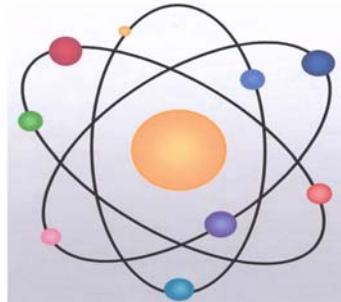


MISSISSIPPI STATE PERSONNEL BOARD

OFFICE OF TRAINING



PROFESSIONAL DEVELOPMENT COURSE DESCRIPTIONS



**STATE PERSONNEL BOARD
ROBERT G. CLARK, JR. BUILDING
301 NORTH LAMAR ST., STE. 203
JACKSON, MS 39201**

ABC's & 123's OF PUBLIC PURCHASING IN MISSISSIPPI

INSTRUCTOR: MILO CRABTREE

OBJECTIVES: This course is an introductory course in public purchasing in the State of Mississippi. This course is recommended for those just entering the purchasing profession as well as managers and others who deal with purchasing issues. Participants will learn about the following:

- the purpose and value of public purchasing
- the purchasing cycle
- bid thresholds
- state contracts
- brief overview of specification writing
- where to go for help; single source; emergency; and other areas of interest

TARGET AUDIENCE: Supervisory/Management and Purchasing Agents
3 Hours CPM Credit

ADVANCED CULTURAL DIVERSITY

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- To formulate greater sensitivity and ability to relate to people that differ in terms of age, culture, race, gender, lifestyle, and /or physical ability
- To learn how to recognize bias and prejudice and its impact on others
- To examine both opportunities and challenges presented by the diversity in our organizations
- To understand how cultural and diversity-related variables can impact our ability to relate to coworkers

TARGET AUDIENCE: All Staff; Required elective for ASCP Level II

ADVANCED PRESENTATION SKILLS

INSTRUCTOR: KEVIN RUSSELL

OBJECTIVES:

- Learn advanced methods and techniques for captivating an audience's attention (The Great Beginning)
- Learn creative methods and techniques for conveying the central idea (Tell Them What You Are Going to Tell)
- Learn creative methods and techniques for inspiring the audience to action (Making Them March)
- Build further confidence in one's ability to speak in impromptu and informal situations
- Practice advanced presentation skills by preparing, delivering, and critiquing oral presentations

TARGET AUDIENCE: All Staff responsible for delivering presentations
6 Hours CPM Credit

ADVANCED WRITING

INSTRUCTOR: RENEE' SCALES, CPM OR RONNA OWENS, CPM

OBJECTIVES:

The success of the most important things you do every day depends upon your ability to communicate. With effective writing skills, you are able to get the right message across to achieve the results you want. This Writing Advantage™ workshop will give you the skills to:

- Improve productivity by writing quickly and easily and increase credibility with quality writing that reflects your best ideas and abilities
- Become a confident writer using proven communication standards
- Build skills to prepare you to achieve a successful CPM Project

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit - Required for the CPM Program

APPLYING THE MYERS-BRIGGS TYPE INDICATOR: *An Interactive Workshop for Managers*

INSTRUCTOR: MARIANNE GAUDIN, CPM

OBJECTIVES:

- Review the Sixteen Personality Types (MBTI)
- Analyze participants' "Management Styles"
- Learn how to manage subordinates of different types
- Analyze the "fit" between participants and their organizations
- Apply type theory to various management areas, such as team building, problem solving, and communication

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

BASICS OF PROPERTY MANAGEMENT IN MISSISSIPPI

INSTRUCTOR: THRESA HEARN

OBJECTIVES: This course is an overview of property management in the State of Mississippi. It outlines some basic procedures required to maintain a successful property management system. The course addresses proper methods of acquiring, reporting, utilizing, and disposing of assets. It focuses on accountability for property at all organizational levels. The course is recommended for individuals in the property profession, from entry level and up, as well as managers and others who are responsible, either directly or indirectly, for property. The primary objectives are to provide an overview of some basic property management components including the following:

- Life Cycle of Assets
- Regulatory Reporting
- Property Audits (Internal and External) and Accountability
- Assistance/Training

TARGET AUDIENCE: All Staff/Supervisory/Management
3 Hours CPM Credit

BEHAVIORAL INTERVIEWING

INSTRUCTORS: ANN HOMER COOK, PH.D.

OBJECTIVES:

- Learn the definition of behavioral interviewing in context of your hiring challenges.
- Understand the value of behavioral interviewing in today's workplace.
- Review and practice behavioral interviewing.
- Learn to ask the right questions and to listen to and interpret the answers

TARGET AUDIENCE: All Staff /Supervisory/Management
6 Hours CPM Credit

BIRDS OF A FEATHER:

Using Behavior to Improve Listening and Communication

INSTRUCTOR: DAVID HAYES

OBJECTIVES: In this highly-interactive class, participants will:

- Examine personal growth opportunities resulting from effective listening and awareness of the impact of communication "filters"
- Examine the impact of an individual's behavior style ("raven", "hawk", "swan", or "sparrow) on the listening and communication process
- Explore effective ways to communicate with individuals based on their dominant behavior style
- Learn how to develop and practice "active" listening skills
- Learn how to communicate effectively when managing disagreements and resolving conflicts

