

DIVERSITY LEADERSHIP AND  
AWARENESS MANAGEMENT  
RULES AND DEVELOPMENT  
COMPLIANCE PERSONAL  
PROFESSIONAL DEVELOPMENT  
DEVELOPMENT  
DIVERSITY LEADERSHIP  
AWARENESS MANAGEMENT  
RULES AND DEVELOPMENT  
COMPLIANCE PERSONAL  
PROFESSIONAL DEVELOPMENT  
DEVELOPMENT

TRAINING AND DEVELOPMENT

# COURSE CATALOG

SPRING 2016



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\* Required for CPM candidates

# OVERVIEW

The Training and Development unit of Human Capital Management provides opportunities for state employees to improve their skills and capabilities in a variety of areas. We offer around 100 classes covering more than 50 topics each semester.

We have redesigned some of the curricula based on the feedback we received from employees. We also added new classes based on employees' needs. We aim to provide high-quality classes continuously and consistently.

## Professional Development

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Professional development courses provide learning opportunities for all state employees, such as developing creative problem-solving skills, coping with change, communication skills, customer service, time management skills, writing skills, presentation skills, etc.

## Leadership and Management Development

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Leadership and management development courses are mainly designed for new, mid-level and senior managers in areas including performance management, change management, coaching and mentoring, motivation for performance, etc.

## Rules and Compliance

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Rules and compliance courses provide learning opportunities for relevant state employees on rules and compliance issues such as administrative law, policy analysis, legislative process, personnel policies and practices, etc.

## Diversity Awareness

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Diversity awareness courses focus on appreciating differences in the workplace. The topics include sexual harassment and discrimination in the workplace, multigenerational workforce, disability awareness, etc.

## Personal Development

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We offer courses on financial and retirement planning, nutrition and health, and stress management for the well-being of state employees.

## The Certified Public Manager® (CPM) Program

The OK CPM Program is designed to improve service to the citizens of the State of Oklahoma. Participants in the program become better resources for their agencies and for the state through seminars, examinations, job-related projects and by enhancing their management skills. The long-range goal of the program is to help agencies identify and develop the skills required of state government's future leaders.

## Executive Development Program for State Officials

The Executive Development Program for State Officials is a collaborative effort between the Office of Management and Enterprise Services, Human Capital Management, the William S. Spears School of Business at Oklahoma State University and the Michael Price School of Business at the University of Oklahoma. This intensive five-day program has been well received by the more than 250 senior-level officials, including cabinet secretaries, agency directors and deputy directors who have attended. The curriculum is based on the five executive leadership competencies identified by the U.S. Office of Personnel Management. The management challenges we face today make these skills and competencies invaluable to all leaders.

## Online Learning Program

If you are interested in supplementing in-person training with a robust, flexible online learning program, Training and Development also offers licensing options for Oklahoma state employees to access Skillsoft eLearning content in a variety of packages and prices. Licenses are purchased per year, per user and include desktop, business, IT, engineering and leadership content. Options are also available for agencies to create their own custom content. For more information, contact [skillsoft@omes.ok.gov](mailto:skillsoft@omes.ok.gov).

COPING WITH CHANGE  
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SPECTRUM TEMPERAMENT DEVELOPMENT  
PRESENTATION SKILLS



**PROFESSIONAL  
DEVELOPMENT**



## CREATIVE PROBLEM-SOLVING SKILLS\*

Course code: HRD012

Duration: Six hours

### Introduction

Creative thinking is critical for solving problems. While creativity was once thought to be an innate gift, we now know creative problem-solving skills can be learned and practiced.

This interactive, one-day course will guide you to use tools to generate new ideas, apply strategies to overcome perceptual, intellectual, emotional and environmental blocks to creative problem-solving, and explore ways to polish your creative problem-solving skills.

### Learning Outcomes

- Understand the four roles in creative problem-solving;
- Apply tools and strategies to generate creative ideas; and
- Overcome blocks to creative problem-solving strategically.

