OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES
OFFICE OF LEARNING AND PROFESSIONAL DEVELOPMENT

COURSE CATALOG

FIRST QUARTER | JANUARY - MARCH
2014

OhioDAS
Human Resources Division

Office of
Learning and
Professional Development
Service · Support · Solutions

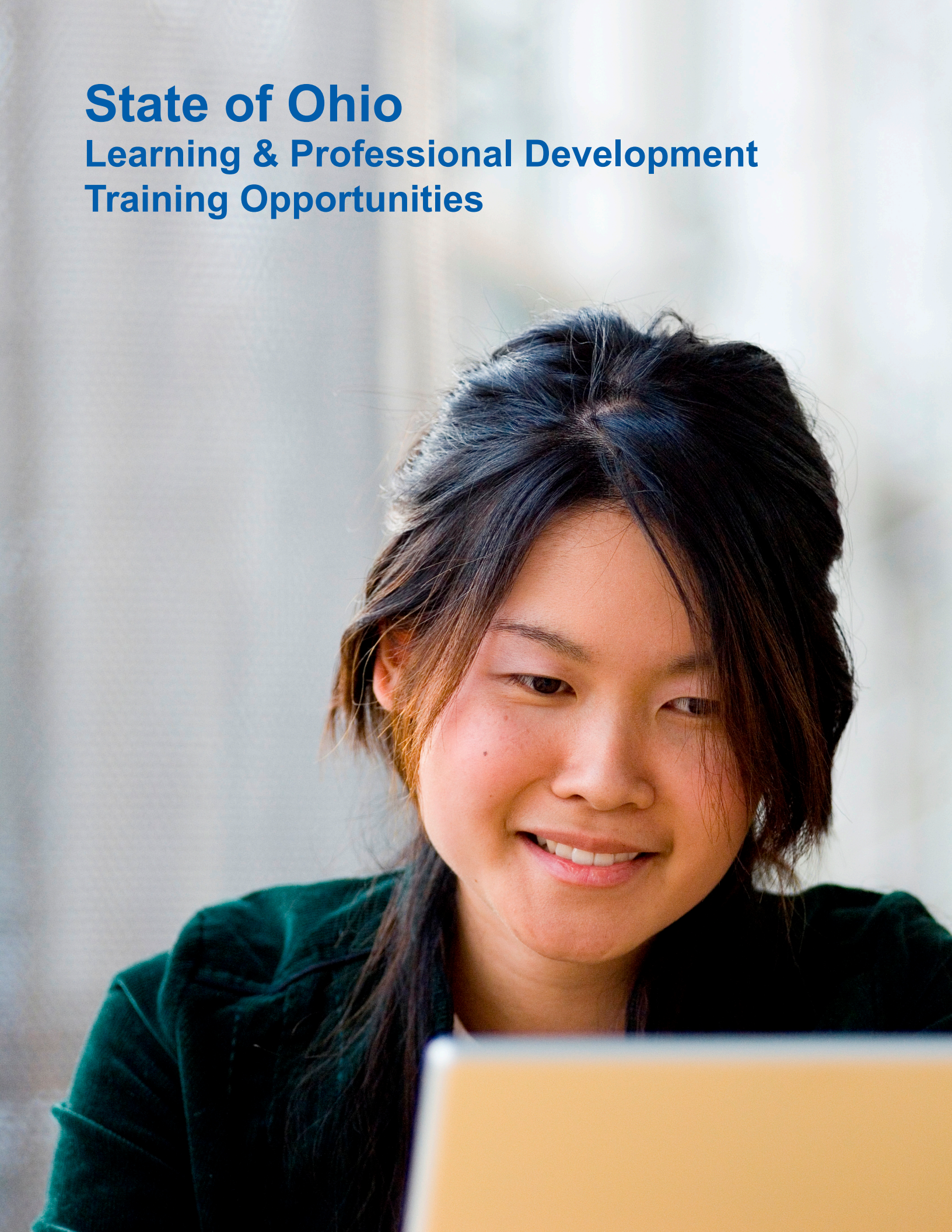
Learn It Ohio
TRAINING ON DEMAND 365/24/7

EAP
OHIO EMPLOYEE
ASSISTANCE PROGRAM

State of Ohio

Learning & Professional Development

Training Opportunities



Dear State of Ohio Employee:

The Ohio Department of Administrative Services' (DAS) Office of Learning and Professional Development (OLPD) presents you with a new, upgraded, enterprise-wide training program and calendar-catalog for the first quarter of 2014 (January – March).