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

BUILDING BLOCKS OF SUPERVISION

INSTRUCTOR: MARIANNE GAUDIN, CPM

OBJECTIVES:

- Learn the communication continuum
- Gain tips on motivation and delegation
- Learn why you should "break the Golden Rule"
- Discover if you are a "stress carrier"
- Learn verbal/non-verbal communication skills and develop listening skills
- Gain a better understanding of time management
- Learn decision-making skills
- Understand the difference between tunnel vision and creative problem solving

TARGET AUDIENCE: Supervisory/Management
6 Hours CPM Credit

COACHING AND FEEDBACK

INSTRUCTOR: BECKY CADE

OBJECTIVES: This course is designed to provide participants increased skills and abilities to provide the following: to be an effective coach by helping others achieve results through developing their strengths, skills and confidence; and tools to provide specific, constructive, reinforcing feedback among employees, peers and/or employers,

- Identify what coaching is, why coach, when to coach, how to coach and who to coach. Effective coaching strategies will be reviewed and practiced.
- Identification of methods to use to get feedback, why feedback is necessary, when to use it, how to use it and which types of feedback tools to use with whom. Effective strategies to give constructive feedback, to get good information from others, to get your ideas across and to deal with emotional behavior will be explored. Participants will role play various behaviors and practice utilizing tools to enhance their skills in these areas.
- Discuss and practice integrating state approved competencies from individual job descriptions into the state's appraisal review process and how to use the competencies to enhance and improve performance.

TARGET AUDIENCE: All staff/Supervisory/Management
6 Hours CPM Credit

COACHING & FEEDBACK: *The Keys to Improving Performance*

INSTRUCTOR: AMY D. WHITTEN, J.D. OR JAN WALKER, CPM

OBJECTIVES: This session is an application workshop designed to develop the coaching and feedback skills essential to ensure top performance within your organization.

- Understand how coaching and feedback enhances performance improvement
- Learn coaching and feedback techniques.
- Practice the application of developing coaching and feedback skills.

TARGET AUDIENCE: HR/Training Personnel/Managers/Supervisors
6 Hours CPM Credit

COMMUNICATING WITH EMPLOYEES: *The Critical Link*

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES:

- Learn the value of employee feedback
- Select appropriate tools for your agency's employee communications program
- Learn why employee communications is not *JUST a PR Department function*

TARGET AUDIENCE: All Staff/Public Relations Staff/Supervisory/Management
6 Hours CPM Credit

COMPLAINTS & COMPLIMENTS

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES:

- Learn why complaints should be treasured
- Learn how to react to compliments
- Develop a complaint management plan designed to enhance service delivery, image and employee morale
- Use compliments for boosting employee morale, public perception, and service

TARGET AUDIENCE: All Staff/ Public Relations Staff/Supervisory/Management
6 Hours CPM Credit

COMPONENTS OF A SUCCESSFUL PERSONAL AND PROFESSIONAL LIFE

INSTRUCTORS: ANN HOMER COOK, PH.D.

OBJECTIVES:

- To identify personal and professional values.
- To recognize the impact of these values upon a performance-oriented workplace and an enjoyable personal life.
- To learn techniques for utilizing these strengths to successfully negotiate the professional life and workplace and personal life.
- Identify problems caused within organizations when there is not a value match.
- Determine ways to reorient oneself to becoming successful in all areas of one's life.

TARGET AUDIENCE: Supervisory/Management
6 Hours CPM Credit

CRAZY BUSY: COPING STRATEGIES

INSTRUCTORS: ANN HOMER COOK, PH.D.

OBJECTIVES:

- To explore the myth and reality of multitasking
- To recognize new problems created by technology and learn new solutions
- To learn the techniques necessary to be successful in a overloaded world
- To participate in a project using the Ten (10) Principles to Managing Modern Life
- To recognize the part Noise, Money, and Toxic Worry play in Job Performance

TARGET AUDIENCE: Supervisory/Management
6 Hours CPM Credit

CRISIS! WHEN PUBLIC RELATIONS (PR) AND TRADITIONAL COMMUNICATIONS WON'T WORK

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES:

- Identify up to 25 potential crisis situations for your agency and prepare for almost every situation
- Select the appropriate players for your crisis communication team
- Learn a basic crisis communication drill

TARGET AUDIENCE: Public Relations Staff/Supervisory/Management; **6 Hours CPM Credit**

CULTURAL DIVERSITY

INSTRUCTOR: DAVID HAYES OR TAHETI WATSON

OBJECTIVES:

- Learn the legal "do's" and "don'ts" of managing a culturally-diverse workplace
- Understand the nature of biases and preconceptions
- Recognize acts and omissions that cause employees to feel isolated, unimportant, and unwanted
- Develop strategies to capitalize on diversity
- Share down-to-earth techniques for minority success in the workplace

TARGET AUDIENCE: All Staff; Required elective for ASCP Level I

CULTURAL INTELLIGENCE: *Making Our Differences Work for All of Us*

INSTRUCTOR: JAN WALKER, CPM

OBJECTIVES: The world is changing at a rate of speed heretofore unseen. One component of this change involves the demographic shifts taking place in this country, while another involves the increasing diversity in our population. This session will provide participants with an understanding of the many aspects of diversity in our workforce today and in the coming years and of the critical necessity for organizations and managers to leverage this diversity in hiring, promotions and the creation of high-performing teams. The emphasis will be on the concept of "cultural intelligence" as a critical competency for managers who must embrace and successfully leverage diversity in order to have a productive and happy workforce.

