

STATE OF OHIO EMPLOYEE

**ANNUAL
LEARNING AND
PROFESSIONAL
DEVELOPMENT
CATALOG**

JULY 2016 - JUNE 2017

A woman with long dark hair in a ponytail, wearing a grey blazer, is seen from behind, writing the word "Welcome" in blue cursive on a whiteboard. She is holding a blue marker in her right hand.

Welcome

Dear State of Ohio Employee:

The Department of Administrative Services, Human Resources Division (DAS/HRD), Office of Talent Management, Learning and Professional Development has expanded its course catalog from six months to one year, beginning July 1, 2016 running through June 30, 2017.

State of Ohio learning and professional development courses are designed to enhance employee knowledge and a variety of skills at all levels of experience while meeting various learning styles. Available to employees are online learning resources and/or instructor-led training. You may choose the course offerings that best meet your needs. As always, there is no cost for state employees to participate in any of the course offerings. However, employees are encouraged to consult with their immediate supervisor to determine the appropriate course options that may enhance their job performance.

The Learn It Ohio program name is changing to Learning on Demand. Effective July 22, 2016, you will see the changes to the portal and any communications. The new portal has upgraded features that are user friendly and easily accessible from anywhere and from any web-enabled or mobile device. Whether the learner is seeking an answer to a question, wants to learn a new skill or develop professionally, Learning on Demand offers convenient e-learning tools and resources. Learning on Demand is available to State of Ohio exempt employees with agencies participating in the Employee Development Fund (EDF) as well as all information technology (IT) professionals. For more information, please see Pages 10-11 of the catalog.

The DAS Office of Collective Bargaining (OCB) and Ohio Employee Assistance Program (OEAP) continue to provide courses. As a supplement to the OEAP courses, the catalog will continue to offer Optum Behavioral Solutions courses. Please look for "OCB," "OEAP" and "Optum" next to the course name in the "At a Glance" section of the catalog.

Also, in this issue, the State Library offers exciting features to all state employees, which are found on Pages 12-13. In addition, you will find information about the Office of Budget and Management (OBM) Fiscal Academy, LeanOhio and Ohio Public Employee Retirement System (OPERS) on Pages 14-17.

Learning and Professional Development will continue to focus its efforts on the development of supervisors and managers via the Lead Ohio: Foundations of Supervision and Lead Ohio: Inspirational Leaders programs. A number of management and leadership courses are available. To learn more, visit [Lead Ohio](#).

For specific questions about State of Ohio learning and professional development programs, please visit: 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.

We appreciate your continued interest and participation in the learning and professional development opportunities offered to State of Ohio employees.

Sincerely,
Robert Blair, Director, DAS
Jessica Schuster, Assistant Deputy Director
DAS Human Resources Division, Office of Talent Management

Course Registration and Instructor-led Course Locations

This catalog provides details about registering for the elective courses offered at the following three DAS locations:

Ohio Department of Administrative Services:

Office of Collective Bargaining (OCB) Conference Center

Located on the Ohio Department of Transportation property adjacent to I-70 on West Broad Street.

(Not the Hilltop location.)

1610 W. Broad St., Columbus, Ohio 43223

[Directions](#)

4200 Surface Road

Columbus, Ohio 43228

[Directions](#)

Rhodes State Office Tower

30 E. Broad St., Columbus, Ohio 43215

[Directions](#)

Course Registration Instructions

To register for courses, go to 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 Enterprise Learning Management (ELM) catalog using the navigational links on the left side.

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



At a Glance: State of Ohio Learning and Professional Development Courses

The elective learning and development courses in this catalog are available at no cost to you.

Course name, description, competency, time and location can be found on the noted pages below.

AT A GLANCE COURSE SCHEDULE BY COURSE NAME

COURSE	DATES OFFERED	PAGE
ABC's of EAP (OEAP)	Feb. 9, June 22	18
Absence Management (OCB)*	Nov. 10, May 9	18
Actively Engaged in My Performance	Oct. 3, April 7	18
Administrative Investigations (OCB)*	Sept. 8, March 7	19
Arbitration School (OCB)*	Oct. 24-28, April 10-14	19
Assertiveness	Sept. 14, Nov. 18, March 10, June 16	19
Avoiding Burnout (Optum)	Dec. 13, April 27	20
Building Motivation & Morale in the Workplace (Optum)	Jan. 12, June 22	20
Class Change and Working Out-of-Class Grievances (OCB)*	Sept. 1, Feb. 28	20
Communications and Difficult Conversations	July 20, Oct. 27, March 17, June 20	21
Confronting Workplace Violence and Bullying (OEAP)	Aug. 9, Oct. 13, Feb. 28, April 27	21
Critical Conversations on Domestic Violence	Nov. 17, Feb. 16	21
Critical Thinking Skills	July 20, Oct. 7, May 19	22
Customer Service 101	Aug. 11, Oct. 20, March 14, May 10	22
Customer Service in a Compliance Environment	Nov. 4, June 9	22
Customer Service: Taking C.A.R.E. of Ohio	Aug. 19, May 17	23
Dealing with Difficult People	Oct 21, April 11	23
Dealing with Negativity in the Workplace (Optum)	Sept. 8, Jan. 24	23
Developing a Labor-Management Committee (OCB)*	Nov. 3, April 18	24
Disciplinary Principles (OCB)*	Sept. 22, March 21	24
Drug Testing Overview (OCB)*	Nov. 17, May 16	25
Emotional Intelligence	Aug. 24, Nov. 3, Feb. 24, June 28	25
Emotionally Intelligent Leader*	April 26	26
ePerformance Manager (Rater)	Sept. 21, Sept. 29, Oct. 5, Oct. 19, Oct. 25, March 8, March 14, March 23, April 6, April 11	26
ePerformance Administrator Refresher	Sept. 16, Oct. 28, Nov. 4, March 3, 31 April 14	27
From Diversity to Inclusion	April 18	27

