

STATE OF OHIO EMPLOYEE
TRAINING AND PROFESSIONAL DEVELOPMENT



2016

COURSE CATALOG

JANUARY - JUNE

OhioDAS
SERVICE · SUPPORT · SOLUTIONS
DEPARTMENT OF ADMINISTRATIVE SERVICES
Office of Talent Management
Office of Collective Bargaining

 EAP
OHIO EMPLOYEE
ASSISTANCE PROGRAM

Learn It Ohio
TRAINING ON DEMAND 365/24/7 



Dear State of Ohio Employee:

The Ohio Department of Administrative Services' (DAS) Office of Talent Management-Learning and Professional Development presents you with its enterprise-wide training program and catalog for the first half of 2016, January – June.

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 for bargaining unit and exempt employees range from classroom training to on-demand, online courses. As always, there is no cost for state employees to participate in these trainings. We encourage you to work with your supervisor to determine the best courses for your work.

A **new** addition has been added to this training catalog. Thirteen courses offered to exempt human resources and labor personnel by the **DAS Office of Collective Bargaining (OCB)** are listed on Pages 5-8 in the “At a Glance” feature. These OCB courses will be held in the OCB Conference Center at the Ohio Department of Transportation (ODOT) property located at 1610 W. Broad St., Columbus, Ohio 43223. See Page 4 for directions.

A continued focus of training efforts for supervisors is the **Lead Ohio Program: Foundations of Supervision**. To learn more, visit the [Lead Ohio Resource Center](#).

The Ohio Employee Assistance Program (OEAP) will continue to provide classes and feature **Optum Behavioral Health** courses. Look for “**Optum**” next to the course name in the “At a Glance” section of this catalog.

Learn It Ohio Training on Demand 365/24/7 features a variety of Learning Programs for exempt professionals and information technology professionals in the bargaining unit. For more information, please see Pages 26 to 30.

For specific questions about State of Ohio training, 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.

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

Sincerely,

Robert Blair, Director, DAS

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



Course Location and Registration

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

Ohio Department of Administrative Services':

Office of Collective Bargaining (OCB) Conference Center

Located on the ODOT property adjacent to I-70 on West Broad Street. (Not the Hilltop location.)

1610 W. Broad St., Columbus, OH 43223

[Directions](#)

4200 Surface Road

Columbus, Ohio 43228

[Directions](#)

Rhodes State Office Tower

30 E. Broad St., Columbus, OH 43215

[Directions](#)

Training Registration Instructions

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

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



At a Glance: State of Ohio Training (January - June 2016)

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

Please scroll down for times and locations. Descriptions can be found on the noted pages.

AT A GLANCE COURSE SCHEDULE BY COURSE NAME		
COURSE	DATES OFFERED	PAGE
Absence Management (OCB)*	May 10	10
Actively Engaged in My Performance	Jan. 15, March 16, April 27	10
Administrative Investigations (OCB)*	March 8	10
Arbitration School (OCB)*	April 11-15	11
Assertiveness	Jan. 14, Feb. 4, March 30, April 29, June 24	11
Avoiding Burnout (Optum)	Jan. 28, April 28	12
Class Change & Working Out-of-Class Grievances (OCB)*	March 1	12
Communications and Difficult Conversations	Jan. 20, Feb. 3, March 2, June 1, 10	12
Coping for Caregivers (Optum)	Jan. 12, April 12	13
Critical Thinking Skills	March 25, June 23	13
Customer Service 101	Jan. 27, Feb. 12, April 1, June 15	14
Customer Service: Taking C.A.R.E. of Ohio	Feb. 25, March 9, April 20, June 29	14
Dealing with Difficult People	Feb. 26, May 13	15
Dealing with Grief and Loss (Optum)	March 10, June 14	15
Depression in the Workplace	Feb. 11, May 10	15
Developing a Labor-Management Committee (OCB)*	April 19	16
Disciplinary Principles (OCB)*	March 22	16
Drug-Free Awareness	March 22, June 30	17
Drug Testing Training (OCB)*	May 17	17
Emotional Intelligence	Feb. 5, April 14, June 21	17
Emotionally Intelligent Leader*	May 17	18
From Diversity to Inclusion	June 9	18
Interpersonal Skills	March 18, April 15, June 8	18
Is Supervising For Me?	March 4, May 27	19
Managing Conflict	Feb. 23, May 26	19
Mediation (OCB)*	March 29	20
Navigating Eldercare Resources (Optum)	March 10, June 14	20