- Explore the concept of "cultural intelligence" and its importance in a successful 21st century organization.
- Understand the many types of diversity in our country.
- Explore the scope of and potential impact of this diversity on our organizations.
- Understand the importance of embracing and leveraging diversity to maintain a viable and productive workplace as the Baby Boom generation retires and other demographic forces change the workplace.

TARGET AUDIENCE: All Staff/Supervisory/Management; **6 Hours CPM Credit**

CUSTOMER RELATIONS

INSTRUCTOR: BECKY CADE

OBJECTIVES: This course is designed to expand participants thoughts and skills to enhance customer relations.

- To gain a better understanding of what is customer relations
- To understand how important it is to provide superior service to customers
- To understand how superior service to customers relates to a public service entity's bottom line of serving the public and the receipt of adequate funds to deliver those services
- To enhance participants skills and abilities to provide customer service to the public.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

CUSTOMER SERVICE

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES:

- Learn why outstanding customer service is every state employee's responsibility
- Learn how customer service can affect the image of and funding for your agency
- Develop the skills to deal with internal and external customers
- Learn how effective customer service skills can make your job easier and more enjoyable

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

DEALING WITH DIFFICULT CUSTOMERS

INSTRUCTOR: RONNA OWENS, CPM

OBJECTIVES:

- To examine the difference between “caring” and “uncaring” or indifferent customer service
- To examine the impact of our ethics, values, and attitudes on our approach to customer service especially when dealing with “difficult” customers
- To explore the impact of the personal and content “messages” that we send to customers with each interaction
- To examine some of the major reasons that customers become upset and what they want once they are upset
- To learn how to effectively manage both closed-ended and open-ended questions when dealing with upset or “difficult” customers and learn how to be proactive rather than reactive when dealing with upset or “difficult” customers

TARGET AUDIENCE: All Staff; Required elective for ASCP Level III

DECISIONS! DECISIONS!

INSTRUCTOR: MARIANNE GAUDIN, CPM

PRE-REQUISITE: Participants need to have already taken the Myers Briggs Personality Inventory

OBJECTIVES: This is an interactive session about consensus decision making, problem solving, teamwork and influencing others. Participants will:

- Work together as a team in making decisions and solving problems
- Practice balancing customer service needs and resource allotment
- Recognize personality differences in team members
- Practice using information on differences to improve decision making

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

DESIGNING AND DEVELOPING GRANT PROPOSALS

INSTRUCTOR: BECKY CADE

OBJECTIVES:

- Identify grant requirements
- Locate sources of grant funds
- Navigate the online processes
- Proposal writing basics

TARGET AUDIENCE: Supervisory/Management/Anyone interested in learning how to write grants.
6 Hours CPM Credit

DEVELOPING EMOTIONAL COMPENTENCIES

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- To examine the basic concepts of Emotional Intelligence and Emotional Competence.
- To understand the importance of developing and improving the eight "Core Public Sector Competencies."
- To examine general strategies, for getting along, getting noticed and getting ahead at work, by observing video segments that demonstrate the strategies in action.
- To understand how an IDP (Individual Development Plan) can become part of an action plan to develop and improve emotional competencies.

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

DEVELOPING TRUST IN YOUR EMPLOYEES/CO-WORKERS

INSTRUCTOR: LYNDA HUNSICKER, CPM

OBJECTIVES:

- Understand the importance of trust in the workplace
- Identify ways to develop trust
- Learn the importance of keeping your word (MBA)
- Practice giving and receiving positive feedback
- Increase self-esteem

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

EFFECTIVE AND LEGAL INTERVIEWING SKILLS

INSTRUCTOR: AMY WHITTEN, J.D. OR MARILYN M. BEACH, PH.D., C.P.R.W.

OBJECTIVES:

- Understand the legal ramifications of interviewing, including ADA requirements
- Learn guidelines for conducting legally-defensible interviews
- Review and practice various interviewing approaches, including behavior description and situational questions
- Learn to ask the right questions and to listen to and interpret the answers
- Learn to conduct effective background investigations

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

EFFECTIVE COLLABORATION *From Silos to Lighthouses*

INSTRUCTOR: MARILYN M. BEACH, PH.D., C.P.R.W.

OBJECTIVES: The need for better utilization of fiscal and human resources, speed, and flexibility; change; and fewer layers of management have increased the value of collaborations to agencies, both internally and externally. This course focuses on how collaboration, as an on-going process, can move agendas forward and in “doing more with less.”