AT A GLANCE COURSE SCHEDULE BY COURSE NAME

COURSE	DATES OFFERED	PAGE
Generations in the Workplace	Sept. 23, March 2	27
Getting on the Same Page: EAP Supervisor/Union (OEAP)	July 21, Oct. 27	28
Growing Healthy Families (Optum)	Aug. 9	28
Holiday Budgeting (Optum)	Nov. 3	28
Innovation Lab: Building a Culture of Innovation	Dec. 9	29
Interpersonal Skills	Aug. 25, March 7	29
Is Supervising For Me?	Aug. 26, Nov. 29, March 24, June 6	30
Life Matters: Suicide Awareness (OEAP)	July 26, Nov. 3, March 23	30
Managing Career Success (Optum)	Sept. 20, Feb. 9	30
Managing Conflict	Sept. 8, Feb. 9, June 13	31
Mediation (OCB)*	Sept. 29, March 28	31
More than a Bad Day: An Overview of Mental Health Issues (OEAP)	Dec. 8, June 6	32
No Aspirin Required: Problem Solving and Decision-Making Tools	Sept. 14, March 10	32
Non-Traditional Arbitration (OCB)*	Oct. 6, April 4	32
Position Description Writing	Oct. 13	33
Pre-Disciplinary Meeting Officer (OCB)*	Sept. 15, March 14	33
Principles of Effective Leadership*	July 21, Nov. 30	33
Reduction in Workforce (OCB)*	Nov. 22, May 23	34
Screening & Selection (OCB)*	Oct. 13, April 25	34
See the Signs: Domestic Violence Bystander Intervention	Nov. 17, Feb. 16	34
Settlement Writing (OCB)*	Oct. 20, May 2	35
Strategic Partnerships, Alliances and Networking – SPAN	Nov. 16	35
Stress: Putting it to Rest (OEAP)	Aug. 25, Dec. 13, March 7, May 11	35
Substance Abuse 101(OEAP)	Nov. 15, May 23	36
Team Effectiveness	May 16	36
Temperature's Rising: Lessons in Anger Management (Optum)	July 26, March 23	36
The Jerk at Work: Bullying in the Workplace (OEAP)	Sept. 8, Jan. 24, May 11	37
Time Mastery	Sept. 16, Dec. 13, May 26	37
Workplace Engagement (Optum)	Aug. 25, March 7	37

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

ENTERPRISE LEARNING MANAGEMENT (ELM) WEB-BASED COURSES

COURSE	OFFERED
Business Intelligence Overview	Via ELM
Data Classification Training	Via ELM
Data Classification Worksheet Training	Via ELM
ePerformance - Using ePerformance for Self-Evaluations	Via ELM
ePerformance - Using ePerformance for Third Party Input	Via ELM
ePerformance Administrative Functions	Via ELM
ePerformance - Performance Management Tool for Supervisors	Via ELM
ePerformance - Performance Management Tool for Everyone	Via ELM
ePerformance General Overview	Via ELM
Equal Employment Opportunity Training	Via ELM
Human Trafficking Awareness	Via ELM
Securing the Human	Via ELM
Understanding Employee Workplace Mediation	Via ELM
What Every Manager Should Know – Barbara Warner Workplace Domestic Violence Training	Via ELM
What Every Employee Should Know – Barbara Warner Workplace Domestic Violence Training	Via ELM



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

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Oct. 13	Position Description Writing	33
Oct. 13, April 25	Screening & Selection (OCB)*	34
Oct. 20, May 2	Settlement Writing (OCB)*	35
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Nov. 16	Strategic Partnerships, Alliances and Networking – SPAN	35
Nov. 17, Feb. 16	Critical Conversations on Domestic Violence	21
Nov. 17, May 16	Drug Testing Overview (OCB)*	25
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Nov. 22, May 23	Reduction in Workforce (OCB)*	34
Feb. 9, June 22	ABC's of EAP (OEAP)	18
Dec. 8, June 6	More than a Bad Day: An Overview of Mental Health Issues (OEAP)	32
Dec. 9	Innovation Lab: Building a Culture of Innovation	29
Dec. 13, April 27	Avoiding Burnout (Optum)	20
Jan. 12, June 22	Building Motivation and Morale in the Workplace (Optum)	20
April 18	From Diversity to Inclusion	27
April 26	Emotionally Intelligent Leader*	26
May 16	Team Effectiveness	36

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

LEARNING ON DEMAND (FORMERLY KNOWN AS LEARN IT OHIO)

What is Learning on Demand?

Learning on Demand powered by Skillsoft is the State of Ohio's e-learning portal. It is a just-in-time e-learning resource and support tool that will enhance your professional development and technical skills.

The program is your gateway to learning when and where you need it. You can learn new skills to apply to your daily work activities in order to improve performance.

Learning on Demand offers a wide variety of online learning resources. These include: more than 3,500 courses, 31,000 books, 35,000 videos, simulations, test preps, SkillBriefs, express guides and various job aids. Online real time assistance (e.g., project management, Six Sigma and mentoring) is available for certification-oriented courses.

Who can access Learning on Demand content?

State of Ohio exempt employees with agencies participating in the Employee Development Fund (EDF), as well as all information technology (IT) professionals.

How do I access Learning on Demand?

Follow these simple steps:

1. Log in at: learnitohio.skillport.com/skillportfe/login.action.
2. Enter your State of Ohio User ID as your user name.
3. Enter the password: "welcome" (not case sensitive).
4. You will be prompted to change your password and create a security question/answer.
Your password must be at least eight characters long, include at least four letters and four numbers.

Note: Please review and adhere to your agency's training guidelines, policies and procedures regarding use of these e-learning tools and resources.



LEARNING ON DEMAND (FORMERLY KNOWN AS LEARN IT OHIO)

Listed below is a small sample of the e-learning resources available.