## BUSINESS ETIQUETTE: POSITIVELY PROFESSIONAL

Course code: HRD005

Duration: Six hours

### Introduction

This course is designed to help you improve social and interpersonal skills in a professional business environment. You will get to know many useful details about business etiquette in office, social and travel settings. In addition, you will learn strategies for effective electronic communications over email, voicemail, telephone and cell phone.

### Learning Outcomes

- Identify guidelines for appropriate business etiquette;
- Understand and apply standard business etiquette and professional conduct; and
- List at least two updatable resources or references on business etiquette.

## COPING WITH CHANGE

Course code: HRD120

Duration: Six hours

### Introduction

Change is a constant in today's world. This one-day course is tailored to develop and increase your coping skills and knowledge during times of change. It highlights the strategies to cope with different stages of your reactions to change as well as how to thrive and grow in change.

It is an interactive course with fun games and exercises. You will benefit from different perspectives about the nature of change, how change affects individuals and strategies for coping with change.

### Learning Outcomes

- Identify barriers to coping with change;
- Cope with the four stages of reactions to change; and
- Grow and develop strategically in change.

## CUSTOMER SERVICE: A LOST ART\*

Course code: HRD061

Duration: Six hours

### Introduction

Customer service is critical to a successful business as well as a successful career. This interactive course discusses what good customer service is, the strategy to delivering excellent customer service and how to deal with all types of difficult customers.

It will help you train yourself, your staff and your team to head off problems and rise to a level of service excellence. We added new games, exercises and videos to this course.

### Learning Outcomes

- Identify areas to improve your customer service;
- Apply knowledge and skills to deliver good customer service; and
- Deal with different types of customers effectively.

\* Required for CPM candidates

## NEGOTIATING FOR SUCCESS\*

Course code: HRD140

Duration: Six hours

### Introduction

Effective negotiation helps you to resolve situations when what you want conflicts with what someone else wants. This course explores strategies to achieve win-win negotiations under a variety of occasions.

### Learning Outcomes

- Identify traits of effective negotiators;
- Identify the advantages and disadvantages of different negotiation styles;
- Apply the appropriate negotiation style in a negotiation;
- Distinguish the differences between interest and position in a negotiation;
- Use BANTA appropriately in a negotiation;
- Apply effective questioning techniques; and
- Develop assertiveness; and
- Identify major sources of power in negotiation.

*\* Required for CPM candidates*

## EFFECTIVE COMMUNICATION SKILLS\*

Course code: HRD119

Duration: Six hours

### Introduction

Effective communication enables us to resolve differences, build trust and respect, and create environments where creative ideas, problem solving, affection and caring can flourish.

By learning effective communication skills in this game-based interactive course, you can better connect with your family, friends, customers and coworkers.

### Learning Outcomes

- Communicate effectively in person;
- Conduct presentations effectively; and
- Apply effective persuasion and negotiation strategies.

*\* Required for CPM candidates*

## TIME MANAGEMENT SKILLS

Course code: HRD121      Duration: Six hours

### Introduction

This course provides a different perspective of time management and introduces several essential time management skills. By applying the techniques, you will gain extra productive hours, your efficiency and productivity will increase, and you will have more control over your life.

### Learning Outcomes

- Plan and prioritize tasks effectively;
- Improve concentration;
- Overcome procrastination; and
- Delegate people effectively.

## EVERYDAY CREATIVITY

Course code: HRD020      Duration: Six hours

### Introduction

This course rejects the notion that creativity is an innate talent reserved for the few. Everyday Creativity teaches that creativity is a muscle that must be flexed on a daily basis to promote innovation and idea generation. By developing our own definition of creativity, learning how to make connections within our experiences, and examining common elements of a creative process, this course encourages you to recognize and harness your own creative practice. Rather than asking the question, “How creative are you?” you will ask yourself, “How are you creative?”

### Learning Outcomes

- Define creativity and understand your creative thinking process;
- Develop and maintain a creative wellspring;
- Learn the benefits of creativity within a framework;
- Discover your inner innovator; and
- Understand how to practice creativity every day.