- Learn the definition and importance of true collaboration in the workplace
- Learn how effective collaboration can enhance leadership, decision-making, productivity, and relationship building
- Identify the symptoms of a struggling collaboration and tips for revitalization.
- Learn the keys to successful collaboration
- Develop a plan for effective collaboration

TARGET AUDIENCE: All Staff/Supervisory/Management
3 Hours CPM Credit

EMOTIONAL INTELLIGENCE:

The New Yardstick in Leadership, Development, Performance, and Career Advancement

INSTRUCTORS: ANN HOMER COOK, PH.D. AND MARILYN BEACH, PH.D.

OBJECTIVES:

- To identify the new criteria and traits that determines excellence in leadership and performance--Self Awareness, Self Regulation, Social Awareness and Relationship Management
- To learn how Emotional Intelligence relates to effectiveness in the workplace of the future and why it is crucial to career development
- To identify leadership and management competencies with regard to Emotional Intelligence
- To participate in interactive group projects focused on learning techniques for improving Emotional Intelligence competencies and developing Emotional Intelligence in work groups
- To learn how MBTI® relates to Emotional Intelligence

TARGET AUDIENCE: Supervisory/Management
6 Hours CPM Credit

ETHICS 4 EVERYONE

Formerly “Making Tough Ethical Decisions”

INSTRUCTOR: BECKY BAUM TILTON, CPM

OBJECTIVES: Every employee is faced with ethical dilemmas in their daily work life. Often these dilemmas test the value systems of the individual as well as the values of the organization. This course provides no firm answers, but offers a system by which to view the situation and approaches to take for making ethical decisions. Participants will:

- Review the basic definitions of ethics
- Discuss individual and organizational value systems
- Define and analyze right versus right ethical decisions and practice viewing ethical dilemmas from various perspectives

TARGET AUDIENCE: All Staff / Supervisory/Management
3 Hours CPM Credit

ETIQUETTE IN BUSINESS

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES:

- Learn about professional image tips for men and women and learn how to make positive first impressions
- Learn proper etiquette in business and proper business greeting and introduction
- Learn about the art of business conversation

TARGET AUDIENCE: All Staff/Supervisory/Management; **6 Hours CPM Credit**

FACILITATION: ITS ART AND FUNCTION

INSTRUCTOR: PAMELA BAKER, PH.D.

OBJECTIVES: The course, "Facilitation: Its Art and Function" is designed to explore the roles of group facilitation in 21st century work environments. A facilitator is someone who has been described as providing needed structure for effective interaction among group members. This job, "steering the ship," may sound simple. As a practical matter, effective facilitation demands the leader's focus on process, content and group dynamics. Ideally then, facilitation becomes both art and function. As "function," facilitation is efficient process management. As "art," this essential leadership role manages shared information, energizes the group, provides methods that enhance collective decision-making and sustains focus on desired outcomes. This "art" work, to great degree, illustrates core skills on which the group's productivity depends for ultimate success. At the end of the session, participants will be able to:

- Identify and discuss types of facilitation and identify and discuss key attributes for an effective facilitator
- Identify and discuss key principles for an effective environment and create a facilitation skills checklist
- Compare productive and non-productive facilitated environments
- Compare the role of facilitation in different contexts, such as hierarchical tasks, workplace committees, compressed time tasks and extended time tasks and draft work plans for selected facilitation roles

TARGET AUDIENCE: Supervisory/Management; **6 Hours CPM Credit**

FACILITATION SKILLS: Make the Most of Team Meetings and Work Groups

INSTRUCTOR: LYNDA HUNSICKER, CPM

DESCRIPTION: Participants in meetings should leave feeling as if their ideas were heard, their time spent was productive, and the support for the facilitator/team leader high. To make this happen a good facilitator needs organization before hand, good interpersonal skills during the session, and good follow-up plans afterwards. Find out what these are and how to step into these roles. This workshop will help you sharpen these skills through reviewing basics of adult interactions, learning specific roles of facilitators, and actually participating in activities. Participants will:

OBJECTIVES:

- Become a more effective group/team facilitator
- Increase self awareness and understand group dynamics
- Improve meeting management skills and enhance observation and feedback skills and Build self-confidence

TARGET AUDIENCE: Supervisory/Management; **6 Hours CPM Credit**

FINDING OUT WHAT YOUR CUSTOMERS WANT

INSTRUCTOR: LYNDA HUNSICKER, CPM

OBJECTIVES:

- Understand the use of focus groups for planning purposes
- Identify a successful focus group activity
- Learn the basics of preparing focus group discussion questions

TARGET AUDIENCE: All Staff/Supervisory/Management; **3 Hours CPM Credit**

FOCUS: ACHIEVING YOUR HIGHEST PRIORITIES

INSTRUCTOR: MARIANNE GAUDIN, CPM

OBJECTIVES: This training session presents FranklinCovey's time management principles, and is their best-selling workshop. It's designed to help you master the skills of planning your week and organizing your days so your time is spent on tasks that really matter. The time management principles that are covered in the session can be used no matter what kind of time management tools you currently use (paper, electronic). It also is designed to teach:

- How to clearly define your goals and break them down into key tasks
- The ability to reduce stress by eliminating unnecessary activities
- Skills for mastering information management with a proven planning system
- How to balance work and life priorities

