

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
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)