## THE 5 CHOICES TO EXTRAORDINARY PRODUCTIVITY

Course code: HRD106

Duration: Two days

### Fee-based

### Introduction

The barrage of information coming at us from multiple sources (e.g., texts, emails, tweets, blogs and alerts), coupled with the demands of our careers, are overwhelming and distracting. Franklin Covey's "The 5 Choices to Extraordinary Productivity" solution inspires you to apply a process that will dramatically increase your ability to achieve life's most important outcomes. Supported by science and years of experience, this solution not only produces a measurable increase in productivity, but also provides a renewed sense of engagement and accomplishment.

### Learning Outcomes

- Learn how to better filter vitally important priorities from distractions so you can make a real contribution;
- Define the desired outcomes for your most important professional and personal roles to get motivated to achieve extraordinary results;
- Learn the planning systems that lead you to feel more accomplished virtually every day;
- Create a productivity engine by optimizing Outlook; and
- Implement the 5 Energy Drivers to consistently recharge mental and physical energy.

## INTERVIEWING: PUT YOUR BEST SELF FORWARD

Course code: HRD111

Duration: Six hours

### Introduction

This one-day course focuses on innovative ideas that teach state employees to put their best self forward with confidence when interviewing for jobs. The course objectives will be met through classroom instruction and student participation.

### Learning Outcomes

- Identify appropriate skills and develop techniques to use in putting your best self forward before, during and after the interview process;
- Effectively use written and verbal communication skills in the interview process;
- Recognize good and bad habits seen and used in the interview process; and
- Design a personal interview plan to use for the next interview opportunity.

## IT'S ALL ABOUT YOU: BRANDING FOR A CONFIDENT YOU

Course code: HRD100

Duration: Six hours

### Introduction

Personal branding is a process that helps you identify and focus your natural strengths, talents, passions, ideals, values and experiences so your daily actions, connections and accomplishments move you ever closer to achieving your ultimate personal vision.

This one-day course is filled with basic, fundamental questions about you and requires self-reflection, self-awareness, honesty and sharing. Your brand is your reputation. It is the core of who you are, what you have to offer and how you operate. You can use your brand to present your best self and shape others' perception of you.

### Learning Outcomes

- Identify the benefits of personal branding;
- Apply methods that develop your personal brand;
- Identify positive personal characteristics and barriers to being the best you; and
- Project your brand.

## MANAGING CONFLICT\*

Course code: HRD028

Duration: Six hours

### Introduction

Controversy, conflict and crisis are an inevitable part of organizational life. This course will examine constructive strategic methods for positively dealing with conflict.

### Learning Outcomes

- Assess your most likely conflict resolution behavior;
- Identify methods for dealing with behaviors of others in conflict situations;
- Practice the interpersonal skills necessary for dealing with conflict;
- Identify the four common methods for dealing with conflict and assess the appropriateness of each; and
- Apply the win-win method to a state agency situation.

\* Required for CPM candidates

## BUSINESS WRITING SKILLS\*

Course code: HRD117

Duration: Six hours

### Introduction

You will not learn dangling participles, prepositional phrases or the like in this course. It is designed to broaden your writing skills by building on what you already know. In the end, you will know how to get “write” to the point, simply and concisely.

### Learning Outcomes

- Learn to write simply and concisely;
- Learn various methods for getting started, ready or not;
- Identify words and/or phrases to be avoided; and
- Write messages that people will want to read.

## POWERFUL EMOTIONS: PERSONALITY STYLES AND EMOTIONS

Course code: HRD093

Duration: Two days

### Introduction

For most of us, emotions in the workplace are confusing, and at times ambush us and draw us into unwanted conflicts. In this course, you will study different personality styles and emotions and how to be equipped to deal with them effectively.

### Learning Outcomes

- Understand different personality styles;
- Understand emotions: what they are and why we have them;
- Be able to work with emotions and emotional people; and
- Be equipped to deal with conflict, anger and grief in the workplace.