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

FUNDAMENTALS OF PROJECT MANAGEMENT

INSTRUCTOR: TERESA KARNES, CPM

OBJECTIVES:

- Understand the importance of scope management.
- Develop and manage a project schedule.
- Develop a risk management plan.
- Communicate with project stakeholders
- Effectively manage project team members.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

GENERATIONS AT WORK

INSTRUCTOR: BECKY BAUM TILTON, CPM

OBJECTIVES:

- Learn about the different generations
- Understand the generational differences in the workplace
- Learn how to deal with the different personalities and perspectives of different generations
- Learn about generational challenges faced in the workplace

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

GENDER IN THE WORKPLACE

INSTRUCTOR: DAVID HAYES

OBJECTIVES: This seminar helps participants gain an understanding of gender issues and how these issues may be dealt with in a manner that preserves the integrity and takes advantage of the potential contributions of all members of the workforce. You will learn how to:

- Identify ways in which sex role expectations have changed, as well as the way in which they have remained the same
- Explore socialization forces that influence women's and men's aspirations, occupational choices, and successes
- Explore ways in which males and females stereotype each other
- Examine personal reactions to workplace situations with sexual overtones
- Examine how expectations for managerial behavior are "gendered" and how these expectations may restrict managerial effectiveness
- Identify the qualities of equalitarian relationships at work

TARGET AUDIENCE: All Staff/Supervisory/Management; **6 Hours CPM Credit**

GROWN-UP GRAMMAR

INSTRUCTOR: MARTHA HAYS

OBJECTIVES: Participants will recognize the necessity of correct grammar and punctuation skills in written and oral English. Participants will learn to proofread and correct their written work. This course is designed to teach and reinforce correct grammar and punctuation skills. The presentation includes the following:

Communication in general

- Grammar (verbs, nouns, pronouns, modifiers)
- Punctuation (commas, periods, semicolons, colons, hyphens, apostrophes)
- Sentence structure and syntax
- Email specifics
- Writing difficult letters
- Bulleted information and word use

TARGET AUDIENCE: All staff and supervisors; **6 Hours CPM Credit**

HOW TO CONDUCT A WORKPLACE INVESTIGATION

INSTRUCTOR: DEANNE MOSLEY, J.D., CPM

OBJECTIVES: With the EEOC reporting an ever increasing number of workplace harassment complaints, it is more important than ever for agency personnel to know how to react and handle complaints. Employers have a legal duty to promptly and thoroughly investigate complaints of harassment, discrimination and retaliation that occur in the workplace. Topics include, but are not limited to, the following:

- Determining if an investigation is necessary
- Identifying the scope, goals, and time line of the investigation
- Learning interviewing techniques and questions the EEOC recommends asking parties and witnesses
- Concluding the investigation and determining appropriate recommendations and actions

TARGET AUDIENCE: Supervisory/Management **6 Hours CPM Credit**

HOW TO CONFRONT WITHOUT KILLING OR DYING- *A Step by Step Process of Dealing with Conflict for the Non-Confrontational Manager*

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

- To identify why some personalities have difficulty in confronting and to recognize when it is necessary to confront.
- To learn appropriate ways to prepare for confrontation when necessary.
- To recognize the problems of not confronting on the success of high performing teams.
- To identify when confrontation will not be successful and to recognize the importance of self care after confronting

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

HOW TO LOOK FOR EMPLOYEES WHO PLAY WELL TOGETHER

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

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-
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TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

HOW TO MANAGE MULTIPLE PRIORITIES

INSTRUCTORS: BECKY BAUM TILTON, CPM OR DIANNE MACON, CPM

OBJECTIVES: This session is designed for anyone who is faced with the responsibility of handling multiple tasks and projects. The session addresses the following areas and provides samples of easy to use tools for managing priorities.

- The Juggling Act - identifying and balancing tasks, not simply time management
- Reviewing the importance of communication in achieving maximum productivity in a multitasking world and realizing the advantages of multitasking
- Getting along with bosses and coworkers during high stress periods

TARGET AUDIENCE: All Staff ; Required elective for ASCP Level II

INDIVIDUAL EMPLOYEE DEVELOPMENT PLANNING

INSTRUCTOR: JAN WALKER, CPM OR RONNA OWENS, CPM

OBJECTIVES: In this half-day session, participants will learn what an IDP is, why it is so important in the 21st century workplace and how to work with employees to develop effective IDPs. Much of the course is spent developing an actual IDP. Course content includes:

- Definition
- Goals
- Outcomes
- Process

TARGET AUDIENCE: Supervisory/Management
3 Hours CPM Credit

INTERGENERATIONAL WORKPLACE

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- To explore age-related issues within the government workforce
- To gain an appreciation of environmental factors influencing various generations
- To dispel stereotypes regarding ageism
- To understand the laws relating to age in the workplace
- To see the value of intergenerational workplaces

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

INTRODUCTION TO RFP'S (REQUEST FOR PROPOSALS)

