

Office of Personnel Management
Tom Steed Development Center/Rose State College
Interstate 40 at the Hudiburg Exit – Midwest City
HRDS Workshop Summary
Fall 2009

September

- 9 Customer Service: A Lost Art
- 9 Project Management
- 10 Emotional Intelligence
- 10 Performance Management Process (PMP)
- 11 Effective Time Management Techniques
- 14 Advanced Creative Problem Solving
- 14 Misunderstanding In the Age of Communication *[NEW]*
- 15 Effective Stress Management
- 15 Managing the Troubled Employee thru the EAP Process
- 15-16 Strategies for Improving Communication
- 16 Administrative Law
- 16-17 Ethics In Public Management
- 17 Cultural Competency *[NEW]*
- 17 Everyday Creativity
- 18 Coaching and Mentoring *[NEW]*
- 21 Managing Conflict
- 22 Motivating for Performance
- 22-23 Challenges of Supervision
- 23 Leadership: Keys to Effectiveness *[NEW]*
- 24 Program Evaluation
- 24-25 Public Speaking & Effective Presentations ▲ (CPM Only)
- 25 Personnel Policies and Practices
- 28 Delegation and Control
- 28 Legislative Process
- 29 Effective Stress Management
- 29 Say OK to Your Health
- 30 Effective Communication In Management
- 30 Managing a Multigenerational Workforce

October

- 1 Business Etiquette
- 2 Developing Creative Problem Solving Skills
- 2 Violence In the Workplace
- 5 Sexual Harassment & Discrimination In the Workplace
- 6 Developing Effective Negotiating Skills
- 6-7 Quality Oklahoma Processes
- 7 Team Building
- 8 Gender Issues In Management
- 8 Performance Management Process (PMP)
- 9 Lateral Thinking for Supervisors
- 9 Structured Interview Process
- 12 Risk Management: The Overview ★ △

October Continued

- 13 Effective Stress Management
- 13 Motivating for Performance
- 14 Customer Service: A Lost Art
- 14 Project Management
- 15 Productive Meetings
- 16 Power of Positive Reinforcement *[NEW]*
- 19-20 Challenges of Supervision
- 20-21 Managing Within the Public Sector (Phase I) ▲ (CPM Candidates Only)
- 20-21 **Quality Tools (must have already taken Quality OK Processes)**
- 21 Leadership: Keys to Effectiveness *[NEW]*
- 22 Awards and Recognitions
- 23 Personnel Policies and Practices
- 27 Managing a Multigenerational Workforce
- 27-28 Managing Within the Public Sector (Phase II) ▲ (CPM Candidates Only)
- 28 One Minute Manager
- 29-30 Skills for Effective Presentations
- 30 Effective Stress Management

November

- 3 Say OK to Your Health
- 4 Performance Management Process (PMP)
- 4 Policy Analysis
- 5 Customer Service: A Lost Art
- 5 Everyday Creativity
- 6 Business Etiquette
- 6 Violence In the Workplace
- 9 Change Management
- 9 Developing Creative Problem Solving Skills
- 10 Cultural Competency *[NEW]*
- 12 Effective Communication In Management
- 13 Power of Positive Reinforcement *[NEW]*
- 16 Risk Control ★ △
- 16 Say OK to Your Health
- 17 Delegation and Control
- 17 Managing Conflict
- 18-19 Ethics In Public Management
- 19 Developing Effective Negotiating Skills
- 20 Administrative Law
- 20 Productive Meetings
- 23 Conducting Effective Group Meetings ▲ (CPM Candidates Only)
- 23 How to Conduct On-the-Job Training
- 23 Legislative Process
- 24 Motivating for Performance

December

- 1 Productive Meetings
- 1-2 Strategies for Improving Communication
- 2 Applied Leadership