TITLE	ONLINE COURSE ID NUMBER	LENGTH
Employee Engagement		
Employee Engagement	_pc_ch_mgch006	30 minutes
A New Approach to Employee Engagement and Leadership Development	44936	1 hour, 30 minutes
Management of People: Employee Engagement	hr_18_a02_bs_enus	1 hour, 14 minutes
Customer Service		
Being a Receptive Communication Partner	comm_35_a03_bs_enus	1 hour
Internal Customer Service	cust_09_a04_bs_enus	1 hour
Customer Service Confrontation and Conflict	cust_09_a05_bs_enus	1 hour
Work/Life Balance		
Optimizing Your Work/Life Balance: Analyzing Your Life Balance	pd_06_a01_bs_enus	1 hour
Optimizing Your Work/Life Balance: Taking Control of Your Stress	pd_06_a03_bs_enus	1 hour
Creating Work/Life Balance	_pc_ch_lach036	30 minutes
Moving the Needle: Get Clear, Get Free, and Get Going in Your Career, Business, and Life	pd_06_a03_bs_enus	1 hour

STATE LIBRARY OF OHIO



What is the State Library of Ohio?

library.ohio.gov

Founded in 1817, the State Library of Ohio is the state agency where every state employee and Ohio citizen can access the necessary resources to participate in the workforce, excel at their jobs and pursue their passions and interests.

What services are available for state employees?

State employees have access to print and online journals,

magazines, newspapers, ebooks, resources and materials from both the State Library and the academic consortium of **OhioLINK** libraries. Printed library materials can be delivered to state employees through interoffice mail. Check with your agency for interoffice mail delivery guidelines.

Librarians are available to assist you via **chat reference**, **email**, on the phone and of course, assist you in person at the State Library. **We'll even come to your office!** Our outreach librarian can give a presentation to your agency or department about our services to state employees.

Our **News You Can Use** newsletter is posted to our website quarterly and provided via our **state employee mailing list**. The newsletter and mailing list give you up-to-date information about the State Library of Ohio's resources and services.

How do I access the resources at the State Library of Ohio?

The first step to accessing materials and services from the State Library of Ohio is to get a library card. You can fill out the **form** on our website.

Resources for state employees:

Here are a few of our most popular state employee resources. If you don't see what you are looking for, please do not hesitate to **ask us**. You will need a State Library of Ohio library card to access resources from your home or office.

STATE LIBRARY OF OHIO



Gale Courses includes a catalog of more than 300 highly interactive online courses. All of these courses are led by expert instructors, many of whom are nationally known authors. Gale online courses are fun, fast, convenient, and geared just for you. Some examples of Gale Courses that are offered: **Microsoft** Excel, Word, PowerPoint; **Project Management**; **Business Writing** among just a few. To access Gale Courses, follow these easy steps:

1. **Get a card** from the State Library of Ohio.
2. Go to library.ohio.gov and click on Databases A to Z.
3. Choose Gale Courses (Remote Access) from the alphabetical list.
4. Create an account using your name, email, password and the last nine digits of your library card number.



Mango Languages

Mango Languages helps millions of awesome people like you learn new languages and connect with other cultures. Mango includes over 71 languages and specialized courses such as American Sign Language, German, Swahili and Mandarin Chinese. To access Mango Languages, follow these easy steps:

1. **Get a card** from the State Library of Ohio.
2. Go to library.ohio.gov and click on Databases A to Z.
3. Choose Mango Languages (Remote Access) from the alphabetical list.
4. Create a profile using your name, email and password.

Gale Legal Forms

Gale Legal Forms helps you understand common legal procedures through access to authentic, professional legal documents—and it's the only electronic reference to offer legal forms that are truly state-specific.

1. **Get a card** from the State Library of Ohio.
2. Go to library.ohio.gov and click on Databases A to Z.
3. Choose Gale Legal Forms (Remote Access) from the alphabetical list.
4. Log in with your Name and Library Card.

The State Library of Ohio also supports state employees by giving access items concerning Health and Wellness. Here are some examples:

Gale Courses: Lose Weight and Keep it Off, Introduction to Natural Health and Healing and other titles. Print, eBook eAudiobooks are available from the **State Library of Ohio Collection** and the **Ohio Digital Library**.

Contact info:

State Library of Ohio
274 E. First Avenue, Columbus, Ohio 43201
refhelp@library.ohio.gov
(614) 644-7061
Monday – Friday, 8 a.m. – 5 p.m.



OFFICE OF BUDGET AND MANAGEMENT – OHIO FISCAL ACADEMY



Attention State of Ohio fiscal professionals:

The Ohio Fiscal Academy (OFA) is an OBM certification program that strives to build fiscal professionals who will lead the great State of Ohio. The OFA is a robust, three-tiered program that provides operational, theoretical and hands-on experiences for learners.

Each year, OBM accepts OFA applications from State of Ohio employees employed in the following classifications:

- Financial Analyst
- Sourcing Analyst
- Financial Manager
- Fiscal Specialist
- Budget Analyst
- Employed in a fiscal or budgetary capacity

Note: other positions may be considered for entry into the program at the discretion of OBM's training director.

Registration for Cohort 7 will be open in August 2016. Selection will be limited to 25 learners.

Visit obm.ohio.gov/OFA to learn more or apply.

For fiscal policies, procedures, glossaries, online tutorials, and more visit the FIN Source:
fin.help4u.obm.ohio.gov



OBM | Training Academy

LEANOHIO



LeanOhio Boot Camp

LeanOhio Boot Camp is an intensive week-long training that gets people learning and using Lean methods and tools. The entire program is tailored to the public-sector workplace and public-sector processes. This is practical training aimed at generating results. Learners will be able to use their new knowledge and skills immediately – to make government simpler, faster, better and less costly.

Intended for: State and local government employees

Belt earned: Camo (after completing project)

Enrollment: Check lean.ohio.gov/training.aspx for more information.