INSTRUCTOR: MILO CRABTREE

OBJECTIVES: The RFP (Request for Proposal) process is a complex tool often used for service contracts and highly technical equipment contracts. The basic concept behind this process is to get the best value for the tax dollar. This 3-hour session will provide a quick overview of the process and some things to watch for. In this session, the participants will be introduced to the following discussions:

- Understanding the differences between IFB and RFP and understanding the RFP process (The scope of work, terms and conditions, and evaluation criteria) and understanding the evaluation process (Evaluation Team, Team training, Scoring)
- Understanding the negotiation process (The negotiation team and negotiation techniques)
- Drafting the contract and understanding Contract Administration

TARGET AUDIENCE: Supervisory/Management;
3 Hours CPM Credit

KEY ROLE OF LEADERSHIP

INSTRUCTOR: BECKY BAUM TILTON, CPM

OBJECTIVES: Participants will:

- Identify important stakeholders and implement effective strategies to meet their needs
- Acquire tools you can use again and again to solve problems and develop new initiatives
- Learn to use the “six rights” to motivate people, reduce crises, and increase productivity
- Cultivate a range of leadership styles that will bring out the best performance in others

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

LEADERSHIP STRATEGIES FOR THE PUBLIC SECTOR

INSTRUCTOR: DAVID HAYES

OBJECTIVES: In this highly-interactive class, participants will:

- Examine the relationship between leadership, power, and motivation
- Learn how to be an effective leader even when there is no official authoritative or supervisory relationship with other team members and
- Learn how to practice “shared leadership” when conducting meetings or engaging in creative problem solving
- Learn how to incorporate private sector “best practices” into your leadership role in the public sector
- Test and evaluate leadership theory using the nationally-recognized leadership training game “Leadout: An Experience in Leadership”

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

LEGAL APPLICATION PRACTICES: *“Here Comes the Judge”*

INSTRUCTOR: BOTY MCDONALD, J.D.

OBJECTIVES:

- Familiarize the participant with her/his proper role and function in disciplinary and grievance matters
- Experience a simulated administrative hearing, with the participants playing the roles of witnesses, jurors and administrative judges and experience direct-examination and cross-examination of witnesses by an attorney
- Understand the process, and the practice, that occurs beyond the administrative hearing when a grievance is appealed to Circuit Court and civil litigation of the matter ensues
- Study, become familiar with, and practice responding to the various methods used in the discovery phase of civil litigation (for example: interrogatories, depositions, productions of documents)

TARGET AUDIENCE: Supervisory/Management: **6 Hours CPM Credit**

LEVERAGING CONFLICT

INSTRUCTOR: CHARLES SAMPSON

OBJECTIVES: Organizational change creates inevitable conflict among stakeholders. These conflicts are rooted in legitimate interests that often go unexplored, thus minimizing the value that might otherwise be gained by a more thorough canvassing of options available to the parties involved. In most organizations, reactions to conflict will vary between avoidance, passive-aggressive subversion, or coercion – all of which will sabotage the change effort and prevent transformation. This conference will introduce participants to the mutual gains approach to managing organizational conflict developed by the Program on Negotiation at Harvard Law School and to the core concepts of self-regulation as developed by Drs. Murray Bowen and Edwin Friedman. Participants will develop their skill in conflict analysis, self management, and consensus-building through application-based discussions and a conflict management simulation.

- *Identify* how preferences for managing conflict affect consensus building
- *Understand* the four components of leveraging organizational conflict: assessing the conflict, creating value, distributing value, and integrating learning
- *Understand* how to function as “a non-anxious presence” in the face of anxiety created by chaos, crisis, and conflict
- *Expand* skills and confidence in building consensus through a conflict simulation exercise
- *Explore* opportunities for applying the mutual gains approach to conflict management and consensus building in the organizations you serve

TARGET AUDIENCE: Supervisory/Management
6 Hours CPM Credit

MAKING DIVERSITY WORK

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

This *interactive* and stimulating class provides additional information and insight for employees that must supervise and/or relate to a diverse cross-section of individuals in the workplace. Participants will:

- Develop greater sensitivity and ability to relate to people that differ in terms of age, culture, race, gender, lifestyle, and/or physical ability
- Learn effective strategies for handling diversity-related conflicts in the workplace and to understand how cultural and diversity-related variables can impact performance evaluation
- Examine barriers to diversity and problems that arise as employees are faced with change
- Learn how to create a workplace environment where employees feel valued and included

TARGET AUDIENCE: Supervisors and employees who have completed the “**Understanding Diversity**” course and would like to increase their effectiveness in dealing with diversity. This course can also be offered as a comprehensive two-day course.
6 Hours CPM Credit

MANAGEMENT OF MULTIPLE PRIORITIES FOR YOURSELF AND THOSE WHO SUPPORT YOU

INSTRUCTOR: BECKY BAUM TILTON, CPM

OBJECTIVES: This session is designed for any level of management faced with the responsibility of handling multiple tasks and projects. The session addresses the following areas and provides samples of easy to use tools for managing priorities.