AT A GLANCE COURSE SCHEDULE BY COURSE NAME

COURSE	DATES OFFERED	PAGE
No Aspirin Required: Problem Solving and Decision-Making Tools	April 19	21
Non-Traditional Arbitration (OCB)*	April 5	21
Pre-Disciplinary Meeting Officer (OCB)*	March 15	21
Principles of Effective Leadership*	March 15	21
Reduction in Workforce (OCB)*	May 24	22
Screening & Selection (OCB)*	April 26	22
Settlement Writing (OCB)*	May 3	22
SPAN–Strategic Partnerships, Alliances and Networking	June 14	23
Stress: Putting it to Rest	Jan. 28, March 22, April 28, June 30	23
Temperature's Rising: Lessons in Anger Management (Optum)	Feb. 23, May 26	24
The Power of Humor	March 25, May 25, June 17	24
Understanding Mental Health Concerns in the Workplace	Jan. 12, April 12	25
Workplace Violence and Bullying	Feb. 11, May 10	25

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

ON-DEMAND WEB-BASED COURSE

COURSE	DATES OFFERED	PAGE
Understanding Employee Workplace Mediation	Via ELM	24



AT A GLANCE COURSE SCHEDULE BY TRAINING DATE

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Jan. 12, April 12	Understanding Mental Health Concerns in the Workplace	25
Jan. 14, Feb. 4, March 30, April 29, June 24	Assertiveness	11
Jan. 15, March 16, April 27	Actively Engaged in My Performance	10
Jan. 20, Feb. 3, March 2, June 1, Jun. 10	Communications and Difficult Conversations	12
Jan. 27, Feb. 12, April 1, June 15	Customer Service 101	14
Jan. 28, April 28	Avoiding Burnout (Optum)	12
Jan. 28, March 22, April 28, June 30	Stress: Putting it to Rest	23
Feb. 5, April 14, June 21	Emotional Intelligence	17
Feb. 11, May 10	Depression in the Workplace (Optum)	15
Feb. 11, May 10	Workplace Violence and Bullying	25
Feb. 23, May 26	Managing Conflict	19
Feb. 23, May 26	Temperature's Rising: Lessons in Anger Management (Optum)	24
Feb. 25, March 9, April 20, June 29	Customer Service: Taking C.A.R.E. of Ohio	14
Feb. 26, May 13	Dealing with Difficult People	15
March 1	Class Change & Working Out-of-Class Grievances (OCB)*	12
March 4, May 27	Is Supervising For Me?	19
March 8	Administrative Investigations (OCB)*	10
March 10, June 14	Dealing with Grief and Loss (Optum)	15
March 10, June 14	Navigating Eldercare Resources (Optum)	20
March 15	Pre-Disciplinary Meeting Officer (OCB)*	21
March 15	Principles of Effective Leadership*	21
March 18, April 15, June 8	Interpersonal Skills	18
March 22	Disciplinary Principles (OCB)*	16
March 22, June 30	Drug-Free Awareness	17
March 25, June 23	Critical Thinking Skills	13
March 25, May 25, June 17	The Power of Humor	24
March 29	Mediation (OCB)*	20
April 11-15	Arbitration School (OCB)*	11

AT A GLANCE COURSE SCHEDULE BY TRAINING DATE

DATES OFFERED	COURSE	PAGE
April 5	Non-Traditional Arbitration (OCB)*	21
April 19	Developing a Labor-Management Committee (OCB)*	16
April 19	No Aspirin Required: Problem Solving and Decision-Making Tools	21
April 26	Screening & Selection (OCB)*	22
May 3	Settlement Writing (OCB)*	22
May 10	Absence Management (OCB)*	10
May 17	Drug Testing Training (OCB)*	17
May 17	Emotionally Intelligent Leader*	18
May 24	Reduction in Workforce (OCB)*	22
June 9	From Diversity to Inclusion	18
June 14	SPAN – Strategic Partnerships, Alliances and Networking	23

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



STATE OF OHIO EMPLOYEE COMPETENCIES

State of Ohio employee core competencies are measurable patterns of knowledge, skills, abilities, behaviors and other characteristics designed to reflect the behaviors employees use to complete tasks to achieve their goals.