## PRODUCTIVE MEETINGS FOR BETTER RESULTS

Course code: HRD123

Duration: Six hours

### Introduction

This interactive, one-day course is designed to help you plan, lead and participate in business meetings that are productive and effective. You will learn to determine if meetings are necessary, how to prepare and lead them. Your meetings become appreciated, rather than dreaded.

### Learning Outcomes

- Determine the best way to share or gain information – to meet or not to meet;
- Learn to prepare agendas and apply techniques that keep meetings moving in the right direction; and
- Demonstrate understanding through in-course activities.

## SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE: SIGNATURE\*

Course code: HRD052

Duration: Three days

### Fee-based

### Introduction

In this course, participants will learn how to take initiative, balance key priorities, improve interpersonal communication, leverage creative collaboration and apply principles for achieving a balanced life. Participants not only learn, but also use, processes and tools to live and apply the seven habits.

### Learning Outcomes

By applying the strategies learned in this course, you will foster:

- Habit 1: Be Proactive;
- Habit 2: Begin With the End in Mind;
- Habit 3: Put First Things First;
- Habit 4: Think Win-Win;
- Habit 5: Seek First to Understand Then to be Understood;
- Habit 6: Synergize; and
- Habit 7: Sharpen Your Saw.

\* Required for CPM candidates

## SPECTRUM TEMPERAMENT DEVELOPMENT

Course code: HRD091

Duration: Six hours

### Fee-based

### Introduction

You will benefit from learning about your true colors in the Spectrum Temperament Development course as a way to help communicate better with one another. A temperament is a set of behaviors, skills and preferences motivated by a core need. Every human being is born with a natural temperament. Your natural temperament directly influences your attitudes, behaviors and perceptions.

### Learning Outcomes

- Identify your Full Color Spectrum profile;
- Distinguish the core needs, joys, values and stressors of each color group;
- Recognize the untapped potential for self-improvement within other color groups; and
- Learn to acknowledge the perspectives of others and reframe thinking to appreciate different working styles.

## PRESENTATION SKILLS\*

Course code: HRD118

Duration: Two days

### Introduction

This two-day course is designed to help make preparing and giving presentations easier. It is an interactive course and it covers basic skills. Be ready, because you will be thrust into the spotlight to practice your newly learned skills in impromptu and timed presentations before the class.

You will receive material for class work and future reference. There is a homework assignment with this course.

### Learning Outcomes

- Review techniques, verbal and nonverbal, that enhance oral presentations;
- Identify skills that lead to better oral presentations; and
- Practice learned techniques in an oral, timed presentation.

\* Required for CPM candidates

INFLUENCING EMPLOYEE ENGAGEMENT  
LEADING EMPLOYEES THROUGH CHANGE  
PERFORMANCE MANAGEMENT PROCESS  
**TEAM LEADERSHIP**  
TRANSITIONING INTO A SUPERVISORY ROLE  
PROGRAM DEVELOPMENT AND EVALUATION  
PROJECT MANAGE  
VIOLENCE IN THE WOR  
ADMINISTERING THE STRUCTURED  
DISCOVER THE LEADER  
INFLUENCING EMPLOYEE ENGAGEMENT  
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**TEAM LEADERSHIP**  
TRANSITIONING INTO A SUPERVISORY ROLE  
PROGRAM DEVELOPMENT AND EVALUATION

**LEADERSHIP AND  
MANAGEMENT  
DEVELOPMENT**



## ADMINISTERING THE STRUCTURED INTERVIEW

Course code: HRD116

Duration: Six hours

### Introduction

Hiring the right person the right way is critical in state government. This course aims to provide instructions to enhance the quality of information gathered from employment interviews and strengthen the legal defensibility of the interviewing phase of the selection process.

### Learning Outcomes

- Describe the components of a structured interview;
- Explain why some questions are inappropriate or may indicate illegal discrimination;
- Write three appropriate questions with benchmark answers for a structured interview for a specific job;
- Answer at least 70 percent on an open-manual exam within a given time period; and
- Identify common rater errors.

## DISCOVER THE LEADER IN YOU\* (NEW)

Course code: HRD135

Duration: Six hours

### Introduction

This course helps you clarify your purpose for leading, understand who you are as leader in the context of both your work and your personal life, as well as articulate your leadership strengths and areas for development.

