

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

***March***

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8	Effective Time Management Techniques
9	Awards and Recognitions
9	Developing Creative Problem Solving Skills
10	Managing a Multigenerational Workforce
10	Managing the Troubled Employee thru the EAP Process
11	Developing Effective Negotiating Skills
11	Effective Stress Management
11	Power of Positive Reinforcement
12	Say OK to Your Health
12	Violence In the Workplace
12	Writing Skills for Managers
16	Customer Service: A Lost Art
16	Productive Meetings
17	Project Management
18	Managing Conflict
19	How to Conduct On-the-Job Training
22	Effective Communication In Management
22	One Minute Manager
23	Applied Leadership
23	Effective Stress Management
23-24	Strategies for Improving Communication
24	Leadership: Keys to Effectiveness
25	Disability Awareness
25-26	Skills for Effective Presentations
26	Emotional Intelligence
26	Say OK to Your Health
29	Progressive Discipline
30	Cultural Competency
30	Personnel Policies and Practices
31	Performance Management Process (PMP)
31	Risk Management: The Overview Δ

***April***

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1	Coaching and Mentoring
1-2	Challenges of Supervision
1-2	Ethics In Public Management
6	Administrative Law
7	Conducting Effective Group Meetings ▲ (CPM Candidates Only)
8	Team Building
9	Say OK to Your Health
12	Advanced Creative Problem Solving
13	Customer Service: A Lost Art

## **April Continued**

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- 14 Everyday Creativity
- 14 Gender Issues In Management
- 15 Motivating for Performance
- 16 Program Evaluation
- 16 Violence In the Workplace
- 20 Delegation and Control
- 20-21 Tools and Processes for Problem Solving & Continuous Improvement [NEW] ■
- 21 Developing Effective Negotiating Skills
- 22 Effective Communication In Management
- 23 Managing a Multigenerational Workforce
- 23 Say OK to Your Health
- 26 Sexual Harassment & Discrimination In the Workplace
- 27 Change Management
- 27 Structured Interview Process
- 28 Managing Conflict
- 28 Risk Control △
- 29 Developing Creative Problem Solving Skills
- 29 Legislative Process
- 29 Personnel Policies and Practices
- 30 Performance Management Process (PMP)

## **May**

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- 3 Lateral Thinking for Supervisors
- 4-5 Systems Management ▲ (CPM Candidates Only)
- 5 One Minute Manager
- 6 Administrative Law
- 6 Coaching and Mentoring
- 7 Emotional Intelligence
- 10 Sexual Harassment & Discrimination In the Workplace
- 11 Employee Grievances and Appeals
- 12 Customer Service: A Lost Art
- 13 Leadership: Keys to Effectiveness
- 14 Power of Positive Reinforcement
- 17 Effective Time Management Techniques
- 18 Business Etiquette
- 19 Effective Stress Management
- 19-20 Mediation Skills for Personnel Supervisors ◆
- 21 Awards and Recognitions
- 24 Safety Management △
- 25 Personnel Policies and Practices
- 25 Policy Analysis
- 26 Developing Effective Negotiating Skills
- 27 Cultural Competency
- 27 Productive Meetings
- 28 Project Management

## ***June***

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2	Effective Communication In Management
2	Writing Skills for Managers
3	Structured Interview Process
3-4	Ethics In Public Management
4	Advanced Creative Problem Solving
7	Performance Management Process (PMP)
8	Emotional Intelligence
8-9	Strategies for Improving Communication
9	Customer Service: A Lost Art
10	Motivating for Performance
10	Progressive Discipline
10-11	Challenges of Supervision
14	Sexual Harassment & Discrimination In the Workplace
15	Disability Awareness
16	Managing a Multigenerational Workforce
17	Team Building
18	Managing Conflict

- ▲ **This workshop is for Certified Public Manager (CPM) Program candidates only. Participants must attend every day of this supervisory training to receive credit.**
- △ **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.**
- ◆ **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 workshop replaces both the “Quality Oklahoma Processes” and the “Quality Tools” workshops. Those two workshop titles have been discontinued.**

### **REFERENCES:**

CPM: Certified Public Manager Program  
EAP: Employee Assistance Program  
OPM: Office of Personnel Management

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*Office of Personnel Management*  
**301 Building – Oklahoma City**  
301 N.W. 63<sup>rd</sup> Street (at Harvey Avenue)  
Room 110  
(405) 848-2171

**HRDS Workshop Summary**  
*Spring 2010*

***March***

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10      Winning the Workplace Challenge

***April***

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12      Winning the Workplace Challenge

***May***

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13      Winning the Workplace Challenge

***June***

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16      Winning the Workplace Challenge

*Office of Personnel Management*  
**Norman**  
**Moore-Norman Technology Center**  
4701 12<sup>th</sup> Avenue N.W., Room A200 – Norman, OK  
(Interstate 35 to Highway 77, then east on Franklin Road)  
(405) 364-5763  
**HRDS Workshop Summary**  
*Spring 2010*

*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***

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17	Managing the Troubled Employee thru the EAP Process	Room A200
22	Customer Service: A Lost Art	Room A200

***April***

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2	Violence In the Workplace	Room A200
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***May***

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7	Say OK to Your Health	Room A200
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***June***

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2	Delegation and Control	Room A200
16	Effective Stress Management	Room A200

*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**  
*Spring 2010*

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

***April***

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1-2	Skills for Effective Presentations	Room 104/North Hall Room 106/North Hall
6	Customer Service: A Lost Art	Room 155/North Hall
8	Effective Time Management Techniques	Room 110/North Hall
14-15	Strategies for Improving Communication	Room 108/North Hall Room 110/North Hall
30	Violence In the Workplace	Room 110/North Hall

***May***

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4	Disability Awareness	Room 155/North Hall
5	Effective Stress Management	Room 153/North Hall
7	Performance Management Process (PMP)	Room 153/North Hall
14	Productive Meetings	Room 110/North Hall
20	Team Building	Room 110/North Hall
25	Developing Creative Problem Solving Skills	Room 110/North Hall
27-28	Challenges of Supervision	Room 110/North Hall Room 110/North Hall

***June***

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11	Business Etiquette	Room 110/North Hall
17	Effective Communication In Management	Room 106/North Hall
18	Coaching and Mentoring	Room 106/North Hall