Choosing the right competencies allows state agencies to:

- Plan how they will organize and develop their workforce;
- Determine which job classes best fit their business needs;
- Recruit and select the best employees;
- Manage and train employees effectively; and
- Develop staff to fill future vacancies.

Competencies also help employees to:

- Make the most of individual strengths;
- Set reasonable goals;
- Be willing to take risks;
- Keep their plan visible and current; and
- Ensure continued and specific development activities take place.

The competencies supported by courses listed on Pages 10-25 are located below the course description.

The definitions of each competency are located on Pages 27-30. If a competency is addressed by a course or other resource in Learn It Ohio, it is also known as a Learning Program and the title is hyperlinked on Pages 27-30.



COURSES OFFERED

Absence Management (OCB) (Offered to Exempt Employees)

This class 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 personnel; offered to exempt employees only.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Evaluating Information to Determine Compliance with Standards 	May 10 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.

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 supervisor and peer relationships.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Developing Objectives and Strategies Organizing, Planning and Prioritizing Work 	Jan. 15 at 4200 Surface Road, 12:30 to 4:30 p.m. or March 16 at Rhodes Tower, 12:30 to 4:30 p.m. or April 27 at 4200 Surface Road, 12:30 to 4:30 p.m.

Administrative Investigations (OCB) (Offered to Exempt Employees)

Outlines a systematic method of conducting administrative investigations, interviewing employees and other witnesses and preparing reports.

Target audience: HR and labor personnel; offered to exempt employees only.

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

COURSES OFFERED

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 participant (i.e., lecture, case studies, group discussion and presenting a case to an arbitrator from the state panel).

Target audience: HR and labor personnel; offered to exempt employees only.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Resolving Conflicts and Negotiating With Others 	April 11-15 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 session we will examine how to communicate more assertively including making requests, giving bad news and saying no.

State Competency Support:	Offered:
<ul style="list-style-type: none"> 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 	Jan. 14 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or Feb. 4 at 4200 Surface Road, 12:30 to 4:30 p.m. or March 30 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or April 29 at 4200 Surface Road, 12:30 to 4:30 p.m. or June 24 at Rhodes Tower, 12:30 to 4:30 p.m.



COURSES OFFERED

Avoiding Burnout (Optum)

In today's work environment, many of us feel pressured to work faster, harder and longer hours. It's easy to allow our jobs to become our lives. For many this can lead to burnout, resulting in decreased productivity and dissatisfaction. Participants in this program will examine causes of burnout as well as potential remedies. They also will come out of this workshop with ideas to decrease their likelihood of experiencing burnout.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Making Decisions and Solving Problems 	Jan. 28 at Rhodes Tower, 1 to 2 p.m. or April 28 at Rhodes Tower, 1 to 2 p.m.

Class Change & Working Out-of-Class Grievances (OCB)

(Offered to Exempt Employees)

Delivers 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 personnel; offered to exempt employees only.

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

Communications and Difficult Conversations

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

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Communicating with People Outside the Organization Communicating with Supervisors, Peers and Subordinates Resolving Conflicts and Negotiating With Others 	Jan. 20 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or Feb. 3 at 4200 Surface Road, 12:30 to 4:30 p.m. or March 2 at Rhodes Tower, 12:30 to 4:30 p.m. or June 1 at Rhodes Tower, 12:30 to 4:30 p.m. or June 10 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m.

COURSES OFFERED

Coping for Caregivers (Optum)

Modern medicine has worked miracles. As a result, elders tend to live longer. At the same time, the chances of chronic illness or decreased functional capacity rise. As we move into middle adulthood, many of us will be called upon to provide or arrange care for an aging parent or loved one. This workshop is for those currently facing this situation.