Green Belt

Green Belt training serves as the foundation for learning about Lean and Six Sigma, and about practical process improvement tools, techniques, and applications for overall improvements in the workplace. Learners are required to apply the knowledge and skills back in their agencies for process improvement projects, and to collaborate and mentor with other learners through their network of facilitators. (Belt earned after completing a Lean project.)

Intended for: State government employees

Length: Two weeks plus Project (1st week is Boot Camp training)

Enrollment: Check lean.ohio.gov/training.aspx for more information.

Black Belt

Black Belt training is an intensive five-week course (extending over a number of months) focused on Lean and Six Sigma principles and tools. The course provides instruction and practice on methods to cut waste, save time, increase customer focus and reduce costs. A full week focuses on how to scope and conduct a Kaizen event. Black Belts can collect and analyze data, co-facilitate Kaizen events, guide other types of improvement projects and measure agency results.

Intended for: State government employees

Length: 5 weeks of training over approximately six months (three weeks for Green Belts)

Belt earned: Black (after completing and reporting on a data-rich Black Belt project that will be assigned by the trainee's agency)

Enrollment: Check lean.ohio.gov/training.aspx or more information.

LEANOhio

OHIO PUBLIC EMPLOYEE RETIREMENT SYSTEM (OPERS)

Educational Opportunities Video

This video will introduce you to the variety of information made available to OPERS members. You will learn about the types of education OPERS offers as well as our delivery formats.

[Click here](#) to watch the video.

How to Select a Retirement Plan

The OPERS "How To Select A Retirement Plan" seminar is for new members within their 180-day selection period. It will provide you with an overview and comparison of the three retirement plans, additional education and resources to help you select a plan, and a chance to have your questions answered by OPERS staff.

[Click here](#) to watch a video of this seminar or register to attend a live webinar.

Education Today for Retirement Tomorrow

The OPERS "Education Today For Retirement Tomorrow" seminar is for members in the Traditional Pension Plan who are more than five years from retirement. This includes Group B members eligible to retire after Jan. 7, 2018, but on or before Jan. 7, 2023, or who had 20 years by Jan. 7, 2013, and Group C members eligible to retire under current eligibility requirements after Jan. 7, 2023, or members hired on or after Jan. 7, 2013. Information will be provided about your pension benefits and health care in retirement. You will learn useful tips and information from experienced OPERS educators to help you plan for retirement.

[Click here](#) for more information about this seminar and register to attend an in-person event or live webinar.

Ready to Retire Pension and Health Care

The OPERS "Ready to Retire" seminar is for members in the Traditional Pension Plan who are within five years of retirement eligibility. This includes Group A Members eligible to retire on or before Jan. 7, 2018, and Group B members eligible to retire after Jan. 7, 2018, but on or before Jan. 7, 2023, or who had 20 years by Jan. 7, 2013. Information will be provided about your pension benefits and health care in retirement. You will learn useful tips and information from experienced OPERS educators to help you plan for retirement.

[Click here](#) for more information about this seminar and register to attend an in-person event or live webinar.



COURSES OFFERED

A, B, C's of OEAP (Ohio Employee Assistance Program)

This course is designed to make employees aware of the OEAP benefits and services available to them and their families. It also includes information about 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"> • Making Decisions and Solving Problems • Getting Information • Assisting and Caring for Others 	Feb. 9 at Rhodes Tower, 9 to 11 a.m. or June 22 at Rhodes Tower, 9 to 11 a.m.

Absence Management (OCB) (Offered to Exempt Employees)

This course covers the various types of leave benefits provided by the State of Ohio and the Family Medical Leave Act as well as strategies for absence management.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Evaluating Information to Determine Compliance with Standards 	Nov. 10 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or May 9 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

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.

This course "Actively Engaged in My Performance" will provide 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 supervisor and peer relationships.

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Developing Objectives and Strategies • Organizing, Planning and Prioritizing Work 	Oct. 16 at 4200 Surface Road, 12:30 to 4:30 p.m. or April 7 at Rhodes Tower, 12:30 to 4:30 p.m.

COURSES OFFERED

Administrative Investigations (OCB) (Offered to Exempt Employees)

This course will outline a systematic method of conducting administrative investigations, interviewing employees and other witnesses, as well as how to prepare reports.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Getting Information 	Sept. 8 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or March 7 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

Arbitration School (OCB) (Offered to Exempt Employees)

This comprehensive, five-day class provides an overview of the labor arbitration process. This highly interactive course utilizes a variety of teaching methods to involve the learner (i.e., lecture, case studies, group discussion and presenting a case to an arbitrator from the state panel).

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Resolving Conflicts and Negotiating With Others 	Oct. 24-28 at 1610 W. Broad St. (OCB), 8 a.m. to 5 p.m. or April 10-14 at 1610 W. Broad St. (OCB), 8 a.m. to 5 p.m.

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 course, 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"> • Coordinating the Work Activities of Others • Scheduling Work and Activities • Communicating With People Outside the Organization • Communicating With Supervisors, Peers and Subordinates • Making Decisions and Solving Problems 	Sept. 14 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or Nov. 18 at 4200 Surface Road, 12:30 to 4:30 p.m. or March 10 at Rhodes Tower, 12:30 to 4:30 p.m. or June 16 at Rhodes Tower, 8:30 a.m. to 12:30 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. Learners in this course will examine causes of burnout as well as potential remedies. Attendees also will gain new ideas from this course to decrease the likelihood of experiencing burnout.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Making Decisions and Solving Problems 	Dec. 13 at Rhodes Tower, 1 to 2 p.m. or April 27 at Rhodes Tower, 9 to 10 a.m.

Building Motivation and Morale in the Workplace (Optum)

Motivation and morale offers learners practical, timely tips that can contribute to employee motivation and increased productivity. Managers and supervisors will learn how communication and management styles can contribute to or detract from employee motivation and morale.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Coaching and Developing Others Guiding, Directing and Motivating Subordinates Making Decisions and Solving Problems 	Jan. 12 at Rhodes Tower, 9 to 11 a.m. or June 22 at Rhodes Tower, 9 to 11 a.m.

