

TOM STEED DEVELOPMENT CENTER/ROSE STATE COLLEGE
 (Interstate 40 at the Hudiburg Exit – Midwest City, Oklahoma)

Administrative Law	HRD001	9/16	11/20			
Advanced Creative Problem Solving	HRD002	9/14	12/7			
Applied Leadership	HRD003	12/2				
Awards and Recognitions	HRD004	10/22	12/15			
Business Etiquette	HRD005	10/1	11/6			
Challenges of Supervision	HRD006	9/22-23	10/19-20	12/8-9		
Change Management	HRD007	11/9				
Coaching and Mentoring [NEW]	HRD074	9/18				
Cultural Competency [NEW]	HRD075	9/17	11/10			
Customer Service: A Lost Art	HRD061	9/9	10/14	11/5	12/15	
Delegation and Control	HRD011	9/28	11/17			
Developing Creative Problem Solving Skills	HRD012	10/2	11/9	12/18		
Developing Effective Negotiating Skills	HRD013	10/6	11/19			
Effective Communication In Management	HRD015	9/30	11/12			
Effective Stress Management	HRD016	9/15	9/29	10/13	10/30	
Effective Time Management Techniques	HRD017	9/11	12/14			
Emotional Intelligence	HRD018	9/10	12/8			
Ethics In Public Management	HRD019	9/16-17	11/18-19			
Everyday Creativity	HRD020	9/17	11/5			
Facilitation Skills ★	HRD021	12/9-10				
Gender Issues In Management	HRD022	10/8	12/3			
How to Conduct On-the-Job Training	HRD023	11/23				
Lateral Thinking for Supervisors	HRD024	10/9				
Leadership: Keys to Effectiveness [NEW]	HRD077	9/23	10/21			
Legislative Process	HRD025	9/28	11/23			
Listening Skills for Managers	HRD026	--THIS WORKSHOP WILL NOT BE OFFERED THIS SEMESTER--				
Managing a Multigenerational Workforce	HRD027	9/30	10/27	12/17		
Managing Conflict	HRD028	9/21	11/17			
Managing Diversity In the Workplace	HRD029	--THIS WORKSHOP WILL NOT BE OFFERED THIS SEMESTER--				
Managing the Troubled Employee through the EAP Process	HRD030	9/15				
Misunderstanding In the Age of Communication [NEW]	HRD076	9/14	12/3			
Motivating for Performance	HRD031	9/22	10/13	11/24		
One Minute Manager	HRD032	10/28	12/4			
Performance Management Process (PMP)	HRD033	9/10	10/8	11/4	12/10	
Personnel Policies and Practices	HRD034	9/25	10/23	12/7		
Policy Analysis	HRD036	11/4				
Power of Positive Reinforcement [NEW]	HRD079	10/16	11/13	12/11		
Productive Meetings	HRD062	10/15	11/20	12/1		
Program Evaluation	HRD037	9/24				
Project Management [NEW]	HRD073	9/9	10/14	12/16		
Quality Oklahoma Processes	HRD039	10/6-7				
Quality Tools ◆	HRD040	10/20-21				
Risk Control ®	HRD069	11/16				
Risk Management : The Overview ®	HRD068	10/12				
Safety Management	HRD041	12/18				
Say OK to Your Health (EBC Wellness Program)	HRD063	9/29	11/3	11/16	12/14	
Sexual Harassment and Discrimination in the Workplace	HRD042	10/5	12/14			
Skills for Effective Presentations	HRD043	10/29-30				
Strategies for Improving Communication	HRD044	9/15-16	12/1-2			
Structured Interview Process	HRD045	10/9	12/4			
Team Building	HRD046	10/7	12/17			
Violence In the Workplace	HRD047	10/2	11/6			
Writing Skills for Managers	HRD049	12/11				

PLEASE SEE REVERSE SIDE FOR MORE WORKSHOPS AND LOCATIONS

MOORE-NORMAN TECHNOLOGY CENTER (4701 12 th Avenue N.W./Room A200, Interstate 35 at Franklin Road – Norman, Oklahoma)						
Customer Service: A Lost Art	HRD061	9/29	Room A200			
Effective Stress Management	HRD016	12/8	Room H202	←this session only		
Managing the Troubled Employee through the EAP Process	HRD030	10/1	Room A200			
Performance Management Process (PMP)	HRD033	11/19	Room A200			
Say OK to Your Health (EBC Wellness Program)	HRD063	10/20	Room A200			
Violence In the Workplace	HRD047	10/16	Room A200			
Writing Skills for Managers	HRD049	9/15	Room A200			
SHEPHERD MALL (OFFICE OF DISABILITY CONCERNS) (2401 N.W. 23 rd Street/Community Activity Center – Oklahoma City, Oklahoma)						
Disability Awareness	HRD014	9/22	9/29	10/6		
OKLAHOMA STATE UNIVERSITY IN TULSA (Interstate 244 at the Cincinnati/Detroit Exit, Room 110 – Tulsa, Oklahoma)						
Applied Leadership	HRD003	11/6	Room 110			
Coaching and Mentoring [NEW]	HRD074	11/16	Room 110			
Customer Service: A Lost Art	HRD061	10/16	Room 110			
Effective Stress Management	HRD016	11/17	Room 212	←this session only		
Emotional Intelligence	HRD018	10/5	Room 110			
How to Conduct On-the-Job Training	HRD023	9/14	Room 110			
Managing Conflict	HRD028	10/23	Room 110			
One Minute Manager	HRD032	9/21	Room 110			
LANDMARK TOWER (Middle Building) (3545 N.W. 58 th Street/Fifth Floor Board Room – Oklahoma City, Oklahoma)						
Employee Grievances and Appeals	HRD050	11/2				
Progressive Discipline	HRD038	10/5	12/7			
301 BUILDING (301 N.W. 63 rd Street at Harvey/Room 110 – Oklahoma City, Oklahoma)						
Winning the Workplace Challenge [NEW]	HRD078	9/30	10/23	11/18	12/9	

- Ⓢ Participants must be directly involved with risk management activities within their agency in order to attend this workshop. The **Risk Management: The Overview** workshop replaces the workshop entitled **Controlling Budgets Through Agency Risk Management: An Overview**.
- ◆ Participants must have already taken the **Quality Oklahoma Processes** workshop before they can attend the **Quality Tools** workshop.
- ★ Participants must have already taken both the **Quality Oklahoma Processes** and **Quality Tools** workshops before they can attend the **Facilitation Skills** workshop.

We have two new training locations this semester: The Landmark Tower (3545 N.W. 58th Street at Portland Avenue-Middle Building), and the 301 Building (N.W. 63rd Street at Harvey Avenue), both in Oklahoma City. Please note the location information above each section of workshop sessions.

PLEASE NOTE: The following workshops will not be offered this semester: **Listening Skills for Managers** and **Managing Diversity In the Workplace**. Other previous workshops not listed on these pages will no longer be offered.