

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

Administrative Law	HRD001	6/14				
Advanced Creative Problem Solving	HRD002	5/5				
Applied Leadership	HRD003	3/29	4/25			
Awards and Recognitions	HRD004	5/3				
Business Etiquette	HRD005	3/23	4/6			
Challenges of Supervision (2-Day)	HRD006	4/5-6	5/11-12			
Change Management	HRD007	4/4	6/17			
Coaching and Mentoring	HRD074	6/16				
Cultural Competency	HRD075	3/10	5/24			
Customer Service: A Lost Art	HRD061	3/17	4/28	5/10		
Delegation and Control	HRD011	3/9	6/6			
Developing Creative Problem Solving Skills	HRD012	3/8				
Developing Effective Negotiating Skills	HRD013	3/31	6/7			
Disability Awareness	HRD014	4/19	5/9			
Effective Communication In Management	HRD015	3/28	6/1			
Effective Stress Management	HRD016	3/11	4/25	5/6	6/16	
Effective Time Management Techniques	HRD017	5/4	6/15			
Emotional Intelligence	HRD018	5/18	6/9			
Employee Grievances and Appeals	HRD050	3/25				
Ethics In Public Management (2-Day)	HRD019	4/11-12				
Everyday Creativity	HRD020	3/29				
Facilitation Skills ★	HRD021	<b>--THIS WORKSHOP WILL NOT BE OFFERED THIS SEMESTER--</b>				
Gender Issues In Management	HRD022	4/7				
How to Conduct On-the-Job Training	HRD023	4/20				
Lateral Thinking for Supervisors	HRD024	5/19				
Leadership: Keys to Effectiveness	HRD077	3/24	5/12			
Legislative Process	HRD025	6/9				
Managing a Multigenerational Workforce	HRD027	3/7	4/21	6/13		
Managing Conflict	HRD028	3/21	4/7	6/8		
Managing the Troubled Employee through the EAP Process	HRD030	<b>--THIS WORKSHOP WILL NOT BE OFFERED THIS SEMESTER--</b>				
Mediation Skills for Personnel Supervisors (2-Day) ◆	HRD059	5/25-26				
Motivating for Performance	HRD031	3/15	6/2			
One Minute Manager	HRD032	6/3				
Performance Management Process (PMP)	HRD033	3/9	4/8	6/10		
Personnel Policies and Practices	HRD034	3/28	4/18	5/20		
Policy Analysis	HRD036	4/1				
Power of Positive Reinforcement	HRD079	3/22	5/16			
Productive Meetings	HRD062	5/10				
Program Evaluation	HRD037	5/13				
Progressive Discipline	HRD038	3/30	4/4	5/25	6/17	
Project Management	HRD073	3/18	5/6			
Risk Control ®	HRD069	4/14				
Risk Management : The Overview ®	HRD068	3/22				
Safety Management	HRD041	5/9				
Say OK to Your Health (EBC Wellness Program)	HRD063	3/25	4/29	6/10		
Sexual Harassment and Discrimination in the Workplace	HRD042	3/21	5/23			
Skills for Effective Presentations (2-Day)	HRD043	4/28-29				
Strategies for Improving Communication (2-Day)	HRD044	3/23-24	6/14-15			
Structured Interview Process	HRD045	3/31	5/2			
Team Building	HRD046	3/16	5/17			
Tools and Processes for Problem Solving and Continuous Improvement (2-Day)	HRD081	4/13-14 (This workshop replaces both the <b>Quality Oklahoma Processes</b> and <b>Quality Tools</b> workshops.)				

**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)						
Violence In the Workplace	HRD047	3/25				
Winning the Workplace Challenge	HRD078	--THIS WORKSHOP WILL NOT BE OFFERED THIS SEMESTER--				
Writing Skills for Managers	HRD049	3/11	6/1			

OKLAHOMA STATE UNIVERSITY IN TULSA (Interstate 244 at the Cincinnati/Detroit Exit/700 North Greenwood – Tulsa, Oklahoma)						
Business Etiquette	HRD005	5/20	Room 110, North Hall			
Challenges of Supervision (2-Day)	HRD006	6/7-8	Room 110, North Hall			
Coaching and Mentoring	HRD074	4/12	Room 106, North Hall			
Customer Service: A Lost Art	HRD061	6/13	Room 110, North Hall			
Developing Creative Problem Solving Skills	HRD012	6/17	Room 110, North Hall			
Disability Awareness	HRD014	6/3	Room 110, North Hall			
Effective Communication In Management	HRD015	5/17	Room 110, North Hall			
Effective Stress Management	HRD016	5/13	Room 110, North Hall			
Effective Time Management Techniques	HRD017	4/19	Room 106, North Hall			
Performance Management Process (PMP)	HRD033	5/24	Room 110, North Hall			
Strategies for Improving Communication (2-Day)	HRD044	5/3-4	Room 110, North Hall			
Team Building	HRD046	4/8	Room 110, North Hall			
THE JIM THORPE BUILDING CONFERENCE ROOM 560, FIFTH FLOOR (2101 North Lincoln Boulevard – Oklahoma City, Oklahoma)						
FOCUS: for Microsoft Outlook [NEW] [FEE BASED] \$	HRD086	6/14	This workshop replaces the <b>FOCUS: Achieving Your Highest Priorities</b> workshop.			
Seven Habits of Highly Effective People: Signature (3-Day) [FEE-BASED] \$	HRD052	3/29-31	6/7-9			

- 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.**
  - \$ These workshops are **FEE-BASED**. Your agency will need to send a purchase order for each fee to OPM, attention Financial Management Services Department. The fee for the 3-day **Seven Habits of Highly Effective People: Signature** workshop is \$250.00 per person. The fee for the 1-day **FOCUS: for Microsoft Outlook** workshop is \$100.00 per person.

**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, Quality Oklahoma Processes, and Quality Tools**. Much of the information from those workshops has been incorporated into other or new workshop titles.

Revised 04/21/11

**Spring 2011**