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Getting Information • Assisting and Caring for Others 	Jan. 12 at Rhodes Tower, 9 to 10 a.m. or April 12 at Rhodes Tower, 9 to 10 a.m.

Critical Thinking Skills

In today's society, it's easy to experience information overload. We are bombarded with messages that encourage us to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way.

How do you know what to believe? How do you separate the truth from the myths? The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling manner is a key skill for survival in today's workplace. This class utilizes scenarios and discussion to explore practical tools that support critical thinking and problem solving.

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Getting Information 	March 25 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or June 23 at 4200 Surface Road, 12:30 to 4:30 p.m.



COURSES OFFERED

Customer Service 101

Focused on the basics of good customer service, this interactive course presents proven techniques for creating positive customer experiences. Geared toward anyone who has one or more customers (hint: all state employees fit that description), you will leave with skills that can be used in all areas of life. Learn simple, yet powerful, tips for communicating effectively and making customers feel valued. Understand the repercussions of not providing good customer service. Share your own customer service experiences and hear about techniques used by Disney, The Ohio State University and the State of Ohio agencies.

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Customer Focus (Statewide Competency) • Performing for or Working Directly With the Public 	Jan. 27 at 4200 Surface Road, 12:30 to 4:30 p.m. or Feb. 12 at Rhodes Tower, 12:30 to 4:30 p.m. or April 1 at 4200 Surface Road, 12:30 to 4:30 p.m. or June 15 at Rhodes Tower, 12:30 to 4:30 p.m.

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

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Customer Focus (Statewide Competency) • Performing for or Working Directly With the Public 	Feb. 25 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or March 9 at 4200 Surface Road, 12:30 to 4:30 p.m. or April 20 at Rhodes Tower, 12:30 to 4:30 p.m. or June 29 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m.



COURSES OFFERED

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 	Feb. 26 at 4200 Surface Road, 1 to 3 p.m. or May 13 at Rhodes Tower, 1 to 3 p.m.

Dealing with Grief and Loss (Optum)

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

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Establishing and Maintaining Interpersonal Relationships Communicating with Supervisors, Peers and Subordinates 	March 10 at Rhodes Tower, 9 to 10 a.m. or June 14 at Rhodes Tower, 1 to 2 p.m.

Depression in the Workplace (Optum)

What happens when a co-worker or employee's behavior, demeanor and work performance starts deteriorating? The personal and professional costs of depression can be staggering. Cultural stereotypes and biases still exist and can create barriers against acknowledging depression and seeking appropriate help. Participants will learn how to recognize clinical depression, as well as become familiar with methods of addressing depression with others, both from the point of view of the supervisor and co-worker.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Making Decisions and Solving Problems 	Feb. 11 at Rhodes Tower, 1 to 2 p.m. or May 10 at Rhodes Tower, 1 to 2 p.m.

COURSES OFFERED

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

This class 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 personnel; offered to exempt employees only.

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 	<p>April 19 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.</p>

Disciplinary Principles (OCB) (Offered to Exempt Employees)

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. This class will specifically focus on the OCSEA and 1199 contracts.

Target audience: HR and labor personnel; offered to exempt employees only.

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



COURSES OFFERED

Drug-Free Awareness

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Performing for or Working Directly With the Public Making Decisions and Solving Problems 	March 22 at Rhodes Tower, 9 to 11 a.m. or June 30 at Rhodes Tower, 1 to 3 p.m.

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

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

Target audience: HR and labor personnel; offered to exempt employees only.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Evaluating Information to Determine Compliance with Standards 	May 17 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 that indicates the proper understanding and use of emotions can help you be a more effective employee and better communicator.

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

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Communicating with Supervisors, Peers and Subordinates Establishing and Maintaining Interpersonal Relationships Developing and Building Teams 	Feb. 5 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or April 14 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or June 21 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 class will review the basics of emotional intelligence with a focus on helping you recognize opportunities to encourage the development of emotional intelligence skills within yourself and your team.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Establishing and Maintaining Interpersonal Relationships Developing and Building Teams 	May 17 at Rhodes Tower, 8:30 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 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 	June 9 at Rhodes Tower 8:30 a.m. to 4 p.m.