December Continued

- 3 Gender Issues In Management
- 3 Misunderstanding In the Age of Communication *[NEW]*
- 4 One Minute Manager
- 4 Structured Interview Process
- 7 Advanced Creative Problem Solving
- 7 Personnel Policies and Practices
- 8 Emotional Intelligence
- 8-9 Challenges of Supervision
- 9-10 Facilitation Skills ●
- 10 Performance Management Process (PMP)
- 11 Power of Positive Reinforcement *[NEW]*
- 11 Writing Skills for Managers
- 14 Effective Time Management Techniques
- 14 Say OK to Your Health
- 14 Sexual Harassment & Discrimination In the Workplace
- 15 Awards and Recognitions
- 15 Customer Service: A Lost Art
- 16 Project Management
- 17 Managing a Multigenerational Workforce
- 17 Team Building
- 18 Developing Creative Problem Solving Skills
- 18 Safety Management △

- ▲ **This workshop is for Certified Public Manager (CPM) Program candidates only. Participants must attend every day of this supervisory training to receive credit.**
- ★ **This workshop replaces the workshop previously entitled “Controlling Budgets Through Agency Risk Management: An Overview”.**
- △ **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.**
- **Participants must have already taken the “Quality Oklahoma Processes” and the “Quality Tools” workshops before they can attend the 2-day “Facilitation Skills” workshop.**

REFERENCES:

OMPC: Oklahoma Merit Protection Commission
DPS: Department of Public Safety
EAP: Employee Assistance Program
ODC: Office of Disability Concerns
OPM: Office of Personnel Management
DCS: Department of Central Services

DHS: Department of Human Services
CPM: Certified Public Manager Program
DRS: Department of Rehabilitation Services
OCCHD: Oklahoma City-County Health Department
EBC: Employees Benefits Council

Office of Personnel Management
LandMark Tower – Oklahoma City
3545 N.W. 58th Street (at Portland Avenue)
(Middle Building)
Fifth Floor Boardroom – (405) 525-9144
(Oklahoma Merit Protection Commission)

HRDS Workshop Summary
Fall 2009

October

5 Progressive Discipline

November

2 Employee Grievances and Appeals

December

7 Progressive Discipline

Office of Personnel Management
301 Building – Oklahoma City
301 N.W. 63rd Street (at Harvey Avenue)
Room 110
(405) 848-2171

HRDS Workshop Summary
Fall 2009

September

30 Winning the Workplace Challenge *[NEW]*

October

23 Winning the Workplace Challenge *[NEW]*

November

18 Winning the Workplace Challenge *[NEW]*

December

9 Winning the Workplace Challenge *[NEW]*

Office of Personnel Management
Oklahoma City
Shepherd Mall (Office of Disability Concerns)
2401 N.W. 23rd Street at Villa Avenue – Oklahoma City
Community Activity Center (southeast corner of the mall)
(405) 521-3756

HRDS Workshop Summary
Fall 2009

September

- 22 Disability Awareness Workshop
- 29 Disability Awareness Workshop

October

- 6 Disability Awareness Workshop

Office of Personnel Management
Norman
Moore-Norman Technology Center
4701 12th Avenue N.W., Room A200
(Interstate 35 to Highway 77, then east on Franklin Road)
(405) 364-5763
HRDS Workshop Summary
Fall 2009

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

September

15	Writing Skills for Managers	Room A200
29	Customer Service: A Lost Art	Room A200

October

1	Managing the Troubled Employee thru the EAP Process	Room A200
16	Violence In the Workplace	Room A200
20	Say OK to Your Health	Room A200

November

19	Performance Management Process (PMP)	Room A200
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December

8	Effective Stress Management	Room H202
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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 2009

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

September

14	How to Conduct On-the-Job Training	Room 110/North Hall
21	One Minute Manager	Room 110/North Hall

October

5	Emotional Intelligence	Room 110/North Hall
16	Customer Service: A Lost Art	Room 110/North Hall
23	Managing Conflict	Room 110/North Hall

November

6	Applied Leadership	Room 110/North Hall
16	Coaching and Mentoring <i>[NEW]</i>	Room 110/North Hall
17	Effective Stress Management	Room 212/North Hall