Class Change and Working Out-of-Class Grievances (OCB) (Offered to Exempt Employees)

The course provides a summary of the causes and possible remedies for workplace disagreements involving job duties or work assignments, as well as an overview of the different types of class changes and how they occur.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> Resolving Conflicts and Negotiating With Others 	Sept. 1 at 1610 W. Broad St. (OCB), 9 a.m. to 12 p.m. or Feb. 28 at 1610 W. Broad St.(OCB), 9 a.m. to 12 p.m.



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 the classroom setting.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Communicating With People Outside the Organization Communicating With Supervisors, Peers and Subordinates Resolving Conflicts and Negotiating With Others 	July 20 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or Oct. 27 at 4200 Surface Road, 12:30 to 4:30 p.m. or March 17 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or June 20 at 4200 Surface Road, 12:30 to 4:30 p.m.

Confronting Workplace Violence and Bullying (OEAP)

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Resolving Conflicts and Negotiating With Others Coaching and Developing Others Selling or Influencing Others 	Aug. 9 at Rhodes Tower, 9 a.m. to 12 p.m. or Oct. 13 at Rhodes Tower, 1 to 4 p.m. or Feb. 28 at Rhodes Tower, 9 a.m. to 12 p.m. or April 27 at Rhodes Tower, 1 to 4 p.m.

Critical Conversations on Domestic Violence

Domestic Violence, which includes intimate partner/relationship violence as well as child and elder abuse, affects workplace safety and productivity. This course will provide additional information and resources on how to respond when an employee or co-worker is affected by family violence. A pre-requisite for this course is the online training "What Every Manager Should Know – The Impact of Domestic Violence on the Workplace" or "What Every Employee Should Know – The Impact of Domestic Violence on the Workplace."

State Competency Support:	Offered:
<ul style="list-style-type: none"> Making Decisions and Solving Problems 	Nov. 17 at Rhodes Tower, 9 to 11 a.m. or Feb. 16 at Rhodes Tower, 9 to 11 a.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 interactive course 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"> Getting Information 	July 20 at 4200 Surface Road, 12:30 to 4:30 p.m. or Oct. 7 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or May 19 at 4200 Surface Road, 8:30 a.m. to 12:30 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 State of Ohio agencies.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Customer Focus (Statewide Competency) Performing for or Working Directly With the Public 	Aug. 11 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or Oct. 20 at 4200 Surface Road, 12:30 to 4:30 p.m. or March 14 at 4200 Surface Road, 12:30 to 4:30 p.m. or May 10 at Rhodes Tower, 12:30 to 4:30 p.m.

Customer Service in a Compliance Environment

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Customer Focus (Statewide Competency) Performing for or Working Directly With the Public 	Nov. 4 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or June 9 at Rhodes Tower, 8:30 a.m. to 12:30 p.m.

COURSES OFFERED

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"> Customer Focus (Statewide Competency) Performing for or Working Directly With the Public 	Aug. 19 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or May 17 at Rhodes Tower, 12:30 to 4:30 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"> Establishing and Maintaining Interpersonal Relationships 	Oct. 21 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or April 11 at 4200 Surface Road, 1 to 3 p.m.

Dealing with Negativity in the Workplace (Optum)

Learn how to identify the ways negativity surfaces in the workplace and recognize the relationship of workplace change to negative behavior and interaction. Time will be spent helping learners identify ways to stay focused, productive and positive.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Establishing and Maintaining Interpersonal Relationships Resolving Conflicts and Negotiating With Others Communicating With Supervisors, Peers and Subordinates 	Sept. 8 at Rhodes Tower, 9 to 10 a.m. or Jan. 24 at Rhodes Tower, 1 to 2 p.m.



COURSES OFFERED

Developing a Labor-Management Committee (OCB) (Offered to Exempt Employees)

This course affords a comprehensive overview of Labor-Management Committees and how they promote a climate of constructive employee/employer relations as well as the contractual and practical need for managing Labor-Management Committees.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> Resolving Conflicts and Negotiating with Others Developing and Building Teams Establishing and Maintaining Interpersonal Relationships 	Nov. 3 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or April 18 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

Disciplinary Principles (OCB) (Offered to Exempt Employees)

This course gives an overview of the underlying principles of discipline and outlines your leadership role in addressing different types of discipline and supervising an employee who was formerly your peer. The course will specifically focus on the OCSEA and 1199 contracts.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> Establishing and Maintaining Interpersonal Relationships Guiding, Directing and Motivating Subordinates 	Sept. 22 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or March 21 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.



OHIO EMPLOYEE ASSISTANCE PROGRAM

800-221-6327 / 614-644-8545
das.ohio.gov/eap

Ohio Employee Assistance Program (OEAP) offers confidential help for personal problems and concerns. If you've been putting off taking action to solve a personal issue that is affecting you or a member of your family, give OEAP a call today.

COURSES OFFERED

Drug Testing Overview (OCB) (Offered to Exempt Employees)

This course explains the guidelines of both federal and state drug and alcohol policies and procedures. Presented by Drug Free Workplace.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> Evaluating Information to Determine Compliance with Standards 	Nov. 17 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or May 16 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

Emotional Intelligence

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

Attend this course 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(s) and people in your personal life.

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Communicating With Supervisors, Peers and Subordinates Establishing and Maintaining Interpersonal Relationships Developing and Building Teams 	Aug. 24 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Nov. 3 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Feb. 24 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or June 28 at Rhodes Tower, 8:30 a.m. to 4 p.m.



COURSES OFFERED

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 course 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"> Establishing and Maintaining Interpersonal Relationships Developing and Building Teams 	April 26 at Rhodes Tower, 8:30 a.m. to 4 p.m.

ePerformance Manager (Rater) Overview

This course will provide attendees with hands-on experience in the ePerformance system as a supervisor/manager. During the course, you will learn how to create and complete a performance review.

