

Office of Personnel Management/Office of State Finance
Tom Steed Development Center/Rose State College
Interstate 40 at the Hudiburg Exit – Midwest City
Training & Development Workshop Summary
Spring 2012

March

5	Structured Interview Process
6	Developing Creative Problem Solving Skills
6	Managing Conflict
7	Effective Stress Management
8	Administrative Law
8	Writing Skills for Managers
9	Effective Time Management Techniques
9	Say OK to Your Health
13	Power of Positive Reinforcement
14	Advanced Creative Problem Solving
14	Emotional Intelligence
15	Business Etiquette
15	Progressive Discipline
16	Effective Communication In Management
16	Violence In the Workplace
20	Effective Stress Management
20	Productive Meetings
21	Performance Management Process (PMP)
22	Customer Service: A Lost Art
22	Personnel Policies and Practices
23	Disability Awareness
23	Employee Grievances and Appeals
26	Motivating for Performance
27	Managing a Multigenerational Workforce
27-28	Challenges of Supervision
28	Principles of Financial & Retirement Planning ▲
29	Project Management
29	Risk Management: The Overview △
30	One Minute Manager

April

5	Delegation and Control
5	Team Building
13	Effective Communication In Management
13	Say OK to Your Health
19	Coaching and Mentoring
27	How to Conduct On-the-Job Training

May

3	Emotional Intelligence
8	Effective Stress Management

May Continued

- 9 Effective Time Management Techniques
- 9 Leadership: Keys to Effectiveness
- 10 Progressive Discipline
- 11 Customer Service: A Lost Art
- 16 Program Evaluation
- 17 Awards and Recognitions
- 22 Personnel Policies and Practices
- 23 Change Management
- 24 Principles of Financial & Retirement Planning ▲
- 25 Everyday Creativity
- 31 Developing Effective Negotiating Skills

June

- 1 Effective Stress Management
- 5 Safety Management △
- 6-7 Tools and Processes for Problem Solving & Continuous Improvement ■
- 11 Personnel Policies and Practices
- 12 Writing Skills for Managers
- 13 Delegation and Control
- 13-14 Challenges of Supervision
- 15 Cultural Competency

- △ **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.**
- ▲ **This is a new workshop offered by the Oklahoma Public Employees Retirement System. It is a 1-day (6-hour) workshop.**
- **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
OCCHD: Oklahoma City-County Health Department
DCS: Department of Central Services
CLEET: Council on Law Enforcement Education & Training
OPERS: Oklahoma Public Employees Retirement System

DPS: Department of Public Safety
DRS: Department of Rehabilitation Services
EBC: Employees Benefits Council
ODOT: Department of Transportation
OID: State Insurance Department

Office of Personnel Management/Office of State Finance
OPM Training Center/Jim Thorpe Bldg. Basement
2101 North Lincoln Blvd. – Oklahoma City, Oklahoma
Training & Development Workshop Summary
Spring 2012

April

- 2 Sexual Harassment & Discrimination In the Workplace
- 3-4 Strategies for Improving Communication
- 9-10 Ethics In Public Management
- 11 Disability Awareness
- 12 Leadership: Keys to Effectiveness
- 13 Lateral Thinking for Supervisors
- 16 Policy Analysis
- 17 Managing Conflict
- 18 Developing Effective Negotiating Skills
- 19 Managing a Multigenerational Workforce
- 20 Progressive Discipline
- 23 Cultural Competency
- 24 Applied Leadership
- 25 Principles of Financial & Retirement Planning ▲
- 26 Team Building
- 30 Structured Interview Process

May

- 1-2 Systems Management ▲ (CPM Candidates Only)
- 3 Risk Control △
- 4 Managing a Multigenerational Workforce
- 14 Administrative Law
- 15 Performance Management Process (PMP)
- 16-17 Mediation Skills for Personnel Supervisors ◆
- 18 Violence In the Workplace
- 21 Sexual Harassment & Discrimination In the Workplace
- 22-24 Seven Habits of Highly Effective People: Signature [FEE-BASED]
- 25 Say OK to Your Health
- 30 Motivating for Performance
- 31-Jun. 1 Skills for Effective Presentations

June

- 4 Applied Leadership
- 5 Managing Conflict
- 6 Project Management
- 7 Power of Positive Reinforcement
- 8 Legislative Process
- 11 Performance Management Process (PMP)
- 12 Customer Service:A Lost Art
- 13-14 Strategies for Improving Communication
- 15 Progressive Discipline

- △ 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.

Registration for the following *Franklin-Covey* workshop requires a fee. The fee is as follows:

Seven Habits of Highly Effective People: Signature (3-day)	\$250.00 per person
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Please send your purchase order for the above amount for each registration to the Office of Personnel Management/Office of State Finance (OPM/OSF), Attention: Agency Business Services Department, 2101 North Lincoln Boulevard, Oklahoma City, OK 73105. For questions about billing for this workshop, please call (405) 521-6351.

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Office of Personnel Management/Office of State Finance
Tulsa
Oklahoma State University (OSU) in Tulsa
700 North Greenwood – Tulsa, OK
(Interstate 244 at the Cincinnati-Detroit Exit)
(918) 594-8000
Training & Development Workshop Summary
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The room numbers for the OSU-Tulsa workshops vary. Please check the room number beside each workshop session name.

April

10	Effective Stress Management	Room 110/North Hall
11	Performance Management Process (PMP)	Room 110/North Hall
16	Customer Service: A Lost Art	Room 110/North Hall
26-27	Challenges of Supervision	Room 110/North Hall

May

4	Disability Awareness	Room 110/North Hall
10-11	Strategies for Improving Communication	Room 110/North Hall
16	Developing Creative Problem Solving Skills	Room 110/North Hall
18	Business Etiquette	Room 110/North Hall
31	Effective Communication In Management	Room 110/North Hall

June

5	Team Building	Room 117/North Hall
6	Effective Time Management Techniques	Room 117/North Hall
8	Productive Meetings	Room 110/North Hall
13	Coaching and Mentoring	Room 110/North Hall