

*Office of Personnel Management*  
**Oklahoma City**  
**Tom Steed Center/Rose State College**  
**HRDS Workshop Summary**  
*Fall 2008*

***September***

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8	Say OK to Your Health
9	Effective Stress Management
10	Managing a Multigenerational Workforce
10	Progressive Discipline
11	Customer Service: A Lost Art
11-12	Challenges of Supervision
12	How to Conduct On-the-Job Training
12	Performance Management Process (PMP)
15	One Minute Manager
17	Employee Grievances and Appeals •
18	Administrative Law
19	Effective Time Management Techniques
19	Productive Meetings
22	Developing Effective Negotiating Skills
22	Managing Conflict
25	Awards and Recognitions
25	Emotional Intelligence
26	Violence In the Workplace
29	Applied Leadership
29-30	Ethics In Public Management
30	Effective Stress Management

***October***

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1-2	The Changing Workplace
2	Gender Issues In Management
3	Lateral Thinking for Supervisors
3	Violence In the Workplace
6	Motivating for Performance
7-8	Quality Oklahoma Processes
8	Developing Creative Problem Solving Skills
9	Delegation and Control
9-10	Challenges of Supervision
13	One Minute Manager
13	Personnel Policies and Practices
14	Performance Management Process (PMP)
15	Advanced Creative Problem Solving
15	Effective Communication In Management
16	Legislative Process
16	Managing Diversity In the Workplace
17	Effective Time Management Techniques
17	Productive Meetings
20	Say OK to Your Health

## **October Continued**

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- 21 Managing a Multigenerational Workforce
- 21 Team Building
- 22 Awards and Recognitions
- 22 Customer Service: A Lost Art
- 23 Sexual Harassment & Discrimination In the Workplace
- 24 Effective Stress Management
- 27 Change Management
- 27 Managing Conflict
- 28 Developing Effective Negotiating Skills
- 29 Personnel Policies and Practices
- 29 Structured Interview Process
- 30 Everyday Creativity
- 30 Safety Management  $\Delta$
- 31 Business Etiquette

## **November**

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- 5 Progressive Discipline
- 5 Managing a Multigenerational Workforce
- 6 Productive Meetings
- 6 Sexual Harassment & Discrimination In the Workplace
- 7 Administrative Law
- 7 Lateral Thinking for Supervisors
- 12 Employee Grievances and Appeals •
- 12-13 Strategies for Improving Communication
- 13 Customer Service: A Lost Art
- 14 Business Etiquette
- 14 Performance Management Process (PMP)
- 17 Delegation and Control
- 17 Say OK to Your Health
- 18 Planning Skills for Managers
- 18 Program Evaluation
- 19 Progressive Discipline
- 19-20 Ethics In Public Management
- 20-21 Skills for Effective Presentations
- 21 One Minute Manager
- 24 Advanced Creative Problem Solving
- 24-25 Challenges of Supervision
- 25 Controlling Budgets Thru Agency Risk Management: Overview  $\Delta$

## **December**

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- 1 Motivating for Performance
- 1 Personnel Policies and Practices
- 2 Applied Leadership
- 2-3 Quality Tools (**must have already taken Quality OK Processes**)
- 3 Emotional Intelligence
- 4 Managing a Multigenerational Workforce
- 4 Structured Interview Process

## December Continued

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5	Developing Creative Problem Solving Skills
5	Effective Time Management Techniques
8	Say OK to Your Health
9	Everyday Creativity
9-10	Strategies for Improving Communication
10	Gender Issues In Management
11	Policy Analysis
11	Team Building
12	How to Conduct On-the-Job Training
12	Writing Skills for Managers
15	Effective Communication In Management
15	Managing Conflict
16	Customer Service: A Lost Art
16-17	Ethics In Public Management
17	Legislative Process
18	Performance Management Process (PMP)
19	Sexual Harassment & Discrimination In the Workplace

- This workshop replaces the previously offered workshops entitled “Managing the Grievance Process” and “Oklahoma Merit Protection Commission Appeals Process”.

△ Participants must be directly involved with safety and/or risk management activities as part of their present duties in their positions to attend this workshop.

## SPECIAL ANNOUNCEMENT ABOUT THE TOM STEED DEVELOPMENT CENTER AT ROSE STATE COLLEGE

We have been notified by Rose State College that the Tom Steed Development Center will continue building renovations through mid-October. During the construction phase our workshops will be held at the **Professional Training and Education Center** beginning **Monday, September 8**, and will continue to be held there through mid-October. As more information is received from Rose State College, agencies will be notified as to when workshops will return to the Tom Steed Development Center. We hope to be back in the Tom Steed Development Center by no later than the middle of October.

The Professional Training and Education Center is a new building located north of the Tom Steed Center on Hudiburg Drive (on the east side of the road). The address of this building is 1720 South Hudiburg Drive, just north of the Tom Steed Center, on the east side of the road. The phone number of the building remains the same. It is (405) 733-7392.

Also, due to scheduled construction on Hudiburg Drive north of the Professional Training and Education Center, attendees are encouraged to access the building from the south. Participants can continue to exit I-40 at Hudiburg Drive and drive north, past the Tom Steed Center, to the Professional Training Center. The building has ample parking and it's state-of-the-art. There will be a listing of class titles and room numbers as students enter the building.

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*Office of Personnel Management*  
**Oklahoma City**  
**Shepherd Mall (Office of Disability Concerns)**  
N.W. 23<sup>rd</sup> & Villa Avenue – Oklahoma City  
Community Activity Center (southeast end of the mall)  
(405) 521-3756

*Fall 2008*

*September*

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- 9 Disability Awareness Workshop
- 23 Disability Awareness Workshop

*October*

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- 7 Disability Awareness Workshop

*Office of Personnel Management*  
**Norman**  
**Moore-Norman Technology Center**  
4701 12<sup>th</sup> Avenue N.W., Room A200  
(405) 364-5763  
**HRDS Workshop Summary**  
*Fall 2008*

*The room numbers for the HRDS workshops at the Moore-Norman Technology Center will vary depending on the dates. Please check the listing below to see which rooms the workshops will be conducted.*

***September***

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8	Delegation and Control	Room A200
10	Managing the Troubled Employee thru the EAP Process	Room H203
15	Say OK to Your Health	Room A200
16	Managing the Troubled Employee thru the EAP Process	Room A200
26	Performance Management Process (PMP)	Room H202

***October***

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10	Writing Skills for Managers	Room A200
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***November***

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6	Customer Service: A Lost Art	Room H202
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***December***

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8	Effective Stress Management	Room A200
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*Office of Personnel Management*  
**Tulsa**  
**Oklahoma State University (OSU) in Tulsa**  
700 North Greenwood  
(Interstate 244 at the Cincinnati-Detroit Exit)  
(918) 594-8000  
**HRDS Workshop Summary**  
*Fall 2008*

*The room numbers for the OSU-Tulsa workshops vary. Please check the room number beside each workshop session name.*

***September***

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15	Motivating for Performance	Room 260/North Hall
19	Delegation and Control	Room 260/North Hall
24	Progressive Discipline	Room 260/North Hall
26	Writing Skills for Managers	Room 260/North Hall
30	One Minute Manager	Room 260/North Hall

***October***

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1	How to Conduct On-the-Job Training	Room 260/North Hall
6	Managing Conflict	Room 260/North Hall
10	Customer Service: A Lost Art	Room 260/North Hall
16	Emotional Intelligence	Room 260/North Hall

***November***

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3	Say OK to Your Health	Room 260/North Hall
5	Applied Leadership	Room 260/North Hall
17	Effective Stress Management	Room 260/North Hall

