

Office of Personnel Management
Tom Steed Development Center/Rose State College
Interstate 40 at the Hudiburg Exit – Midwest City
HRDS Workshop Summary
Spring 2011

March

7	Managing a Multigenerational Workforce
8	Developing Creative Problem Solving Skills
9	Delegation and Control
9	Performance Management Process (PMP)
10	Cultural Competency
11	Effective Stress Management
11	Writing Skills for Managers
15	Motivating for Performance
16	Team Building
17	Customer Service: A Lost Art
18	Project Management
21	Managing Conflict
21	Sexual Harassment & Discrimination In the Workplace
22	Power of Positive Reinforcement
22	Risk Management: The Overview Δ
23	Business Etiquette
23-24	Strategies for Improving Communication
24	Leadership: Keys to Effectiveness
25	Employee Grievances and Appeals
25	Say OK to Your Health
25	Violence In the Workplace
28	Effective Communication In Management
28	Personnel Policies and Practices
29	Applied Leadership
29	Everyday Creativity
30	Progressive Discipline
31	Developing Effective Negotiating Skills
31	Structured Interview Process

April

1	Policy Analysis
4	Change Management
4	Progressive Discipline
5-6	Challenges of Supervision
6	Business Etiquette
7	Gender Issues In Management
7	Managing Conflict
8	Performance Management Process (PMP)
11-12	Ethics In Public Management
13-14	Tools and Processes for Problem Solving & Continuous Improvement \blacksquare
14	Risk Control Δ
18	Personnel Policies and Practices

April Continued

- 19 Disability Awareness
- 20 How to Conduct On-the-Job Training
- 21 Managing a Multigenerational Workforce
- 25 Applied Leadership
- 25 Effective Stress Management
- 26-27 Systems Management ▲ (CPM Candidates Only)
- 28 Customer Service: A Lost Art
- 28-29 Skills for Effective Presentations
- 29 Say OK to Your Health

May

- 2 Structured Interview Process
- 3 Awards and Recognitions
- 4 Effective Time Management Techniques
- 5 Advanced Creative Problem Solving
- 6 Effective Stress Management
- 6 Project Management
- 9 Disability Awareness
- 9 Safety Management △
- 10 Customer Service: A Lost Art
- 10 Productive Meetings
- 11-12 Challenges of Supervision
- 12 Leadership: Keys to Effectiveness
- 13 Program Evaluation
- 16 Power of Positive Reinforcement
- 17 Team Building
- 18 Emotional Intelligence
- 19 Lateral Thinking for Supervisors
- 20 Personnel Policies and Practices
- 23 Sexual Harassment & Discrimination In the Workplace
- 24 Cultural Competency
- 25 Progressive Discipline
- 25-26 Mediation Skills for Personnel Supervisors ◆

June

- 1 Effective Communication In Management
- 1 Writing Skills for Managers
- 2 Motivating for Performance
- 3 One Minute Manager
- 6 Delegation and Control
- 7 Developing Effective Negotiating Skills
- 8 Managing Conflict
- 9 Emotional Intelligence
- 9 Legislative Process
- 10 Performance Management Process
- 10 Say OK to Your Health
- 13 Managing a Multigenerational Workforce
- 14 Administrative Law

June Continued

14-15	Strategies for Improving Communication
15	Effective Time Management Techniques
16	Coaching and Mentoring
16	Effective Stress Management
17	Change Management
17	Progressive Discipline

- ▲ **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 course will be announced separately to agency training coordinators later in the semester.**
- **This workshop replaces both the “Quality Oklahoma Processes” and the “Quality Tools” workshops. Those two workshop titles have been discontinued.**

REFERENCES:

OMPC: Oklahoma Merit Protection Commission
CPM: Certified Public Manager® Program
DRS: Department of Rehabilitation Services
OCCHD: Oklahoma City-County Health Department
EBC: Employees Benefits Council
OSF: Office of State Finance
CLEET: Council on Law Enforcement Education & Training

DPS: Department of Public Safety
EAP: Employee Assistance Program
ODC: Office of Disability Concerns
OPM: Office of Personnel Management
DCS: Department of Central Services
ODOT: Department of Transportation

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Office of Personnel Management
Jim Thorpe Building
Conference Room 560 (5th Floor)
2101 North Lincoln Boulevard
Oklahoma City
(405) 521-6334

HRDS Workshop Summary
Spring 2011

March

29-31 Seven Habits of Highly Effective People: Signature [**FEE-BASED**]

June

7-9 Seven Habits of Highly Effective People: Signature [**FEE-BASED**]
14 FOCUS: for Microsoft Outlook [**FEE-BASED**]

Registration for these *Franklin-Covey* workshops requires a fee for each. The fees are as follows:

Seven Habits of Highly Effective People: Signature (3-day)	\$250.00 per person
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FOCUS: for Microsoft Outlook	\$100.00 per person
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(This workshop replaces the FOCUS: Achieving Your Highest Priorities workshop)

Please send your purchase orders for the above amounts for each registration to the Office of Personnel Management (OPM), Attention: Financial Management Services Department, 2101 North Lincoln Boulevard, Oklahoma City, OK 73105. For questions about billing for these two workshops, please call (405) 521-6351.

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 2011

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

April

8	Team Building	Room 110/North Hall
12	Coaching and Mentoring	Room 106/North Hall
19	Effective Time Management Techniques	Room 106/North Hall

May

3-4	Strategies for Improving Communication	Room 110/North Hall
13	Effective Stress Management	Room 110/North Hall
17	Effective Communication In Management	Room 110/North Hall
20	Business Etiquette	Room 110/North Hall
24	Performance Management Process (PMP)	Room 110/North Hall

June

3	Disability Awareness	Room 110/North Hall
7-8	Challenges of Supervision	Room 110/North Hall
13	Customer Service: A Lost Art	Room 110/North Hall
17	Developing Creative Problem Solving Skills	Room 110/North Hall