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## PERSONAL DEVELOPMENT

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* Required for CPM candidates
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 aim to provide high-quality classes continuously and consistently.

**Professional Development**

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**

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**

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**

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**

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.
**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.

---

**CRITICAL THINKING FOR CRITICAL DECISIONS**

| Course code: HRD152 | Duration: Two days |

**Introduction**

Think Like a Leader, Critical Thinking for Critical Decisions. In the two-day seminar we’ll examine the steps to making a decision by using critical thinking. This five-step process will enable you to make sound decisions based on facts and logic.

**Learning Outcomes**

- Examine the barriers to critical thinking.
- Examine the assumption that can derail the process.
- Learn how to gather and sift through information.
- Learn how to arrive at the right conclusion.
- How to develop a plan of action.
- Consider the connection between critical thinking and emotional intelligence and how to manage emotions when engaging in the decision-making or problem-solving process.
- Participants will use a current or pending problem as their class project. Upon completion of the seminar, participants will understand the RED model for critical thinking (Recognize assumptions, Evaluate arguments and Draw conclusions).
## 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.

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### 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.

---

*Required for CPM candidates*
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.

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
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*

Course code: HRD135  Duration: Six hours

Introduction

This course helps you clarify your purpose for leading, understand who you are as a 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*

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.

* Required for CPM candidates
**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.

---

**TEAM LEADERSHIP***

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.
TRANSITIONING INTO A SUPERVISORY ROLE*

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.

* Required for CPM candidates

PROGRAM DEVELOPMENT AND EVALUATION*

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.

* Required for CPM candidates
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
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.

---

* Required for CPM candidates
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.

* Required for CPM candidates

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.
**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
DEFENSIVE DRIVER

Course code: HRD151  Duration: One day

Introduction

Defensive driving is driving to save lives, time and money in spite of the conditions around you and the actions of others. Defensive driving protects us from what is happening around us.

Learning Outcomes

• Make safe and legal driving decisions.
• Create a safe, stress-free personal driving space in and around your vehicle.
• Drive to your destination safely—without a ticket or a crash and without affecting other drivers’ safety.
• Practice common sense, courtesy, and cooperation.
• Recognize the risks of hazardous driving behaviors and conditions.

LOWERING COST BY REDUCING ON-THE-JOB INJURIES

Course code: HRD145  Duration: One day

Introduction

This class is designed to involve supervisors in recognizing and preventing of workplace injuries and illness through hazard identification.

Learning Outcomes

• Discover how to use loss history data to create a loss prevention program.
WHAT IS RISK MANAGEMENT?
Course code: HRD146  Duration: One day

Introduction
Come join us for the 1,000 ft. overview of Risk Management. The course will help in defining what your role is, identifying hazards, incident prevention, writing a maintenance program, loss claims data reporting and analyzing the data.

WHEN AN INCIDENT HAPPENS: HOW SHOULD IT BE REPORTED?
Course code: HRD144  Duration: One day

Introduction
Prompt reporting of an incident is a critical component to a risk management program. An incident is an unplanned occurrence that resulted or could have resulted in injury to people or damage to property. An incident may also be considered an accident or near miss. When an incident is reported promptly, unsafe conditions are quickly corrected, medical treatment is received and evidence is preserved for administration of potential claims. Incidents should be reviewed to identify trends, effectiveness of current safety programs, and to prevent similar incidents from re-occurring.
DIVERSITY AWARENESS
WORKING IN A MULTIGENERATIONAL WORKFORCE
SEXUAL HARASSMENT AND DISCRIMINATION
CULTURAL COMPETENCY
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CULTURAL COMPETENCY
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
PERSONAL DEVELOPMENT
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.

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

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.