Note: This course is only available to those exempt employees who supervise others.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Documenting/Recording Information Guiding, Directing and Motivating Subordinates Working with Computers 	Sept. 21 at Rhodes Tower, 9 a.m. to 12 p.m. or Sept. 21 at Rhodes Tower, 1 to 4 p.m. or Sept. 29 at 4200 Surface Road, 9 a.m. to 12 p.m. or Sept. 29 at 4200 Surface Road, 1 to 4 p.m. or Oct. 5 at 4200 Surface Road, 9 a.m. to 12 p.m. or Oct. 5 at 4200 Surface Road, 1 to 4 p.m. or Oct. 19 at 4200 Surface Road, 9 a.m. to 12 p.m. or Oct. 19 at 4200 Surface Road, 1 to 4 p.m. or Oct. 25 at Rhodes Tower, 9 a.m. to 12 p.m. or Oct. 25 at Rhodes Tower, 1 to 4 p.m. or March 8 at Rhodes Tower, 9 a.m. to 12 p.m. or March 8 at Rhodes Tower, 1 to 4 p.m. or March 14 at 4200 Surface Road, 9 a.m. to 12 p.m. or March 14 at 4200 Surface Road, 1 to 4 p.m. or March 23 at 4200 Surface Road, 9 a.m. to 12 p.m. or March 23 at 4200 Surface Road, 1 to 4 p.m. or April 6 at 4200 Surface Road, 9 a.m. to 12 p.m. or April 6 at 4200 Surface Road, 1 to 4 p.m. or April 11 at Rhodes Tower, 9 a.m. to 12 p.m. or April 11 at Rhodes Tower, 1 to 4 p.m.

COURSES OFFERED

ePerformance Administrator Refresher

An overview of the ePerformance module for HR ePerformance Administrators. It includes hands-on practice along with policy information and guidance.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Documenting/Recording Information Guiding, Directing and Motivating Subordinates Working with Computers 	Sept. 16 at 4200 Surface Road, 9 a.m. to 4 p.m. or Oct. 28 at Rhodes Tower, 9 a.m. to 4 p.m. or Nov. 4 at 4200 Surface Road, 9 a.m. to 4 p.m. or March 3 at 4200 Surface Road, 9 a.m. to 4 p.m. or March 31 at Rhodes Tower, 9 a.m. to 4 p.m. or April 14 at 4200 Surface Road, 9 a.m. to 4 p.m.

From Diversity to Inclusion

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 helps to promote healthy relationships through the growth of interpersonal understanding and appreciation within your team.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Developing and Building Teams Establishing and Maintaining Personal Relationships 	April 18 at 4200 Surface Road, 8:30 a.m. to 4 p.m.

Generations in the Workplace

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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Developing and Building Teams Establishing and Maintaining Personal Relationships 	Sept. 23 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or March 2 at Rhodes Tower, 12:30 to 4:30 p.m.

COURSES OFFERED

Getting on the Same Page: EAP Supervisor/Union (OEAP)

This contractually-mandated course (Article 20.03 SEIU 1199 and Article 9 OCSEA) will teach supervisors and union representatives how to refer employees to the OEAP and includes information about the importance of early intervention. The OEAP Participation Agreement and other services are discussed in this course.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Making Decisions and Solving Problems Coaching and Developing Others 	July 21 at Rhodes Tower, 9 to 11 a.m. or Oct. 27 at Rhodes Tower, 9 to 11 a.m.

Growing Healthy Families (Optum)

Raising children in today's environment can be a real challenge. With so many competing values, it's important to know how to parent so that our children can thrive. This course will cover basic information about parenting issues for toddlers, children and adolescents. The majority of information will deal with children and adolescents.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Making Decisions and Solving Problems Assisting and Caring for Others 	Aug. 9 at Rhodes Tower, 1 to 2 p.m.

Holiday Budgeting (Optum)

We may have our budget under control during the year, but at the holidays it can get blown out of control. This course will help you avoid waking up on Jan. 2 thinking, "How could I have spent that much and eaten that much!" This motivational course teaches a skill set to keep the holidays in balance.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Making Decisions and Solving Problems 	Nov. 3 at Rhodes Tower, 9 to 10 a.m.



COURSES OFFERED

Innovation Lab: Building 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.

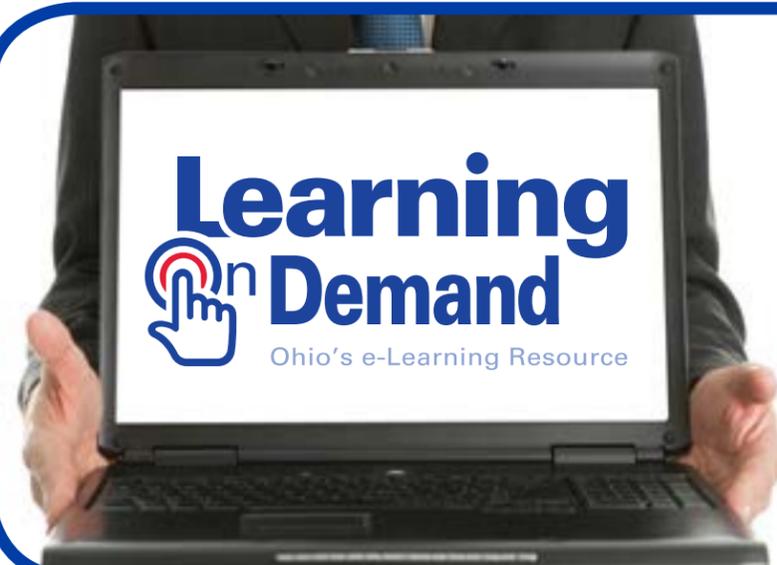
State Competency Support:	Offered:
<ul style="list-style-type: none"> Thinking Creatively 	Dec. 9 at 4200 Surface Road, 8:30 a.m. to 4 p.m.