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, on-line 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 Street
Columbus, OH 43215

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

Additional trainings being offered by OLPD to State of Ohio employees include:

- The Ohio Employee Assistance Program (OEAP) – is now offering six additional professional development courses for individuals: 1) Power of Humor (in the workplace); 2) Stress: Putting it to Rest; 3) Workplace Violence Prevention for Supervisors; 4) Dealing with Difficult People; 5) Effective Communication; and 6) Management Conflict.
- Leadership - Leadership skills are beneficial to employees at all levels of state government. Leadership courses are now available to all employees.
- Enterprise Learning Management (ELM) system - All courses are now available in ELM. We are no longer using Go Sign Me Up to enroll in OLPD courses. See Page 4 for ELM enrollment instructions.
- Learn It Ohio On-line, On-Demand Courses - Designed specifically for State of Ohio information technology and exempt employees. Learn It Ohio online training opportunities include both books and videos from thousands of resources. Access a wealth of information 365/24/7 by visiting; https://learnitohio.skillport.com/skillportfe/login.action.

For specific questions about State of Ohio training, please visit: das.ohio.gov/learning for additional information, or contact us at 614.387.6183.

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

Sincerely,

Robert Blair, Director, DAS

Robert Cooperman, Administrator, DAS-OLPD

At a Glance: State of Ohio Training (January - March 2014)

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

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

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 catalog using the navigational links on the left-hand side.

TRAINING COURSES : OFFERED TO ALL STATE EMPLOYEES

COURSE	DATE OFFERED	PAGE
Actively Engaged in My Performance	Feb. 6 or Feb. 25	6
Assertiveness	Not offered this quarter	6
Customer Service: Taking C.A.R.E. of Ohio	Feb. 27 or March 12	7
Communications and Difficult Conversations	Feb. 11 or Feb. 21	7
Emotional Intelligence	Feb. 7 or Feb. 13	7
From Diversity to Inclusion	March 13 or March 18	8
Generations and Diversity	March 20 or March 26	8
Innovation Lab	Not offered this quarter	8
Is Supervising for Me?	Jan. 30 or Feb. 5	9
Leading Change	March 20 or March 28	9
Myers-Briggs Type Indicator	March 5 or March 14	10
No Aspirin Required: Making Decisions, Solving Problems	Jan. 22 or Jan. 31	10
Principles of Effective Leadership	Jan. 10 or Jan. 14	10
Responding to Conflict	Jan. 10 or Jan. 15	11
SPAN – Strategic Partnerships, Alliances and Networking	Not offered this quarter	11
Strategic Planning and Thinking	Not offered this quarter	11
Team Effectiveness	Not offered this quarter	12
Time Mastery	March 18 or March 28	12

SUPERVISORY PROGRAM COURSES : EXEMPT EMPLOYEES ONLY

COURSE	DATE OFFERED	PAGE
Authority and Delegation	Jan. 23 or March 13	13
Building Effective Teams	Feb. 20 or Feb. 26	13
Coaching with Positive Expectations	Feb. 11	14
Create and Sustain a Service Culture	Not offered this quarter	14
Emotional Intelligent Leader	Not offered this quarter	14
Employment Law	Feb. 5 or Feb.13	15
Goal Setting for Enhanced Performance	Jan. 17 or March 21	15
Managing Multiple Generations in the Workplace	Feb. 20 or Feb. 26	16
Motivating Your Employees	Not offered this quarter	16
Redirecting to Improve Performance	Jan. 8	17
Writing and Giving a Performance Review	Jan. 29	17

