



Core Classes April through June 2013

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

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

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

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

4 in Core: Actively Engaged in My Performance

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

Thursday, June 6 at Rhodes Tower, 8:30 a.m. to 4 p.m.

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

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

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

Friday, May 31 – Rhodes Tower, 8:30 a.m. to 4 p.m. or

Tuesday, June 11 – DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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

"Customer service is not a department ... it's an attitude!" (Unknown)

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Communications and Difficult Conversations

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

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

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

In this class you will learn how to:

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

Myers-Briggs Type Indicator (MBTI)

**Tuesday, April 16 at Rhodes Tower, 8:30 a.m. to 4 p.m. or
Friday, April 26 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.**

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

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

In this class you will learn how to:

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

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Emotional Intelligence

Friday, June 14 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m. or

Wednesday, June 19 at Rhodes Tower, 8:30 a.m. to 4 p.m.

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

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

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

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

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

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

Generations and Diversity

Thursday, June 20 at Rhodes Tower, 8:30 a.m. to 4 p.m. or

Tuesday, June 25 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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

In this class you will:

- Define and recognize key diversity terms;
- Learn methods of communication for diverse groups;
- Identify and understand the strengths, gifts, talents of each generation.

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Time Mastery

Tuesday, May 14 at Rhodes Tower, 8:30 a.m. to 4 p.m.

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

Some of the key areas addressed will be:

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

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

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Supervisory Excellence Classes April through June 2013

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

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

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

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

Motivating Your Employees

Friday, April 19 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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

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

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

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

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<http://trainreg.das.ohio.gov>. 5

Influencing and Negotiating

Tuesday, April 23 at Rhodes Tower, 8:30 a.m. to 4 p.m. or

Wednesday, May 1 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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, you will gain knowledge to be a better negotiator.

Coaching with Positive Expectations

Wednesday, June 26 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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

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

You will learn how to:

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

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Writing and Giving a Performance Review

Thursday, May 9 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m. or

Friday, June 14 at Rhodes Tower, 8:30 a.m. to 4 p.m.

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

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

You will learn how to:

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

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

Authority and Delegation

Thursday, June 27 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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

This interactive session will help you learn how to:

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

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

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Redirecting to Improve Performance

Thursday, April 11 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m. or

Friday, May 3 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m. or

Wednesday, June 19 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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

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

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

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

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

Goal Setting for Enhanced Performance

Wednesday, May 22 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m. or

Thursday, June 13 at Rhodes Tower, 8:30 a.m. to 4 p.m.

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

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

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

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

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Leaders – Dynamic Results Classes April through June 2013

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

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

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

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

Create and Sustain a Service Culture

**Thursday, May 2 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m. or
Friday, May 10 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.**

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

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Building Effective Teams

Friday, April 12 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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:

- Stages of Team Development;
- Belbin's Team Role Theory;
- Team decision making tools.

After this course, leaders will:

- Communicate clearly with each team member;
- Foster a trust-based environment;
- Create an efficient and energized team.

Innovation Lab Build a Culture of Innovation

Tuesday, April 16 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m. or

Wednesday, April 24 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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

This course will introduce you to:

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

Features include:

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

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Emotionally Intelligent Leader

Wednesday, May 8 at Rhodes Tower, 8:30 a.m. to 4 p.m. or

Thursday, May 16 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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

Benefits of improved emotional intelligence include:

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

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

S-P-A-N:

Strategic Partnerships, Alliances and Networking

Tuesday, May 21 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m. or

Wednesday, June 5 at DAS 4200 Surface Road, 8:30 a.m. to 4 p.m.

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.

This class will assist with how to:

- Identify areas for partnership and possible allies;
- Evaluate potential allies to determine fit;
- Establish goals and roles that all partners agree upon and actively support;
- Develop a communication and conflict resolution process to enhance commitment and trust.

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.

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