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 learning objectives are to:

- 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"> Communicating With Supervisors, Peers and Subordinates Resolving Conflicts and Negotiating With Others Establishing and Maintaining Interpersonal Relationships 	Aug. 25 at 4200 Surface Road, 12:30 to 4:30 p.m. or March 7 at 4200 Surface Road, 12:30 to 4:30 p.m.



Welcome to the New State of Ohio Online Learning Portal

Access on-demand learning resources such as online courses, videos, mentoring and more.

See Pages 10-11 for details.

das.ohio.gov

COURSES OFFERED

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"> Communicating With Supervisors, Peers and Subordinates Interpreting the Meaning of Information for Others 	Aug. 26 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or Nov. 29 at Rhodes Tower, 8:30 a.m. to 4 p.m. or March 24 at Rhodes Tower, 8:30 a.m. to 4 p.m. or June 6 at 4200 Surface Road, 8:30 a.m. to 4 p.m.

Life Matters: Suicide Awareness (OEAP)

This course provides an overview of the warning signs, risk factors and impact of suicide as well as resources and tools for individuals and families to prevent suicide.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Making Decisions and Solving Problems Assisting and Caring for Others 	July 26 at Rhodes Tower, 9 to 11 a.m. or Nov. 3 at Rhodes Tower, 1 to 3 p.m. or March 23, at Rhodes Tower, 9 to 11 a.m.

Managing Career Success (Optum)

How do you find and succeed at your chosen career? How do behavior, attitude and choices impact success? This program offers learners "food for thought" regarding choices around their future in the workplace. Practical tools for identifying the need for skill development and expanded learning are reviewed.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Coaching and Developing Others Making Decisions and Solving Problems Developing Objectives and Strategies Organizing, Planning and Prioritizing Work 	Sept. 20 at Rhodes Tower, 9 to 10 a.m. or Feb. 9 at Rhodes Tower, 1 to 2 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 course provides techniques and strategies focused on compromise, normalizing, listening, supporting, asking the right kinds of questions and accepting responsibility.

The learning 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"> Resolving Conflicts and Negotiating With Others Coaching and Developing Others Communicating With Supervisors, Peers and Subordinates 	Sept. 8 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or Feb. 9 at Rhodes Tower, 12:30 to 4:30 p.m. or June 13 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m.

Mediation (OCB) (Offered to Exempt Employees)

This course provides an overview of the purpose and contractual guidelines of the mediation process and how to prepare for mediation. Also, there will be a discussion on the importance of the mediation step in our grievance process due to the insight learned on how to proceed with the case. Learners will have a chance to practice what they have learned in a mock mediation.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> Resolving Conflicts and Negotiating With Others 	Sept. 29 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or March 28 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.



COURSES OFFERED

More than a Bad Day: An Overview of Mental Health Issues (OEAP)

This course will review the most common mental health issues, signs, symptoms and practical information for intervention/referral.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Getting Information Assisting and Caring for Others 	Dec. 8 at Rhodes Tower, 1 to 3 p.m. or June 6 at Rhodes Tower, 9 to 11 a.m.

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 alternative 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"> Making Decisions and Solving Problems Establishing and Maintaining Interpersonal Relationships Communicating With Supervisors, Peers and Subordinates Communicating With People Outside the Organization Performing for or Working Directly With the Public 	Sept. 14 at Rhodes Tower, 8:30 a.m. to 4 p.m. or March 10 at Rhodes Tower, 8:30 a.m. to 4 p.m.

Non-Traditional Arbitration (OCB) (Offered to Exempt Employees)

Non-Traditional Arbitration (NTA) gives the contractual background and requirements of non-traditional arbitration (NTA) and why it was implemented. Learners will have a chance to practice what they have learned in a mock non-traditional arbitration.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> Resolving Conflicts and Negotiating With Others 	Oct. 6 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or April 4 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

COURSES OFFERED

Position Description Writing

This course offers an overview of best practices when developing position descriptions. You will learn how to structure job duties, task statements, related laws, minimum qualifications and more.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Evaluating Information to Determine Compliance with Standards Analyzing Data or Information 	Oct. 13 at Rhodes Tower, 9:30 a.m. to 4 p.m.

Pre-Disciplinary Meeting Officer (OCB) (Offered to Exempt Employees)

This course provides the legal background and contractual requirements of pre-disciplinary meetings and prepares learners to become management advocates and meeting officers.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> Evaluating Information to Determine Compliance with Standards 	Sept. 15 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or March 14 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

Principles of Effective Leadership (Offered to Exempt Employees)

This course creates a foundation for clear and consistent leadership skills. During the course, 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. Also, you will acquire new tips to motivate and inspire your team.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Guiding, Directing and Motivating Subordinates 	July 21 at Rhodes Tower, 8:30 a.m. to 4 p.m. or Nov. 30 at 4200 Surface Rd., 8:30 a.m. to 4 p.m.



COURSES OFFERED

Reduction in Workforce (OCB) (Offered to Exempt Employees)

The course will cover the statutory and contractual requirements for a layoff and other reductions in force. This course covers both exempt and bargaining unit employee reductions.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> Getting Information Judging the Qualities of Objects, Services or People 	Nov. 22 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or May 23 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

Screening & Selection (OCB) (Offered to Exempt Employees)

This course provides an overview of the contractual bidding rights of bargaining unit members and the screening and selection process with specific focus on OCSEA and 1199 contracts.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> Staffing Organizational Units 	Oct. 13 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or April 25 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

See the Signs: Domestic Violence Bystander Intervention

“See the Signs and Speak out” helps employees learn how to intervene safely as bystanders to prevent domestic violence. The course focuses on how employees can have conversations about domestic violence that will make a difference in the workplace and in their communities.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Providing Consultation and Advice to Others 	Nov. 17 at Rhodes Tower, 1 to 3 p.m. or Feb. 16 at Rhodes Tower, 1 to 3 p.m.