### Learning Outcomes

- Articulate your leadership visions;
- Identify your leadership motivators;
- Identify your core values;
- Be aware of your strengths and weaknesses of leadership skills;
- Apply different types of leadership learning styles; and
- Build your CAR (Challenge-Action-Result) stories.

\* Required for CPM candidates

## INFLUENCING EMPLOYEE ENGAGEMENT\* (NEW)

Course code: HRD138

Duration: Two Days

### Introduction

Good management is critical to the success of retaining and engaging employees and bad management is often cited as the reason why employees leave their jobs. This course provides a set of tools and strategies managers can use to influence employee engagement and help them succeed.

### Learning Outcomes

- Identify motivators for employee engagement;
- Understand two fundamental motivational theories;
- Demonstrate how to show care to employees;
- Reward and recognize employees effectively;
- Design job tasks that help employees to achieve an effective work flow;
- Create meaning for employees' work;
- Develop employees for their career advancement;
- Build a healthy culture for employee engagement; and
- Become a model that is worth following.

## LEADING EMPLOYEES THROUGH CHANGE

Course code: HRD115

Duration: Six hours

### Introduction

Change management provides a competitive advantage, allowing managers to effectively implement change to meet agency needs. When change management is done well, people feel engaged in the change process and work collectively toward a common goal, realizing benefits and delivering results.

This course provides a structured process and set of tools for managers to lead the people side of change to achieve a desired outcome. It is designed for those who have a responsibility to lead change and manage people through change at work.

### Learning Outcomes

- Identify the impact of organizational change on people;
- Strategically lead and motivate people through cultural or organizational change;
- Strategically communicate change; and
- Help team members cope with change.

## PERFORMANCE MANAGEMENT PROCESS\*

Course code: HRD033      Duration: Eight hours

### Introduction

This interactive course is designed to teach you to use Performance Management Process (PMP) to help your employees improve and grow. In this course, you will explore the best practices for planning, coaching and reviewing, as well as how to fill in the actual PMP form.

### Learning Outcomes

- Reflect on the performance management process;
- Plan effectively for performance management;
- Coach effectively in the performance management process; and
- Conduct performance reviews effectively.

*\* Required for CPM candidates*

## TEAM LEADERSHIP\* (NEW)

Course code: HRD130      Duration: Three days

### Introduction

In order for your team to be effective, you need the skills to lead them effectively. This engaging and interactive course helps you discover the secrets that all great team leaders know and understand the obstacles that keep your team from success.

### Learning Outcomes

- Understand essential team basics;
- Apply effective team leadership;
- Create a healthy team climate; and
- Develop people smartly.

*\* Required for CPM candidates*

## TRANSITIONING INTO A SUPERVISORY ROLE\* (NEW)

Course code: HRD142

Duration: Two days

### Introduction

If you are a new supervisor, this engaging two-day course will provide you with practical tools and skills to transition into your new role smoothly and effectively.

### Learning Outcomes

- Understand the roles and responsibilities of a new supervisor;
- Communicate effectively with different types of stakeholders for the benefit of the team;
- Conduct effective meetings;
- Delegate tasks effectively to employees;
- Dispense criticism and discipline appropriately as a fair-minded, respected supervisor;
- Cultivate new networks to help employees seize promotions and greater career opportunities; and
- Deal with five challenges to succeed in supervising.

## PROGRAM DEVELOPMENT AND EVALUATION\* (NEW)

Course code: HRD141

Duration: Two Days

### Introduction

This course provides an introduction to the methods used to develop and evaluate programs. Case studies and evaluation models will be examined to see the application of the steps and methods learned. This is a two-day course which involves group work and experiential activities, and culminates in group presentations.

### Learning Outcomes

- Learn to develop, implement and evaluate programs;
- Define the basic elements of program development and evaluation; assessment, goals and objectives, planning, implementation and evaluation;
- Differentiate between process, formative, impact, outcome and summative evaluation;
- Understand and discuss reasons for evaluation;
- Identify different data collection methods used in assessment and evaluation of programs; and
- Examine different evaluation models.

