

TOM STEED DEVELOPMENT CENTER/ROSE STATE COLLEGE
(Interstate 40 at the Hudiburg Exit – Midwest City, Oklahoma)

Administrative Law	HRD001	4/6	5/6				
Advanced Creative Problem Solving	HRD002	4/12	6/4				
Applied Leadership	HRD003	3/23					
Awards and Recognitions	HRD004	3/9	5/21				
Business Etiquette	HRD005	5/18					
Challenges of Supervision	HRD006	4/1-2	6/10-11				
Change Management	HRD007	4/27					
Coaching and Mentoring	HRD074	4/1	5/6				
Cultural Competency	HRD075	3/30	5/27				
Customer Service: A Lost Art	HRD061	3/16	4/13	5/12	6/9		
Delegation and Control	HRD011	4/20					
Developing Creative Problem Solving Skills	HRD012	3/9	4/29				
Developing Effective Negotiating Skills	HRD013	3/11	4/21	5/26			
Disability Awareness	HRD014	3/25	6/15				
Effective Communication In Management	HRD015	3/22	4/22	6/2			
Effective Stress Management	HRD016	3/11	3/23	5/19			
Effective Time Management Techniques	HRD017	3/8	5/17				
Emotional Intelligence	HRD018	3/26	5/7	6/8			
Employee Grievances and Appeals	HRD050	5/11					
Ethics In Public Management	HRD019	4/1-2	6/3-4				
Everyday Creativity	HRD020	4/14					
Facilitation Skills ★	HRD021	--THIS WORKSHOP WILL NOT BE OFFERED THIS SEMESTER--					
Gender Issues In Management	HRD022	4/14					
How to Conduct On-the-Job Training	HRD023	3/19					
Lateral Thinking for Supervisors	HRD024	5/3					
Leadership: Keys to Effectiveness	HRD077	3/24	5/13				
Legislative Process	HRD025	4/29					
Managing a Multigenerational Workforce	HRD027	3/10	4/23	6/16			
Managing Conflict	HRD028	3/18	4/28	6/18			
Managing the Troubled Employee through the EAP Process	HRD030	3/10					
Mediation Skills for Personnel Supervisors ◆	HRD059	5/19-20					
Motivating for Performance	HRD031	4/15	6/10				
One Minute Manager	HRD032	3/22	5/5				
Performance Management Process (PMP)	HRD033	3/31	4/30	6/7			
Personnel Policies and Practices	HRD034	3/30	4/29	5/25			
Policy Analysis	HRD036	5/25					
Power of Positive Reinforcement	HRD079	3/11	5/14				
Productive Meetings	HRD062	3/16	5/27				
Program Evaluation	HRD037	4/16					
Progressive Discipline	HRD038	3/29	6/10				
Project Management	HRD073	3/17	5/28				
Quality Oklahoma Processes	HRD039	<i>These two workshops have been replaced by the new Tools and Processes for Problem Solving and Continuous Improvement workshop).</i>					
Quality Tools	HRD040						
Risk Control ®	HRD069	4/28					
Risk Management : The Overview ®	HRD068	3/31					
Safety Management	HRD041	5/24					
Say OK to Your Health (EBC Wellness Program)	HRD063	3/12	3/26	4/9	4/23		
Sexual Harassment and Discrimination in the Workplace	HRD042	4/26	5/10	6/14			
Skills for Effective Presentations	HRD043	3/25-26					
Strategies for Improving Communication	HRD044	3/23-24	6/8-9				
Structured Interview Process	HRD045	4/27	6/3				
Team Building	HRD046	4/8	6/17				

PLEASE SEE REVERSE SIDE FOR MORE WORKSHOPS AND LOCATIONS

TOM STEED DEVELOPMENT CENTER/ROSE STATE COLLEGE (continued) (Interstate 40 at the Hudiburg Exit – Midwest City, Oklahoma)						
Tools and Processes for Problem Solving and Continuous Improvement [NEW]	HRD081	4/20-21	This workshop replaces both the Quality Oklahoma Processes and Quality Tools workshops.			
Violence In the Workplace	HRD047	3/12	4/16			
Writing Skills for Managers	HRD049	3/12	6/2			

MOORE-NORMAN TECHNOLOGY CENTER (4701 12 th Avenue N.W./Interstate 35 at Franklin Road – Norman, Oklahoma)						
Customer Service: A Lost Art	HRD061	3/22	Room A200			
Delegation and Control	HRD011	6/2	Room A200			
Effective Stress Management	HRD016	6/16	Room A200			
Managing the Troubled Employee through the EAP Process	HRD030	3/17	Room A200			
Say OK to Your Health (EBC Wellness Program)	HRD063	5/7	Room A200			
Violence In the Workplace	HRD047	4/2	Room A200			

OKLAHOMA STATE UNIVERSITY IN TULSA (Interstate 244 at the Cincinnati/Detroit Exit/700 North Greenwood – Tulsa, Oklahoma)						
Business Etiquette	HRD005	6/11	Room 110			
Challenges of Supervision	HRD006	5/27-28	Room 110			
Coaching and Mentoring	HRD074	6/18	Room 106			
Customer Service: A Lost Art	HRD061	4/6	Room 155			
Developing Creative Problem Solving Skills	HRD012	5/25	Room 110			
Disability Awareness	HRD014	5/4	Room 155			
Effective Communication In Management	HRD015	6/17	Room 106			
Effective Stress Management	HRD016	5/5	Room 153			
Effective Time Management Techniques	HRD017	4/8	Room 110			
Performance Management Process	HRD033	5/7	Room 153			
Productive Meetings	HRD062	5/14	Room 110			
Skills for Effective Presentations	HRD043	4/1-2	Room 104			
Strategies for Improving Communication	HRD044	4/14-15	Room 108			
Team Building	HRD046	5/20	Room 110			
Violence In the Workplace	HRD047	4/30	Room 110			

301 BUILDING (301 N.W. 63 rd Street at Harvey/Room 110 – Oklahoma City, Oklahoma)						
Winning the Workplace Challenge	HRD078	3/10	4/12	5/13	6/16	

- Participants must be directly involved with risk management activities within their agency in order to attend these workshops. The
- ® **Risk Management: The Overview** workshop replaces the workshop entitled **Controlling Budgets Through Agency Risk Management: An Overview**.
 - ★ Participants must have already taken both the **Quality Oklahoma Processes** and **Quality Tools** workshops, or the **Tools and Processes for Problem Solving and Continuing Improvement** workshop, before they can attend the **Facilitation Skills** workshop.
 - ◆ For graduates of the Certified Public Manager (CPM) Program, the Certified Personnel Professional (CPP) Program, or individuals who handle grievance matters in an agency only. **This is a 2-day workshop.**

PLEASE NOTE: The following workshops will no longer be offered through the OPM/HRDS training schedule: **Listening Skills for Managers, Managing Diversity In the Workplace, and Misunderstanding In the Age of Communication.** Much of the information from those workshops has been incorporated into other or new workshop titles.