COURSES OFFERED

Settlement Writing (OCB) (Offered to Exempt Employees)

Learn the “how, when and why” of writing strong settlements that resolve an issue or dispute while complying with policies and satisfying mutual interests.

Target audience: HR and Labor Relations

State Competency Support:	Offered:
<ul style="list-style-type: none"> Resolving Conflicts and Negotiating With Others 	Oct. 20 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or May 2 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

Strategic Partnerships, Alliances and Networking – SPAN

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 training. 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"> Establishing and Maintaining Interpersonal Relationships Communicating With Supervisors, Peers and Subordinates Communicating With People Outside the Organization Performing for or Working Directly With the Public 	Nov. 16 at Rhodes Tower, 8:30 a.m. to 12:30 p.m.

Stress: Putting it to Rest (OEAP)

Stress can trigger anxiety and depression or it can motivate and inspire. This course 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"> Making Decisions and Solving Problems 	Aug. 25 at Rhodes Tower, 9 to 11 a.m. or Dec. 13 at Rhodes Tower, 9 to 11 a.m. or March 7 at Rhodes Tower, 1 to 3 p.m. or May 11 at Rhodes Tower, 9 to 11 a.m.

COURSES OFFERED

Substance Abuse 101 (OEAP)

This course is a basic overview of the common drugs of abuse and the continuum of substance use-addiction. It also will look at how substance abuse affects the workplace and what interventions are available.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Performing for or Working Directly With the Public Making Decisions and Solving Problems 	Nov. 15 at Rhodes Tower, 9 to 11 a.m. or May 23 at Rhodes Tower, 1 to 3 p.m.

Team Effectiveness

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 affects 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.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Developing and Building Teams 	May 16 at 4200 Surface Rd., 8:30 a.m. to 4 p.m.

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 course 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"> Making Decisions and Solving Problems 	July 26 at Rhodes Tower, 1 to 2 p.m. or March 23 at Rhodes Tower, 1 to 2 p.m.



COURSES OFFERED

The Jerk at Work: Bullying in the Workplace (OEAP)

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 course provides information on how to eliminate this mentality in the workplace and beyond.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Resolving Conflicts and Negotiating With Others 	Sept. 8 at Rhodes Tower, 1 to 3 p.m. or Jan. 24 at Rhodes Tower, 9 to 11 a.m. or May 11 at Rhodes Tower 1 to 3 p.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"> Organizing, Planning and Prioritizing Work Scheduling Work and Activities 	Sept. 16 at Rhodes Tower, 12:30 to 4:30 p.m. or Dec. 13 at 4200 Surface Road, 12:30 to 4:30 p.m. or May 26 at 4200 Surface Road, 12:30 to 4:30 p.m.

Workplace Engagement (Optum)

In a time of tight budgets and fierce competition, organizations need to work efficiently and find ways to make themselves stand out in the marketplace. Employees who are willing to "go the extra mile" and are committed to their jobs, their customers and the organization can make the necessary difference. This course will help learners develop, implement and maintain an employee engagement program at their workplace.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Coaching and Developing Others Developing Objectives and Strategies Guiding, Directing and Motivating Subordinates 	Aug. 25 at Rhodes Tower, 1 to 3 p.m. or March 7 at Rhodes Tower, 9 to 11 a.m.

STATE OF OHIO EMPLOYEE COMPETENCIES

State of Ohio employee 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 performance 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.

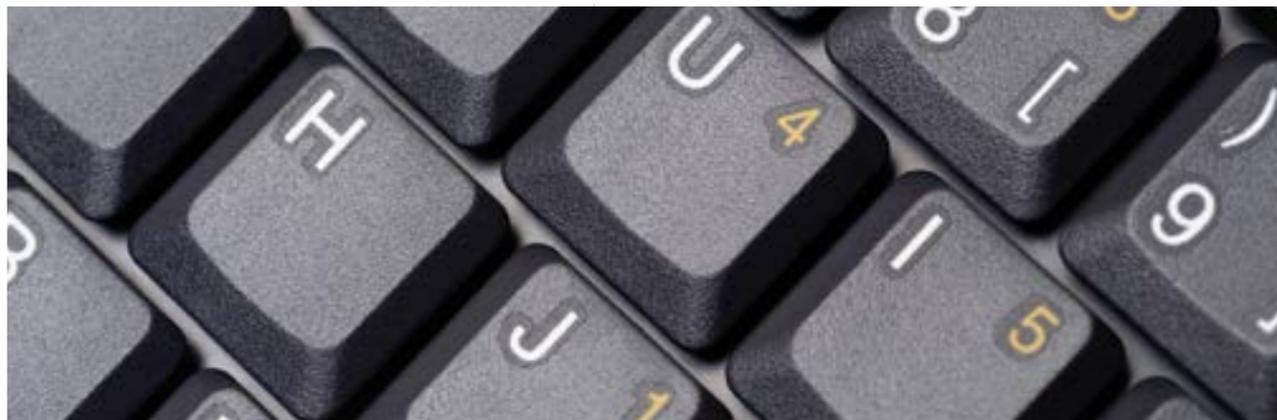
The definitions of each competency follow on Pages 39-42. If a competency is addressed by a course or other resource in Learning on Demand, it also is known as an online learning resource and the title is hyperlinked.

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

COMPETENCIES	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	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 paperwork.
Performing for or Working Directly With the Public	Performing for people or dealing directly with the public. This includes serving customers and receiving clients or guests (applicants, consumers, dependents, patients, inmates, recipients).
Performing General Physical Activities	Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stopping and handling of materials.
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing or verifying information or data.
Providing Consultation and Advice to Others	Providing guidance and expert advice to management or other groups on technical, systems- or process-related topics.
Repairing and Maintaining Electronic Equipment	Servicing, repairing, calibrating, regulating, fine-tuning or testing machines, devices and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.

COMPETENCIES	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, and enter data or process information.



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