Interpersonal Skills

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

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Communicating with Supervisors, Peers and Subordinates Resolving Conflicts and Negotiating with Others Establishing and Maintaining Interpersonal Relationships 	March 18 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or April 15, at Rhodes Tower, 12:30 to 4:30 p.m. or June 8 at 4200 Surface Road, 12:30 to 4:30 p.m.

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 	March 4 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or May 27 at Rhodes Tower, 8:30 a.m. to 4 p.m.

Managing Conflict

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

The training objectives are to:

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Resolving Conflicts and Negotiating with Others Coaching and Developing Others Communicating with Supervisors, Peers and Subordinates 	Feb. 23 at Rhodes Tower, 12:30 to 4:30 p.m. or May 26 at Rhodes Tower, 8:30 a.m. to 12:30 p.m.



COURSES OFFERED

Mediation (OCB) (Offered to Exempt Employees)

Gives an example of the purpose and contractual guidelines of the mediation process and how to prepare for a mediation. There also will be a discussion on how important the mediation step is in our grievance process due to the insight learned on how to proceed with the case. Participants will have a chance to practice what they have learned in a mock mediation.

Target audience: HR and labor personnel; offered to exempt employees only.

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

Navigating Eldercare Resources (Optum)

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

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Developing Objectives and Strategies Coordinating the Work Activities of Others Making Decisions and Solving Problems Organizing, Planning and Prioritizing Work Scheduling Work and Activities 	March 10 at Rhodes Tower, 1 to 2 p.m. or June 14 at Rhodes Tower, 9 to 10 a.m.



COURSES OFFERED

No Aspirin Required: Problem Solving and Decision-Making Tools

To make sound decisions, employees must be able to effectively identify and solve problems. This course expands the tools leaders can draw on to creatively solve problems and identify alternate approaches to unraveling organizational challenges. Decision-making theories will be discussed and learners will have the opportunity to practice decision-making skills through appropriate interactive exercises and activities.

State Competency Support:	Offered:
<ul style="list-style-type: none"> • 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 	<p>April 19 at Rhodes Tower, 8:30 a.m. to 4 p.m.</p>

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

Participants will have a chance to practice what they have learned in a mock non-traditional arbitration.

Target audience: HR and labor personnel; offered to exempt employees only.

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Resolving Conflicts and Negotiating With Others 	<p>April 5 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.</p>

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

Provides the legal background and contractual requirements of pre-disciplinary meetings and prepares participants to become management advocates and meeting officers.

Target audience: HR and labor personnel; offered to exempt employees only.

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

Principles of Effective Leadership (Offered to Exempt Employees)

This course creates a foundation for clear and consistent leadership skills. During the session, you will complete a self-assessment that will help you develop an understanding of your own leadership style. The results of this self-assessment will be used to help you customize your leadership style to specific situations and individuals. You also will acquire new tips to motivate and inspire your team.

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Guiding, Directing and Motivating Subordinates 	<p>March 15 at 4200 Surface Rd., 8:30 a.m. to 4 p.m.</p>

COURSES OFFERED

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

Covers the statutory and contractual requirements for a layoff and other reductions in force. This training covers both exempt and bargaining unit employee reductions.

Target audience: HR and labor personnel; offered to exempt employees only.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Getting Information Judging the Qualities of Objects, Services or People 	May 24 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

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

Delivers 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 personnel; offered to exempt employees only

State Competency Support:	Offered:
<ul style="list-style-type: none"> Staffing Organizational Units 	April 26 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

Settlement Writing (OCB) (Offered to Exempt Employees)

Shows 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 personnel; offered to exempt employees only.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Resolving Conflicts and Negotiating with Others 	May 3 at 1610 W. Broad St.(OCB), 9 a.m. to 4 p.m.

COURSES OFFERED

SPAN – Strategic Partnerships, Alliances and Networking

We recognize the importance of getting things done with people (and not through people), but what are the best ways to go about establishing partnerships to enable goals to be reached on a larger scale?