- Understanding the hectic work world in which we exist
- The Juggling Act - identifying and balancing tasks, not simply time management
- Reviewing the importance of communication in achieving maximum productivity in a multitasking world and realizing the advantages of multitasking
- Getting along with bosses and support staff during high stress periods

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

MANAGERIAL COURAGE: *When to Speak, When to Shut up and the Wisdom to Know the Difference*

INSTRUCTOR: LINDA ROSS ALDY OR ANN HOMER COOK, PH.D.

OBJECTIVES:

- Identify personal and organizational illusions
- Determine environmental barriers to courage
- Develop plans for managing courageous work groups

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

MANAGING IN TOUGH TIMES

INSTRUCTORS: ANN HOMER COOK, PH.D. AND MARILYN BEACH, PH.D.

OBJECTIVES:

- To understand today's budgetary environment
- To learn new ways to maintain quality of services with less resources
- To develop methods for re-evaluation of functions and delivery systems
- To develop strategies for moving ahead despite decreased budgetary limitations
- To learn how to utilize internal and external collaboration to lessen impact of budgetary constraints

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

MANAGING MANAGERIAL STRESS

INSTRUCTOR: BECKY BAUM TILTON, CPM OR MARIANNE GAUDIN, CPM

OBJECTIVES:

- Take stress management inventories designed to measure coping strengths
- Discover the advantages of "alternate stress"
- Discuss stressors experienced within the supervisor's role

TARGET AUDIENCE: Supervisory/Management
3 Hours CPM Credit

MEDIA MATTERS: Managing the Media and Your Message

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES: Participants will learn the following:

- How the media works,
- Why it is important to work with the media
- How to prepare a newsworthy message and
- How to deliver it most effectively.

TARGET AUDIENCE: All Staff; **3 Hours CPM Credit**

MOTIVATION/ BURNOUT

INSTRUCTOR: LESLY LLOYD, CPM OR ANN HOMER COOK, PH.D.

OBJECTIVES: This session will focus on identification of the symptoms and causes of burnout, how to know when you may be experiencing burnout and what can be done to alleviate it. During this session, participants will also identify the indicators in their work environment that influence their motivation levels and how these can be controlled. Values and goal setting will be included as ways we can better understand how we get and stay motivated. Participants will:

- Identify the cause of burnout and learn the symptoms associated with burnout
- Identify the motivators in their work environment
- Learn how establishing goals contributes to motivation
- Develop goals to work on to achieve greater satisfaction in their jobs

TARGET AUDIENCE: All Staff; Required elective for ASCP Level III

NEGOTIATION SKILLS

INSTRUCTOR: BOTY MCDONALD, J.D.

OBJECTIVES:

- Study and understand the basic skills used when successfully negotiating, whether it's at work, with a car dealer, or at home and create a personal system for negotiating
- Study and understand the Competitive vs. Cooperative negotiation
- Understand and be able to analyze the methods of the Power Bargainer and the Problem Solver, and the practical ramifications of each style
- Experiment with and practice different styles of negotiating
- Understand basic principles of contract law that govern many negotiated agreements
- Learn the principles of drafting negotiated agreements
- Review ethical issues in negotiating

TARGET AUDIENCE: Supervisory/Management; **6 Hours CPM Credit**

ONCE YOU GET AWARDED A GRANT(S), WHAT THEN?

INSTRUCTOR: BECKY CADE

OBJECTIVES:

- Identify and explain the various stages of the grant process
- Identify grant terms and types of awards
- Introduce rules and regulations for federal grant awards
- Introduce monitoring and audit possibilities and provide a tracking tool to use with grants and subgrants

TARGET AUDIENCE: Anyone interested in an introductory course to managing grant and/or subgrant activity from various funding sources/Supervisory/Management
6 Hours CPM Credit

OVERCOMING THE 5 DYSFUNCTIONS OF A TEAM

INSTRUCTOR: CHARLES SAMPSON

OBJECTIVES: Teams are considered the model for collaboration in organizations. However, many members (and their leaders) voice frustration over their team's inability to reach the potential they assumed they were capable of attaining. In his business best-seller *The Five Dysfunctions of a Team*, writer/consultant Pat Lencioni describes five failures (or dysfunctions) which prevent a team from achieving its potential. Understanding the dysfunction helps both the team leader and members know what to watch for and how to prevent it from disrupting the team's performance. In this session, we will explore how these dysfunctions can be altered so that they become milestones to achieve higher levels of team performance. The objectives of this session are to:

- Understand what a team is and the benefits to an organization.
- Identify the five dysfunctions of a team and accurately diagnose their presence and impact.
- Develop effective strategies for confronting and correcting the dysfunctions to improve team performance.

TARGET AUDIENCE: All Staff / Supervisory/Management **6 Hours CPM Credit**

OVERVIEW OF GOVERNMENT PROCESSES

INSTRUCTORS: JOE GOFF, J.D., AMY WHITTEN, J.D. OR BOB FAGAN, J.D., CPM

OBJECTIVES:

- Provide an overview of state government
- Provide information of historical reference for employees
- Present information on state agencies and services

TARGET AUDIENCE: All staff. Note: Participants in the Basic Supervisory Course should not take this course.