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

COURSE	DATE OFFERED	PAGE
Dealing with Difficult People	Jan. 21 or March 6	18
Effective Communication	Jan. 21 or March 6	18
Managing Conflict	Feb. 4 or March 25	18
Power of Humor	Jan. 28 or March 11	19
Stress: Putting it to Rest	Jan. 28 or March 11	19

OHIO EMPLOYEE ASSISTANCE PROGRAM (OEAP) COURSE : OFFERED TO SUPERVISORS

COURSE	DATE OFFERED	PAGE
Workplace Violence Prevention for Supervisors	Feb. 4 or March 25	20

TRAINING COURSES : OFFERED TO ALL STATE EMPLOYEES

Actively Engaged in My Performance	Thursday, Feb. 6 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Tuesday, Feb. 25 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	Not Offered this Quarter. Please check next quarter’s calendar.
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.

TRAINING COURSES : OFFERED TO ALL STATE EMPLOYEES

Customer Service: Taking C.A.R.E. of Ohio	Thursday, Feb. 27 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Wednesday, March 12 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.

Communications and Difficult Conversations	Tuesday, Feb. 11 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Friday, Feb. 21 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.

Emotional Intelligence	Friday, Feb. 7 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Thursday, Feb. 13 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Communicating with Supervisors, Peers and Subordinates Establishing and Maintaining Personal 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.

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

TRAINING COURSES : OFFERED TO ALL STATE EMPLOYEES

From Diversity to Inclusion	Thursday, March 13 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Tuesday, March 18 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Developing and Building Teams Establishing and Maintaining Personal 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	Thursday, March 20 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Wednesday, March 26 at Rhodes Tower, 8:30 a.m. to 4 p.m.
State Competency Support:	Developing and Building Teams Establishing and Maintaining Personal 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.

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.

TRAINING COURSES : OFFERED TO ALL STATE EMPLOYEES

Is Supervising for Me?	Thursday, Jan. 30 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Wednesday, Feb. 5 at Rhodes Tower, 8:30 a.m. to 4 p.m.
State Competency Support:	Guiding, Directing and Motivating Subordinates Interpreting 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	Thursday, March 20 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Friday, March 28 at Rhodes Tower, 8:30 a.m. to 4 p.m.
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 help employees 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)	Wednesday, March 5 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Friday, March 14 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Establishing and Maintaining Personal 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: Making Decisions, Solving Problems	Wednesday, Jan. 22 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Friday, Jan. 31 at Rhodes Tower, 8:30 a.m. to 4 p.m.
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	Friday, Jan. 10 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Tuesday, Jan. 14 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
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

Responding to Conflict	Friday, Jan. 10 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Wednesday, Jan. 15 at Rhodes Tower, 8:30 a.m. to 4 p.m.
State Competency Support:	Resolving Conflicts and Negotiating with Others Establishing and Maintaining Personal 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	Not Offered this Quarter. Please check next quarter's calendar.
State Competency Support:	Establishing and Maintaining Relationships Communicating with Supervisors, Peers and Subordinates Communicating with People Outside of 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 a deeper awareness of the power of nonverbal communication. Structured experiences and application activities provide opportunity to develop skills that improve your effectiveness.

Strategic Planning and Thinking	Not Offered this Quarter. Please check next quarter's calendar.
State Competency Support:	Organizing, Planning and Prioritizing Work Scheduling Work and Activities

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

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

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	Tuesday, March 18 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Friday, March 28 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Coordinating the Work and Activity 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 : OPEN TO ANY EXEMPT-LEVEL (NON-BARGAINING UNIT) EMPLOYEE

Authority and Delegation	Thursday, Jan. 23 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Thursday, March 13 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Coordinating the Work and Activity 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	Thursday, Feb. 20 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Wednesday, Feb. 26 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
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 : OPEN TO ANY EXEMPT-LEVEL (NON-BARGAINING UNIT) EMPLOYEE

Coaching with Positive Expectations	Tuesday, Feb. 11 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 and Activity 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	Not Offered this Quarter. Please check next quarter's calendar.
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	Not Offered this Quarter. Please check next quarter's calendar.
State Competency Support:	Establishing and Maintaining Personal Relationships Developing and Building Teams

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

TRAINING COURSES : OPEN TO ANY EXEMPT-LEVEL (NON-BARGAINING UNIT) EMPLOYEE

Employment Law	Wednesday, Feb. 5 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Thursday, Feb. 13 at Rhodes Tower, 8:30 a.m. to 4 p.m.
State Competency Support:	Making Decisions and Solving Problems Interpreting 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.