## PROJECT MANAGEMENT

Course code: HRD073

Duration: Six hours

### Introduction

You will learn a process for skillfully managing projects in this course. It provides a broad overview that will help you and your teams craft and deliver high-quality projects on time and within budget.

### Learning Outcomes

- List the four parts of a project;
- Determine Mission, Authority and Plan (M.A.P.) of a project;
- Prioritize and assign tasks and resources for a project;
- Implement and control project tasks; and
- Conclude and deliver a project.

## VIOLENCE IN THE WORKPLACE\*

Course code: HRD047

Duration: Six hours

### Introduction

Workplace violence is a major concern. This course helps you recognize who could be a candidate for violent behavior, discusses prevention strategies and establishes security guidelines. You will learn the definition of workplace violence, the categories of workplace homicide and the comparisons between the U.S. and other nations.

### Learning Outcomes

- Identify workplace violence;
- Identify why this issue is so important today;
- Identify potential perpetrators of workplace violence; and
- Develop a plan that deals with the issue of workplace violence.

\* Required for CPM candidates

EMPLOYEE GRIEVANCES AND APPEALS  
ETHICS IN PUBLIC MANAGEMENT  
EEO TRAINING FOR MANAGERS  
HOW TO INVESTIGATE INCIDENTS  
INVESTIGATING WORKPLACE HARASSMENT  
BEHAVIOR AND EMERGENCY RESPONSE  
PROGRESSIVE DISCIPLINE  
ADMINISTRATIVE

**RULES AND COMPLIANCE**



## ADMINISTRATIVE LAW\*

Course code: HRD001

Duration: Six hours

### Introduction

Understanding the nature and impact of administrative law is essential for effective management. The relationship of ethics at work, the legislative process and agency rules and regulations are all interwoven with administrative law.

This course will provide you with the information and knowledge to understand the role that administrative law plays in the daily performance of your agency. You will also have opportunities to review and analyze actual cases.

### Learning Outcomes

- Understand the background of administrative law;
- Identify the impact of administrative rules and regulations;
- Identify the limits placed on the powers of administrative agencies; and
- Apply knowledge of administrative law in the workplace.

## EMPLOYEE GRIEVANCES AND APPEALS

Course code: HRD050

Duration: Six hours

### Introduction

The Oklahoma Personnel Act empowers the Merit Protection Commission to provide oversight and accountability through individual employment situations for the quality management of the state's human resources. The commission's grievance and appeals programs provide due process for employees who protest agency decisions or actions that affect their employment. This course explains these processes and examines strategies for using them and managing with them.

### Learning Outcomes

- Understand the commission's role in state government;
- Understand the purpose of grievances and appeals;
- Identify the procedures, roles and responsibilities within the processes;
- Understand the rules and laws governing the processes;
- Understand the benefits of the provisions; and
- Apply tools effectively in work and management in light of these provisions.

## ETHICS IN PUBLIC MANAGEMENT\*

Course code: HRD019

Duration: Six hours

### Introduction

State agency managers, as well as employees, must understand the importance of ethical factors in the daily work environment, especially when making complex decisions and implementing agency policies. This course focuses on ethics as the output of applying organizational values.

### Learning Outcomes

- Define ethics in a business context and in relationship to public employees;
- Analyze situations to identify ethical issues and choose a justifiable course of action;
- Identify some of the more common ethical pitfalls;
- Identify resources for rules and professional and legal guidelines that govern ethical conduct in the workplace; and
- Resolve issues related to whistle-blowing and review protections afforded to whistle-blowers.

## EEO TRAINING FOR MANAGERS

Course code: HRD136

Duration: Four hours

### Introduction

This course provides training to assist managers and stakeholder groups in understanding and preventing workplace discrimination.

### Learning Outcomes

- Understand EEO definition and laws;
- Understand and prevent discrimination based on sex (including pregnancy);
- Understand and prevent discrimination based on race, religion, age or disability;
- Understand and prevent discrimination based on national origin or genetic information; and
- Field complaints and charges.

