Please check next catalog.

### Emotional Intelligence

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Communicating with Supervisors, Peers and Subordinates</li> <li>Establishing and Maintaining Interpersonal Relationships</li> <li>Developing and Building Teams</li> </ul>	Aug. 14, at 4200 Surface Rd., 8:30 a.m. to 4 p.m. or Sept. 11, at Rhodes Tower, 8:30 a.m. to 4 p.m. or Sept. 29, at Rhodes Tower, 8:30 a.m. to 4 p.m. or Nov. 5, at 4200 Surface Rd., 8:30 a.m. to 4 p.m.

### Emotionally Intelligent Leader (Offered to Exempt Employees)

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Establishing and Maintaining Interpersonal Relationships</li> <li>Developing and Building Teams</li> </ul>	Sept. 25, at Rhodes Tower, 8:30 a.m. to 4 p.m. or Dec. 11, at 4200 Surface Rd., 8:30 a.m. to 4 p.m.

## COURSES OFFERED

### Innovation Lab: Build a Culture of Innovation

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Thinking Creatively</li> </ul>	Oct. 15, at 4200 Surface Rd., 8:30 a.m. to 4 p.m.

### Interpersonal Skills

The goal of this interactive workshop is to practice “people skills” aimed at being assertive without becoming aggressive, negotiating win-win outcomes, building trust and respect, and enhancing the quality of personal and work relationships. The training objectives are:

- Learn how to apply assertive behaviors in developing healthy relationships;
- Determine how to set boundaries;
- Discover how to build effective working relationships; and
- Understand the value and benefits of teamwork

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Communicating with Supervisors, Peers and Subordinates</li> <li>Resolving Conflicts and Negotiating with Others</li> <li>Establishing and Maintaining Interpersonal Relationships</li> </ul>	Nov. 13, at Rhodes Tower, 8:30 a.m. to 12:30 p.m.

### Is Supervising for Me?

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Communicating with Supervisors, Peers and Subordinates</li> <li>Interpreting the Meaning of Information for Others</li> </ul>	Sept. 30, at 4200 Surface Rd., 8:30 a.m. to 4 p.m. or Nov. 18, at Rhodes Tower, 8:30 a.m. to 4 p.m.

## COURSES OFFERED

### Leading Through Change

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Selling or Influencing Others</li> </ul>	Oct. 23, at 4200 Surface Rd., 8:30 a.m. to 4 p.m.



## COURSES OFFERED

### Managing Conflict

Conflict is a normal part of life that most of us try to avoid. But resolving problems (or attempting to) often produces positive outcomes, especially when done strategically. This training provides techniques and strategies focused on compromise, normalizing, listening, supporting, asking the right kinds of questions and accepting responsibility.

The training objectives are to:

- Define and identify types of conflict;
- Determine and analyze your conflict management style; and
- Learn strategies for dealing with conflict productively and confidently.