Goal Setting for Enhanced Performance	Friday, Jan. 17 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Friday, March 21 at 4200 Surface Road, 8:30 a.m. to 4 p.m.
State Competency Support:	Developing Objectives and Strategies Coordinating the Work and Activity 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, short-term motivation, focuses the acquisition of knowledge and helps you to organize time and resources.

TRAINING COURSES : OPEN TO ANY EXEMPT-LEVEL (NON-BARGAINING UNIT) EMPLOYEE

Managing Multiple Generations	Thursday, Feb. 20 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Wednesday, Feb. 26 at Rhodes Tower, 8:30 a.m. to 4 p.m.
State Competency Support:	Establishing and Maintaining Personal 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.

Motivating Your Employees	Not Offered this Quarter. Please check next quarter's calendar.
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 : OPEN TO ANY EXEMPT-LEVEL (NON-BARGAINING UNIT) EMPLOYEE

Redirecting to Improve Performance	Wednesday, Jan.8 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 Resolves Conflicts and Negotiating with Others

Every manager faces challenging employee behaviors at some point in their career. Unfortunately, these tough conversations are unavoidable and need to be conducted with finesse, skill and a hearty understanding of what is legal. When tough conversations are poorly managed you risk alienating workers and increase your risk for an employee lawsuit.

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, Jan. 29 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.

OEAP COURSES : OFFERED TO ALL STATE EMPLOYEES

Dealing with Difficult People in the Workplace	Tuesday, Jan. 21 at Rhodes Tower, 1p.m. to 3 p.m. Thursday, March 6 at 4200 Surface Road, 1 p.m. to 3 p.m.
State Competency Support:	Establishing and Maintaining Personal Relationships; Communicating with Peers, Supervisors and Subordinates.

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.

Effective Communication	Tuesday, Jan. 21 at Rhodes Tower, 9:30 to 11:30 a.m. or Thursday, March 6 at 4200 Surface Road, 9:30 to 11:30 a.m.
State Competency Support:	Communicating with Supervisors, Peers and Subordinates

Are you an effective communicator? Did you know that only 10% of communication is verbal, 50% is body language and 40% is tone of voice? Often it's less important what you say than how you say it. This course will explain how messages are sent and received, and how to better understand what messages are really saying.

Managing Conflict	Tuesday, Feb. 4 at Rhodes Tower, 9 a.m. to 11:30 a.m. or Tuesday, March 25 at 4200 Surface Road, 9 a.m. to 11:30 a.m.
State Competency Support:	Resolving Conflicts and Negotiating with Others

Conflict is a normal part of life that most of us try to avoid. But resolving problems or attempting to often produce 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.

OEAP COURSES : OFFERED TO ALL STATE EMPLOYEES

Power of Humor	Tuesday, Jan. 28 at Rhodes Tower, 1 a.m. to 3 p.m. Tuesday, March 11 at 4200 Surface Road, 1 p.m. to 3 p.m.
State Competency Support:	Establishing and Maintaining Personal Relationships.

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

Stress: Putting it to Rest	Tuesday, Jan. 28 at Rhodes Tower, 9:30 to 11:30 a.m. or Tuesday, March 11 at 4200 Surface Road, 9:30 to 11:30 a.m.
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 SUPERVISORS

Workplace Violence Prevention for Supervisors	Tuesday, Feb. 4 at Rhodes Tower, 1 p.m. to 3 p.m. Tuesday, March 25 at 4200 Surface Road, 1 p.m. to 3 p.m.
State Competency Support:	Establishing and Maintaining Personal Relationships; Resolving Conflicts and Negotiating with Others

Workplace violence is more than a fist fight (or worse)–it can also be bullying, hostility, threats, intimidation and revenge. This training provides you with a better understanding of common causes, early warning signs, prevention, and intervention services available through the OEAP.

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