

Office of Personnel Management
Oklahoma City
Tom Steed Center/Rose State College
HRDS Workshop Summary
Spring 2009

March

- 10 Everyday Creativity
- 10 Managing the Troubled Employee thru the EAP Process
- 11 Developing Creative Problem Solving Skills
- 11 Effective Time Management Techniques
- 11-12 Ethics In Public Management
- 12 Applied Leadership
- 12 Performance Management Process (PMP)
- 13 Customer Service: A Lost Art
- 13 Delegation and Control
- 13 Writing Skills for Managers
- 17 Developing Effective Negotiating Skills
- 17 Emotional Intelligence
- 17 Personnel Policies and Practices
- 18 Effective Stress Management
- 18 Managing Conflict
- 18-19 Challenges of Supervision
- 20 How to Conduct On-the-Job Training
- 23 One Minute Manager
- 24 Managing Diversity In the Workplace
- 24 Productive Meetings
- 25 Advanced Creative Problem Solving
- 25-26 The Changing Workplace
- 27 Sexual Harassment & Discrimination In the Workplace
- 27 Violence In the Workplace
- 31 Structured Interview Process
- 31 Team Building

April

- 1 Administrative Law
- 1-2 Quality Oklahoma Processes
- 1-2 Skills for Effective Presentations ▲ (CPM Candidates Only)
- 3 Legislative Process
- 3 Performance Management Process (PMP)
- 6 Say OK to Your Health
- 7 Awards and Recognitions
- 7 Customer Service: A Lost Art
- 8 Effective Stress Management
- 8-9 Strategies for Improving Communication
- 9 Effective Communication In Management
- 14 Employee Grievances and Appeals
- 15 Applied Leadership

April Continued

- 15 Managing a Multigenerational Workforce
- 16 Managing Conflict
- 16 Motivating for Performance
- 20 Safety Management
- 20-21 Ethics In Public Management
- 21 Performance Management Process (PMP)
- 22 Developing Creative Problem Solving Skills
- 23 Change Management
- 23 Sexual Harassment & Discrimination In the Workplace
- 24 Personnel Policies and Practices
- 27 Say OK to Your Health
- 28 Structured Interview Process
- 29 Developing Effective Negotiating Skills
- 29-30 Challenges of Supervision
- 30 Gender Issues In Management

May

- 1 Customer Service: A Lost Art
- 1 Emotional Intelligence
- 6 Team Building
- 7 Managing a Multigenerational Workforce
- 8 Lateral Thinking for Supervisors
- 8 Progressive Discipline
- 11 Administrative Law
- 12 Effective Communication In Management
- 12-13 Strategies for Improving Communication
- 13 Performance Management Process (PMP)
- 14 Motivating for Performance
- 15 Risk Management: The Overview ★ △
- 18 Managing Diversity In the Workplace
- 18 Say OK to Your Health
- 19 Advanced Creative Problem Solving
- 19 Policy Analysis
- 20 Employee Grievances and Appeals
- 20 Program Evaluation
- 21 Business Etiquette
- 21 Everyday Creativity
- 27 Conducting Effective Group Meetings ▲ (CPM Candidates Only)
- 27 One Minute Manager
- 28 Developing Creative Problem Solving Skills
- 29 Effective Time Management Techniques
- 29 Violence In the Workplace

June

- 1 Applied Leadership
- 2 Managing Conflict
- 2 Sexual Harassment & Discrimination In the Workplace

June Continued

2-3	Systems Management ▲ (CPM Candidates Only)
3	Progressive Discipline
3-4	Skills for Effective Presentations
5	Managing a Multigenerational Workforce
5	Personnel Policies and Practices
8	Effective Stress Management
8	Say OK to Your Health
9	Delegation and Control
9	Productive Meetings
9-10	Challenges of Supervision
10	Emotional Intelligence
11	Effective Communication In Management
11	Risk Control △ [NEW]
12	Customer Service: A Lost Art
12	Legislative Process
15	Change Management
15	One Minute Manager
16	Writing Skills for Managers
16-17	Ethics In Public Management
17	Developing Effective Negotiating Skills
18	Awards and Recognitions
18	Performance Management Process (PMP)
19	How to Conduct On-the-Job Training
19	Motivating for Performance

▲ **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.**

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

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

HRDS Workshop Summary
Spring 2009

March

- 10 Disability Awareness Workshop
- 24 Disability Awareness Workshop

April

- 14 Disability Awareness Workshop

Office of Personnel Management
Norman
Moore-Norman Technology Center
4701 12th Avenue N.W., Room A200
(405) 364-5763
HRDS Workshop Summary
Spring 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.

March

17	Managing the Troubled Employee thru the EAP Process	Room A200
23	Say OK to Your Health	Room A200

April

17	Violence In the Workplace	Room A200
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May

13	Customer Service: A Lost Art	Room A110
19	Effective Stress Management	Room A200

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
Spring 2009

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

March

19-20	Skills for Effective Presentations	Room 110/North Hall
23	Developing Creative Problem Solving Skills	Room 110/North Hall
30	Performance Management Process (PMP)	Room 110/North Hall

April

6	Effective Time Management Techniques	Room 110/North Hall
17	Customer Service: A Lost Art	Room 110/North Hall
20	Team Building	Room 110/North Hall
24	Effective Communication In Management	Room 110/North Hall
28	Effective Stress Management	Room 110/North Hall

May

12-13	Challenges of Supervision	Room 110/North Hall
29	Productive Meetings	Room 110/North Hall

June

2-3	Strategies for Improving Communication	Room 110/North Hall
5	Violence In the Workplace	Room 110/North Hall
12	Business Etiquette	Room 110/North Hall