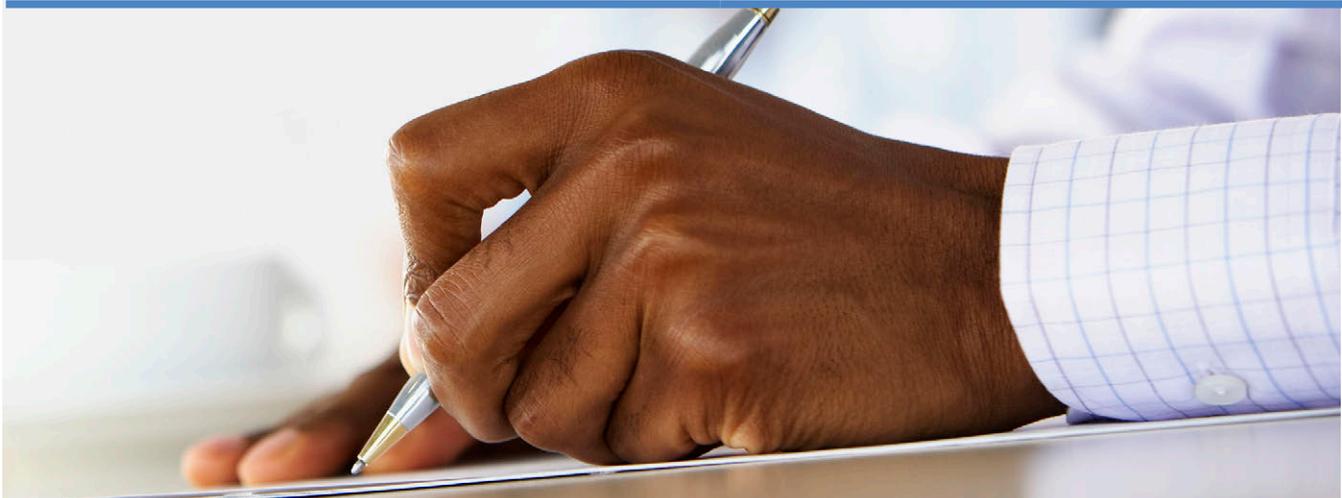
Lay the foundation for more strategic relationships in this highly interactive workshop. Develop creative ways to establish rapport through customer-focused relationships. Structured experiences and application activities provide opportunities to develop skills that improve your effectiveness.

State Competency Support:	Offered:
<ul style="list-style-type: none"> • 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 	<p>June 14 at 4200 Surface Road, 12:30 to 4:30 p.m.</p>

Stress: Putting it to Rest

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Making Decisions and Solving Problems 	<p>Jan. 28 at Rhodes Tower, 9 to 11 a.m. or March 22 at Rhodes Tower, 1 to 3 p.m. or April 28 at Rhodes Tower, 9 to 11 a.m. or June 30 at Rhodes Tower, 9 to 11 a.m.</p>



COURSES OFFERED

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

From irritability to rage, insults to abuse, incidents of inappropriately expressed or poorly addressed anger abound. Anger can surround us in the workplace, in our homes and in our travel. This workshop will provide a framework for understanding anger and tools that can be used to address anger in a healthy, positive manner. An overview of OEAP will be provided.

State Competency Support:	Offered:
<ul style="list-style-type: none"> Making Decisions and Solving Problems 	Feb. 23 at Rhodes Tower, 9 to 10 a.m. or May 26 at Rhodes Tower, 9 to 10 a.m.

The Power of Humor

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Establishing and Maintaining Interpersonal Relationships 	March 25 at 4200 Surface Road, 1 to 3 p.m. or May 25 at 4200 Surface Road, 1 to 3 p.m. or June 17 at Rhodes Tower, 1 to 3 p.m.