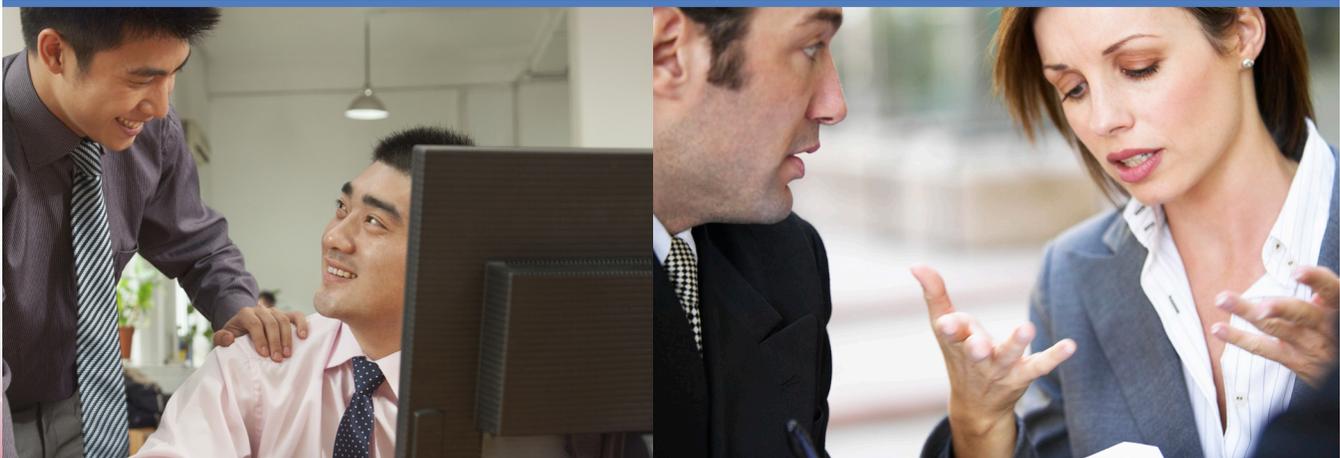
State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Resolving Conflicts and Negotiating with Others</li> <li>• Coaching and Developing Others</li> <li>• Communicating with Supervisors, Peers and Subordinates</li> </ul>	Sept. 3, at Rhodes Tower, 8:30 a.m. to 12:30 p.m.

### Navigating Eldercare Resources (Optum)

Navigating through the maze of eldercare options can be confusing and overwhelming. This workshop will help clarify the process and provide the caregiver with some tools to use for gathering resources, such as:

- Identifying ways to discuss the need for care with your parent or elderly relative;
- Learning the levels of medical and non-medical care;
- Determining what to consider when evaluating resources;
- Learning to communicate effectively with resources; and
- Exploring ways of dealing with the stress of caregiving.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Developing Objectives and Strategies</li> <li>• Coordinating the Work Activities of Others</li> <li>• Making Decisions and Solving Problems</li> <li>• Organizing, Planning and Prioritizing Work</li> <li>• Scheduling Work and Activities</li> </ul>	Oct. 12, at Rhodes Tower, 1 to 2 p.m.



## COURSES OFFERED

### No Aspirin Required: Problem Solving and Decision-Making Tools

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 unraveling 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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Making Decisions and Solving Problems</li> <li>• Establishing and Maintaining Interpersonal Relationships</li> <li>• Communicating with Supervisors, Peers and Subordinates</li> <li>• Communicating with People Outside the Organization</li> <li>• Performing for or Working Directly with the Public</li> </ul>	<p>Oct. 30, at Rhodes Tower, 8:30 a.m. to 4 p.m.</p>

### Ohio Employee Assistance Program (OEAP) Awareness

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Customer Focus (Statewide Competency)</li> </ul>	<p>Not offered at this time. Please check next catalog.</p>

### Power of Humor

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Establishing and Maintaining Interpersonal Relationships</li> </ul>	<p>July 24, at Rhodes Tower, 9 to 11 a.m. or Aug. 14, at Rhodes Tower, 1 to 3 p.m. or Oct. 30, at 4200 Surface Rd., 1 to 3 p.m. or Dec. 17, at 4200 Surface Rd., 9 to 11 a.m.</p>

## COURSES OFFERED

### Pre-Incident Education Critical Incident Stress Management (CISM)

This course prepares employees in decision-making positions to have the necessary tools to act when a critical incident impacts their workplace. Supervisors and managers are provided with information needed to develop a pre-incident plan for their workplace.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Making Decisions and Solving Problems</li> <li>• Establishing and Maintaining Interpersonal Relationships</li> <li>• Communicating with Supervisors, Peers and Subordinates</li> </ul>	Not offered at this time. Please check next catalog.

### Principles of Effective Leadership (Offered to Exempt Employees)

This course creates a foundation for clear and consistent leadership skills. During the session, you will complete a self-assessment that will help 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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Guiding, Directing and Motivating Subordinates</li> </ul>	Nov. 13, at 4200 Surface Rd., 8:30 a.m. to 4 p.m.