## HOW TO INVESTIGATE INCIDENTS

Course code: HRD107

Duration: Six hours

### Introduction

This course is designed to give you the tools necessary to investigate a variety of liability incidents and workplace injuries. It explores in detail how to conduct an investigation from start to finish and how to properly document the investigation, as well as how to report liability incidents to Risk Management.

### Learning Outcomes

- Conduct an investigation effectively by following the process;
- Document the investigation appropriately; and
- Report liability incidents correctly to Risk Management.

## INVESTIGATING WORKPLACE HARASSMENT (NEW)

Course code: HRD139

Duration: Six hours

### Introduction

As an investigator in workplace harassment, you are faced with a variety of challenges. This course explores tools and strategies to help you conduct an effective investigation.

### Learning Outcomes

- Examine the roles of a discrimination complaint investigator;
- Understand the laws and rules relevant to workplace discrimination;
- Understand the two theories of discrimination and burdens of proof;
- Develop an investigative plan;
- Apply techniques to interview complainant, respondent and witnesses to find facts;
- Weigh the evidence and make a decision;
- Document the investigation effectively; and
- Write the investigative report and follow-up letters.

## BEHAVIOR AND EMERGENCY RESPONSE

Course code: HRD108

Duration: Two days

### Introduction

In this course, you will find out why individuals engage in risky behaviors and how to respond effectively to an emergency situation. You will get to know different types of human behaviors and how those behaviors affect the relationship between supervisors and employees. You will also learn how to be prepared in case of a disaster both at work and home.

### Learning Outcomes

- Understand different types of human behaviors and how those behaviors affect the relationship between supervisors and employees;
- Improve negative behaviors and strengthen positive behaviors effectively; and
- Know how to prepare for a disaster both at work and home.

## PROGRESSIVE DISCIPLINE\*

Course code: HRD038

Duration: Six hours

### Introduction

This course enables you to resolve employee disciplinary problems in a manner that conforms to merit rules and state law. It is beneficial to the employee, the supervisor and the agency.

### Learning Outcomes

- Identify the steps of informal and formal discipline;
- Define responsibilities in the discipline process;
- Examine Merit Rules and state law in regard to disciplinary action;
- Discuss case studies of employee disciplinary problems; and
- Apply necessary documentation for a disciplinary action during an exercise in the use of discipline in a practice situation.

\* Required for CPM candidates

DISABILITY AWARENESS

WORKING IN A MULTIGENERATIONAL WORKFORCE  
SEXUAL HARASSMENT AND DISCRIMINATION

CULTURAL COMPETENCY

DISABILITY AWARENESS

WORKING IN A MULTIGENERATIONAL WORKFORCE  
SEXUAL HARASSMENT AND DISCRIMINATION

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**DIVERSITY  
AWARENESS**



## CULTURAL COMPETENCY

Course code: HRD075

Duration: Six hours

### Introduction

In today's world, it is increasingly important to work and live together with people from diverse backgrounds. Prejudices, fears and stereotyping about people who are different from us are learned behaviors that often interfere with healthy communication and trust between individuals and groups of different racial, ethnic and cultural backgrounds. Since these behaviors are learned, they can also be unlearned.

### Learning Outcomes

- Understand the elements of cultural competence;
- Understand several theories of cultural competence;
- Understand how the stages of cultural competence affect interactions; and
- Understand some barriers to cross-cultural team relationships.

## DISABILITY AWARENESS

Course code: HRD014

Duration: Six hours

### Introduction

This course explains different aspects of disability law, technical assistance, information and referral, employment and the Client Assistance Program (CAP). You will receive general knowledge on where to direct employees with disability complaints and also the supervisor's role regarding reasonable accommodation and disability etiquette.

### Learning Outcomes

- Review the Americans with Disabilities Act (ADA), the Rehabilitation Act and other pertinent laws;
- Examine supervisor's responsibilities and the rights of those with disabilities;
- Describe issues related to the employment of people with disabilities;
- Become familiar with the various services and referral sources available to people with disabilities;
- Define who is eligible for CAP; and
- Describe types of services provided by CAP.