Understanding Employee Workplace Meditation

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

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> Establishing and Maintaining Interpersonal Relationships Resolving Conflicts and Negotiating With Others Making Decisions and Solving Problems 	Web-based course available via ELM

COURSES OFFERED

Understanding Mental Health Concerns in the Workplace

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Getting Information • Assisting and Caring for Others 	<p>Jan. 12 at Rhodes Tower, 1 to 3 p.m. or April 12 at Rhodes Tower, 1 to 3 p.m.</p>

Workplace Violence and Bullying

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

State Competency Support:	Offered:
<ul style="list-style-type: none"> • Developing and Building Teams • Selling or Influencing Others • Establishing and Maintaining Interpersonal Relationships • Resolving Conflicts and Negotiating with Others • Making Decisions and Solving Problems 	<p>Feb. 11 at Rhodes Tower, 9 to 11 a.m. or May 10 at Rhodes Tower, 9 to 11 a.m.</p>



LEARN IT OHIO TRAINING ON DEMAND 365/24/7

What is Learn It Ohio?

Learn It Ohio is the State of Ohio's online learning portal. It is training on-demand and an on-the-job support tool that will enhance the user's business and technical skills. Accelerate your career with e-learning any time of the day or night, 365/24/7. Leverage the different features of the online learning portal to find the resources you need to create a customized learning plan.

Who can access Learn It Ohio?

All State of Ohio exempt employees with agencies participating in the Office of Talent Management's Employee Development Fund as well as all State of Ohio information technology professionals in the bargaining unit can access Learn It Ohio.

What's new for Learn It Ohio?

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

How do I access Learn It Ohio?

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

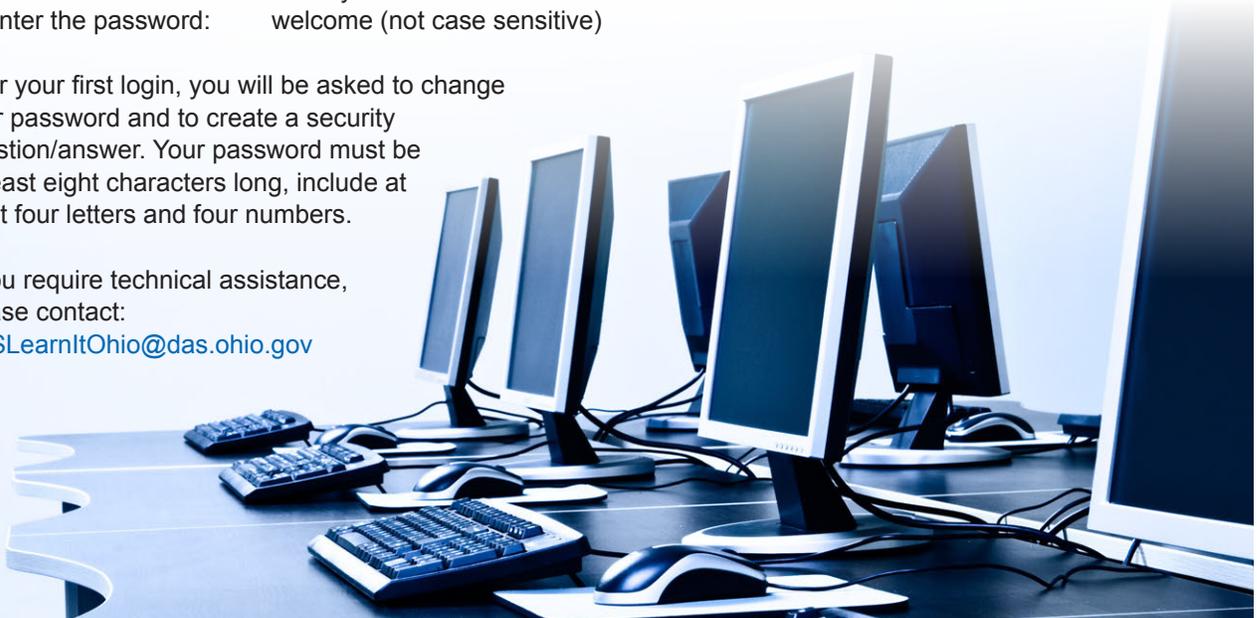
- Windows Internet Explorer: Version 9 or later;
- Firefox: Version 21 or later;
- Mac OS X; or
- Safari: 5.1.8 or later.