### SPAN – Strategic Partnerships, Alliances and Networking

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 opportunities to develop skills that improve your effectiveness.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Establishing and Maintaining Interpersonal Relationships</li> <li>• Communicating with Supervisors, Peers and Subordinates</li> <li>• Communicating with People Outside the Organization</li> <li>• Performing for or Working Directly With the Public</li> </ul>	Nov. 20, at 4200 Surface Rd., 8:30 a.m. to 4 p.m.

## COURSES OFFERED

### Stress: Putting it to Rest

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Making Decisions and Solving Problems</li> </ul>	July 13, at Rhodes Tower, 9 to 11 a.m. or Aug. 17, at Rhodes Tower, 1 to 3 p.m. or Dec. 7, at Rhodes Tower, 1 to 3 p.m.

### Suicide Awareness and Prevention

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Making Decisions and Solving Problems</li> <li>Communicating with People Outside the Organization</li> <li>Resolving Conflicts and Negotiating With Others</li> </ul>	Nov. 9, at Rhodes Tower, 9 to 11 a.m.

### Supervisor / Union Referral Training

This contractually mandated course (Article 20 SEIU 1199 and Article 37 OCSEA) will teach supervisors and union representatives techniques on how to refer employees to the Ohio Employee Assistance Program (OEAP) and includes information about the importance of early intervention. The OEAP Participation Agreement and other OEAP services are discussed in this training.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Customer Focus (Statewide Competency)</li> <li>Making Decisions and Solving Problems</li> <li>Guiding, Directing and Motivating Others</li> </ul>	Not offered at this time. Please check next catalog.

## COURSES OFFERED

### Temperature's Rising: Lessons in Anger Management (Optum)

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 workshop will provide a framework for understanding anger and tools that can be used to address anger in a healthy, positive manner. An overview of OEAP will be provided.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Making Decisions and Solving Problems</li> </ul>	July 13, at Rhodes Tower, 1 to 2 p.m. or Sept. 25, at Rhodes Tower, 9 to 10 a.m.

### Time Mastery

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Coordinating the Work and Activities of Others</li> <li>Organizing, Planning and Prioritizing Work</li> <li>Scheduling Work and Activities</li> </ul>	Nov. 5, at Rhodes Tower, 8:30 a.m. to 12:30 p.m.

### Understanding Employee Workplace Meditation (Also available via ELM)

This training will help you understand how employee mediation can assist you in addressing workplace conflicts and disputes. During this training, you will:

- Gain a better understanding of conflict and how to resolve it;
- Discuss the benefits of mediation;
- Learn about the mediation process; and
- Clarify the role of the mediator.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Establishing and Maintaining Interpersonal Relationships</li> <li>Resolving Conflicts and Negotiating With Others</li> <li>Making Decisions and Solving Problems</li> </ul>	Oct. 8, at Rhodes Tower, 9 to 11 a.m. or Nov. 12, at Rhodes Tower, 1 to 3 p.m.

## COURSES OFFERED

### Understanding Mental Health Concerns in the Workplace

(Offered to Exempt Employees)

It is common for people to experience depression, grief, anxiety or trauma during their lives. You will learn more about recognizing and understanding how behavioral health concerns manifest themselves in the workplace. The goal of this workshop focuses on identification and early intervention.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Getting Information</li> <li>• Assisting and Caring for Others</li> </ul>	Dec. 7, at Rhodes Tower, 9 to 11 a.m.

### Workplace Violence and Bullying

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Developing and Building Teams</li> <li>• Selling or Influencing Others</li> <li>• Establishing and Maintaining Interpersonal Relationships</li> <li>• Resolving Conflicts and Negotiating with Others</li> <li>• Making Decisions and Solving Problems</li> </ul>	Aug. 17, at Rhodes Tower, 9 to 11 a.m. or Sept. 25, at Rhodes Tower, 1 to 3 p.m.

