

Office of Personnel Management
Tom Steed Development Center/Rose State College
Interstate 40 at the Hudiburg Exit – Midwest City
HRDS Workshop Summary
Fall 2010

September

- 7 Legislative Process
- 8 Coaching and Mentoring
- 9 Performance Management Process (PMP)
- 13 Power of Positive Reinforcement
- 13 Writing Skills for Managers
- 14 Leadership: Keys to Effectiveness
- 15 Everyday Creativity
- 15 Structured Interview Process
- 16 Motivating for Performance
- 20 Cultural Competency
- 22 Developing Effective Negotiating Skills
- 23 Change Management
- 24 Progressive Discipline
- 24 Say OK to Your Health
- 27-28 Challenges of Supervision
- 29 Risk Management: The Overview Δ
- 30 Managing a Multigenerational Workforce

October

- 1 Customer Service: A Lost Art
- 1 Violence In the Workplace
- 4 Personnel Policies and Practices
- 4 Sexual Harassment & Discrimination In the Workplace
- 5 Team Building
- 6 How to Conduct On-the-Job Training
- 7 Awards and Recognitions
- 8 Applied Leadership
- 12 Gender Issues In Management
- 12-13 Ethics In Public Management
- 13 Delegation and Control
- 13 Risk Control Δ
- 14 Effective Communication In Management
- 15 Advanced Creative Problem Solving
- 15 Employee Grievances and Appeals
- 19 Progressive Discipline
- 19-20 Strategies for Improving Communication
- 20 Disability Awareness
- 25 Effective Stress Management
- 25 Effective Time Management Techniques
- 26 Developing Creative Problem Solving Skills
- 27 Project Management
- 28-29 Public Speaking & Effective Presentations \blacktriangle (CPM Only)

November

| | |
|-------|--|
| 1 | Managing Conflict |
| 3 | Administrative Law |
| 4 | Cultural Competency |
| 4 | Safety Management Δ |
| 5 | Productive Meetings |
| 5 | Say OK to Your Health |
| 9 | Business Etiquette |
| 9 | Managing the Troubled Employee Through the EAP Process |
| 10 | Program Evaluation |
| 15 | Power of Positive Reinforcement |
| 16 | Performance Management Process (PMP) |
| 17 | Managing a Multigenerational Workforce |
| 17 | Structured Interview Process |
| 18 | Motivating for Performance |
| 18-19 | Skills for Effective Presentations |
| 19 | Customer Service: A Lost Art |
| 19 | One Minute Manager |
| 22 | Winning the Workplace Challenge |
| 23 | Effective Stress Management |
| 30 | Emotional Intelligence |
| 30 | Policy Analysis |

December

| | |
|----|---|
| 1 | Business Etiquette |
| 2 | Delegation and Control |
| 3 | Progressive Discipline |
| 3 | Say OK to Your Health |
| 3 | Violence In the Workplace |
| 6 | Disability Awareness |
| 7 | Developing Creative Problem Solving Skills |
| 8 | Personnel Policies and Practices |
| 8 | Writing Skills for Managers |
| 9 | Performance Management Process (PMP) |
| 10 | Project Management |
| 13 | Legislative Process |
| 13 | Sexual Harassment & Discrimination In the Workplace |
| 14 | Leadership: Keys to Effectiveness |
| 15 | Team Building |
| 16 | Lateral Thinking for Supervisors |
| 17 | Awards and Recognitions |
| 17 | Effective Stress Management |

- \blacktriangle **This workshop is for Certified Public Manager (CPM) Program candidates only. Participants must attend every day of this supervisory training to receive credit.**
- \triangle **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.**

REFERENCES:

OMPC: Oklahoma Merit Protection Commission
CPM: Certified Public Manager Program
DRS: Department of Rehabilitation Services
OCCHD: Oklahoma City-County Health Department
EBC: Employees Benefits Council
OSF: Office fo State Finance
CLEET: Council on Law Enforcement Education & Training

DPS: Department of Public Safety
EAP: Employee Assistance Program
ODC: Office of Disability Concerns
OPM: Office of Personnel Management
DCS: Department of Central Services
ODOT: Department of Transportation

THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY.

Office of Personnel Management
Jim Thorpe Building
Conference Room 560 (5th Floor)
2101 North Lincoln Boulevard
Oklahoma City
(405) 521-6334

HRDS Workshop Summary
Fall 2010

October

5-7 Seven Habits of Highly Effective People: Signature [FEE-BASED]

November

9 FOCUS: for Microsoft Outlook [FEE-BASED]

December

7-9 Seven Habits of Highly Effective People: Signature [FEE-BASED]

Registration for these *Franklin-Covey* workshops requires a fee for each. The fees are as follows:

| | |
|---|----------------------------|
| Seven Habits of Highly Effective People: Signature (3-day) | \$250.00 per person |
|---|----------------------------|

| | |
|-------------------------------------|----------------------------|
| FOCUS: for Microsoft Outlook | \$100.00 per person |
|-------------------------------------|----------------------------|

(This workshop replaces the FOCUS: Achieving Your Highest Priorities workshop)

Please send your purchase orders for the above amounts for each registration to the Office of Personnel Management (OPM), Attention: Financial Management Services Department, 2101 North Lincoln Boulevard, Oklahoma City, OK 73105. For questions about billing for these two workshops, please call (405) 521-6351.

Office of Personnel Management
Tulsa
Oklahoma State University (OSU) in Tulsa
700 North Greenwood – Tulsa, OK
(Interstate 244 at the Cincinnati-Detroit Exit)
(918) 594-8000
HRDS Workshop Summary
Fall 2010

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

September

| | | |
|----|------------------------------|---------------------|
| 7 | Customer Service: A Lost Art | Room 119/North Hall |
| 17 | Applied Leadership | Room 110/North Hall |
| 21 | Effective Stress Management | Room 119/North Hall |
| 28 | Disability Awareness | Room 119/North Hall |
| 30 | Managing Conflict | Room 110/North Hall |

October

| | | |
|----|------------------------|---------------------|
| 1 | Coaching and Mentoring | Room 110/North Hall |
| 29 | Emotional Intelligence | Room 110/North Hall |

November

| | | |
|---|---------------------------------------|---------------------|
| 5 | Effective Communication In Management | Room 110/North Hall |
|---|---------------------------------------|---------------------|

December

| | | |
|---|--------------------------------------|---------------------|
| 1 | How to Conduct On-the-Job Training | Room 106/North Hall |
| 3 | Effective Time Management Techniques | Room 110/North Hall |