To access the Learn It Ohio courses and resources on Pages 27 to 30, follow these steps:

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

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

If you require technical assistance, please contact:
DASLearnItOhio@das.ohio.gov



COMPETENCIES AND LEARN IT OHIO LINK	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 AND LEARN IT OHIO LINK	DEFINITION
Developing and Building Teams	Encouraging and building mutual trust, respect and cooperation among team members.
Developing Objectives and Strategies	Establishes long-range objectives and specifies the strategies and actions to achieve them.
Documenting/Recording Information	Entering, transcribing, recording, storing or maintaining information in written or electronic/magnetic form.
Drafting, Laying Out and Specifying Technical Devices, Parts and Equipment	Providing documentation, detailed instructions, drawings or specifications to tell others about how devices, parts, equipment or structures are to be fabricated, constructed, assembled, modified, maintained or used.
Establishing and Maintaining Interpersonal Relationships	Developing constructive and cooperative (professional) working relationships with others and maintaining them over time.
Estimating the Quantifiable Characteristics of Products, Events or Information	Estimating sizes, distances and quantities; or determining time, costs, resources or materials needed to perform a work activity.
Evaluating Information to Determine Compliance with Standards	Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations or standards.
Getting Information	Observing, receiving and otherwise obtaining information from all relevant sources.
Guiding, Directing and Motivating Subordinates	Providing guidance and direction to subordinates (staff), including setting performance standards and monitoring performance.
Handling and Moving Objects	Using hands and arms in handling, installing, positioning and moving materials, and manipulating things.
Identifying Objects, Actions and Events	Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
Inspecting Equipment, Structures or Materials	Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
Interpreting the Meaning of Information for Others	Translating or explaining what information means and how it can be used by others.

COMPETENCIES AND LEARN IT OHIO LINK	DEFINITION
Judging the Qualities of Objects, Services or People	Assessing the value, importance or quality of things or people.
Making Decisions and Solving Problems	Analyzing information and evaluating results to choose the best solution and solve problems.
Monitoring and Controlling Resources	Monitoring and controlling resources and overseeing the spending of money.
Monitoring Processes, Materials or Surroundings	Monitoring and reviewing information from materials, events or the environment to detect or assess problems.
Operating Vehicles, Mechanized Devices or Equipment	Running, maneuvering, navigating or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft or watercraft.
Organizing, Planning and Prioritizing Work	Developing specific goals and plans to prioritize, organize and accomplish work.
Performing Administrative Activities	Performing day-to-day (routine) administrative tasks such as maintaining information files and processing paper-work.
Performing for or Working Directly With the Public	Performing for people or dealing directly with the public. This includes serving customers and receiving clients or guests (applicants, consumers, dependents, patients, inmates, recipients).
Performing General Physical Activities	Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stopping and handling of materials.
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing or verifying information or data.
Providing Consultation and Advice to Others	Providing guidance and expert advice to management or other groups on technical, systems- or process-related topics.
Repairing and Maintaining Electronic Equipment	Servicing, repairing, calibrating, regulating, fine-tuning or testing machines, devices and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.

COMPETENCIES AND LEARN IT OHIO LINK	DEFINITION
Repairing and Maintaining Mechanical Equipment	Servicing, repairing, adjusting and testing machines, moving parts and equipment that operate primarily on the basis of mechanical (not electronic) principles.
Resolving Conflicts and Negotiating With Others	Handling complaints, settling disputes and resolving grievances and conflicts, or otherwise negotiating with others.
Scheduling Work and Activities	Scheduling events, programs and activities as well as the work of others.
Selling or Influencing Others	Convincing others to buy merchandise/goods (use services) or otherwise changing their mind or actions.
Staffing Organizational Units	Recruiting, interviewing, selecting, hiring and promoting employees in an organization.
Thinking Creatively	Developing, designing or creating new applications, ideas, relationships, systems or products, including artistic contributions.
Training and Teaching Others	Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
Updating and Using Relevant Knowledge	Keeping up-to-date technically and applying new knowledge to the job.
Working with Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data or process information.





OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

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Office of Talent Management
Office of Collective Bargaining