## WORKING IN A MULTIGENERATIONAL WORKFORCE\*

Course code: HRD122

Duration: Six hours

### Introduction

The American workplace has four generations of employees ranging from those who served in or lived through World War II to those who do not remember the Berlin Wall. This course explores tools that can enhance productivity in a multigenerational workplace. You will have the opportunity to understand the characteristics of the four generations and become a better observer, listener, co-worker and boss.

### Learning Outcomes

- Describe the four generations: Traditionalists, Baby Boomers, Generation X and Nexters;
- Identify influencers in each generation;
- Determine clash points in the workplace;
- Identify antidotes for clash points; and
- Plan how to use generational diversity productively in workplace.

*\* Required for CPM candidates*

## SEXUAL HARASSMENT AND DISCRIMINATION\*

Course code: HRD042

Duration: Six hours

### Introduction

Sexual harassment and discrimination in the workplace are illegal. This course provides information and knowledge for proper management in situations where sexual harassment and discrimination occur, which will save the manager and the agency from problems of low morale and productivity as well as from litigation costs.

### Learning Outcomes

- Identify the duties required of employers and employees;
- Identify and prevent problems with sexual harassment and discrimination in the workplace; and
- Understand an agency sexual harassment and discrimination policy statement.

*\* Required for CPM candidates*



## EFFECTIVE STRESS MANAGEMENT

Course code: HRD016

Duration: Six hours

### Introduction

This course provides the opportunity for you to recognize when you are under excessive stress, identify the primary sources of your stress and develop some positive, effective stress management techniques.

### Learning Outcomes

- Define and discuss the stress response;
- Identify your physical, intellectual and emotional symptoms of stress;
- Identify your personal and job-related sources of stress;
- List and evaluate various stress management techniques; and
- Participate in relaxation exercises.

## FUN, FUEL AND FITNESS (NEW)

Course code: HRD137

Duration: Six hours

### Introduction

This course was designed to bring physical well-being into your everyday life. Find meaning in your movement that motivates, prioritize self-care, learn the basics of nutrition, and taste foods that are both good and good for you. This class will empower you to be the best version of yourself.

### Learning Outcomes

- Find meaning in your movement to create your unique approach;
- Become aware of barriers that have been standing in your way;
- Discover physical activities that inspire you and that you actually enjoy;
- Learn strategy to sustain the lifelong gift of movement; and
- Learn the basics of nutrition and taste foods that are both good and good for you.

## PRINCIPLES OF FINANCIAL AND RETIREMENT PLANNING

Course code: HRD088

Duration: Six hours

### Introduction

This course covers the basic financial planning tools you need to take control of your finances. These tools include: understanding net worth, financial goals, debt-reduction, setting up a spending plan and saving for retirement. The course also discusses information about OPERS and SoonerSave. The information provided is great for anyone who needs to improve their finances regardless of how many years there are before retirement.

### Learning Outcomes

- Evaluate your current financial situation;
- Understand how your everyday choices can shape your net worth;
- Define and prioritize your financial and lifestyle goals;
- Explore methods for reducing debt and controlling spending;
- Apply wealth-building principles to help you reach your goals; and
- Increase your financial control through use of a spending plan.

## NAVIGATING LIFE AND WORK (NEW)

Course code: HRD143

Duration: Six hours

### Introduction

This course will guide you on how to utilize strategies and build critical skills to navigate the demands of life and work. Navigating Life and Work will give opportunities for you to discover what is needed to be healthy, happy and energized each and every day.

### Learning Outcomes

- Understand the background of the current workplace environment and challenges employees face;
- Define and understand work-life integration and how to create abundance through benefits, practices and cultural norms;
- Define work-life supports and describe various approaches that can be used to provide work-life supports for employees;
- Identify considerations for work-life supports to be successful in an organization;
- Define Total Leadership and identify the set of principles to achieve four-way wins; and
- Identify and build skills for integrating work and life.