### Workplace Violence Prevention

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 Ohio Employee Assistance Program (OEAP).

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>• Establishing and Maintaining Interpersonal Relationships</li> <li>• Resolving Conflicts and Negotiating With Others</li> <li>• Making Decisions and Solving Problems</li> </ul>	Not offered at this time. Please check next catalog.

## LEARN IT OHIO TRAINING ON DEMAND 365/24/7

### What is Learn It Ohio?

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 to create a customized learning plan.

### Who can access Learn It Ohio?

All State of Ohio exempt employees with agencies participating in the Office of Learning and Professional Development's Employee Development Fund as well as all State of Ohio IT professionals can access Learn It Ohio.

### What's new for Learn It Ohio?

Learn It Ohio has recently upgraded to Skillport 8 which features friendly, intuitive content in a highly visual format. The new portal is easily accessible from anywhere and from any Web-enabled device. Whether the learner is trying to answer a question, learn a new skill or develop professionally, Learn It Ohio is an easy and convenient training tool.

### How do I access Learn It Ohio?

To access Learn It Ohio courses and resources, Oracle Java Runtime Environment (JRE) is required for Skillsport content to function normally within your browser. To upgrade your JAVA software, click here: [http://java.com/en/download/ie\\_manual.jsp?locale=en](http://java.com/en/download/ie_manual.jsp?locale=en). Learn It Ohio is best viewed using the following browsers:

- Windows Internet Explorer: Version 9 or later;
- Firefox: Version 21 or later;
- Mac OS X; or
- Safari: 5.1.8 or later.

To access the Learn It Ohio courses and resources on Pages 23 to 26, follow these steps:

1. Log on to: <https://learnitohio.skillport.com>
2. Enter username: Enter your State of Ohio User ID
3. Enter the password: welcome (not case sensitive)

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

If you require technical assistance, please contact:  
[DASLearnItOhio@das.ohio.gov](mailto:DASLearnItOhio@das.ohio.gov)



COMPETENCIES AND LEARN IT OHIO LINK	DEFINITION
<p>Analyzing Data or Information</p>	<p>Identifying the underlying principles, reasons or facts of information by breaking down information or data into separate parts.</p>
<p>Assisting and Caring for Others</p>	<p>Providing personal assistance, medical attention, emotional support or other personal care to others such as patients or inmates (as part of assigned job duties).</p>
<p>Coaching and Developing Others</p>	<p>Identifying the developmental needs of others and coaching, mentoring or otherwise helping others to improve their knowledge or skills.</p>
<p>Communicating With People Outside the Organization</p>	<p>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.</p>
<p>Communicating With Supervisors, Peers and Subordinates</p>	<p>Providing information to supervisors, coworkers (peers) and subordinates (staff) by telephone, in written form (electronic or hard copy) or in person.</p>
<p>Controlling Machines and Processes</p>	<p>Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).</p>
<p>Coordinating the Work Activities of Others</p>	<p>Getting members of a group to work together to accomplish tasks.</p>
<p>Customer Focus</p>	<p>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.</p>

COMPETENCIES AND LEARN IT OHIO 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	Observing, receiving and otherwise obtaining 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	Translating or explaining what information means and how it can be used by others.

COMPETENCIES AND LEARN IT OHIO 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 watercraft.
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 paper-work.
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.

COMPETENCIES AND LEARN IT OHIO 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	Handling complaints, settling disputes and resolving grievances and conflicts, or otherwise negotiating with others.
Scheduling Work and Activities	Scheduling events, programs and activities as well as the work of others.
Selling or Influencing Others	Convincing others to buy merchandise/goods (use services) or otherwise changing their mind 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.





**OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES**

Human Resources Division

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**OhioDAS**  
Human Resources Division

Office of  
Learning and  
Professional Development  
Service · Support · Solutions

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 **EAP**  
OHIO EMPLOYEE  
ASSISTANCE PROGRAM