PERFORMANCE MANAGEMENT

INSTRUCTORS: JAN WALKER, CPM, RONNA OWENS, CPM OR LAURA MULLENS

OBJECTIVES: Participants will learn:

- The primary challenges facing state managers today
- What the State Personnel Board is doing to address these challenges
- What Performance Management is and why it is the critical management competency for today's manager
- How Performance Appraisal fits into the Performance Management Process
- How to implement and maintain an effective Performance Management System
- How to develop effective performance review documents

TARGET AUDIENCE: All Staff / Supervisory/Management
2-day course - **12 Hours CPM Credit**

POSITIVE WORKPLACE ENVIRONMENT

INSTRUCTOR: DEANNE MOSLEY, J.D., CPM

OBJECTIVES: Since most people spend at least half of their waking hours at work, the workplace environment should be a positive one. The law provides several safeguards to encourage employers to maintain a positive workplace environment for their employees. As an employee, you should know what is and what is not acceptable conduct in the workplace environment. Topics in this interactive training session include:

- Laws that prohibit harassment and discrimination
- The State Personnel Board's Workplace Harassment Policy
- Rights and Responsibilities of a person being harassed
- Retaliation and protection for whistleblowers

TARGET AUDIENCE: All Staff. Required elective for ASCP Level III

POWERFUL AND PAINLESS PRESENTATIONS

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- To learn how to overcome the fear of making a presentation
- To learn how to develop, organize, and customize a presentation for a specific audience
- To learn how to develop and use visual aids, including flipcharts, overheads, handouts, slides, etc.

TARGET AUDIENCE: All Staff who are responsible for presentations
6 hours CPM Credit

PRACTICAL WAYS TO HAVE A BALANCED LIFE

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

- Understand the importance of balance
- Learn the impact of balance on productivity
- Understand the impact of balance on wellness
- Define quality living
- Discover ways to balance work and play

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

PRESENTING YOURSELF PROFESSIONALLY

INSTRUCTOR: LYNDA HUNSICKER

OBJECTIVES: Participants will:

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TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

PROJECT MANAGEMENT

INSTRUCTOR: JOHN MICHAEL SIMPSON

OBJECTIVES: Participants will:

- Attain sound project management principals in such a way that they can be practically applied in the work of a government manager.
- Learn the importance of measurable project objectives
- Identify project risks

TARGET AUDIENCE: All Staff/Supervisory/Management
3 Hours CPM Credit

PROMOTING & MAINTAINING A RESPECTFUL WORK ENVIRONMENT: *Your Legal Rights and Responsibilities* (A Harassment Workshop)

INSTRUCTOR: DEANNE MOSLEY, J.D., CPM

OBJECTIVES: This training session is a practical, step by step course that walks participants through an overview of the relevant employment laws related to Title VII, ADA, ADEA, and retaliation; liabilities associated with harassment; identification of the various forms of harassment; and appropriate actions which should be taken if harassment occurs. Since the presence of harassment in the workplace generally indicates the presence of behavioral problems, behavioral issues are also discussed. Topics include, but are not limited to, the following:

- Title VII of the Civil Rights Act of 1964 (race, color, national origin, religion, and sex)
- Age Discrimination in Employment Act and the Americans with Disabilities Act
- State Personnel Board's Workplace Harassment Policy
- Types of harassment: Quid Pro Quo and Hostile Work Environment

TARGET AUDIENCE: All Staff /Supervisory/Management
3 Hours CPM Credit

PROTECTING YOUR AGENCY'S ASSETS *Formerly "A Manager's Responsibility for Detecting Fraud"*

INSTRUCTOR: WILLIAM A. (BILLY) MOREHEAD

OBJECTIVES:

- Give proper definition of fraud, waste and abuse
- Highlight various forms of common myths and general comments about fraud
- Show the three elements which must be present for fraud to occur and explain why fraud occurs
- Provide a profile of the person who commits fraud
- Give "10 Commandments" to improve management's chances of preventing and detecting fraud

TARGET AUDIENCE: All Staff / Supervisory/Management
3 Hours CPM Credit

PUBLIC RECORDS MANAGEMENT

INSTRUCTOR: DEANNE MOSLEY, J.D., CPM

OBJECTIVES: Is a “confidential public record” an oxymoron? Not according to Mississippi law. Every state employee who creates or maintains documents should know what documents we are required to keep confidential and what records we are required to share with anyone who files a proper request. Before you send that next email from your state email account, you might want to know if your local newspaper is legally entitled to a copy of it. Among other things, participants will learn:

- What constitutes a “public record” and what records are confidential and exempt from the Public Records Act?
- Who has the right to inspect records?
- What do we do when someone requests a public record and how soon do we have to do it?
- What can happen if we inappropriately deny access to a public record?

TARGET AUDIENCE: All Staff. Required elective for ASCP Level III

RIGHTS AND RESPONSIBILITIES

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES:

Members of a public sector workforce have legal rights and responsibilities that far exceed their private sector counterparts. This session is designed to identify those legal rights and responsibilities and to provide attendees with the knowledge and skills to successfully carry these duties out. Topics will include:

- Anti-Discrimination and Ethics laws
- ADA
- FMLA

TARGET AUDIENCE: All staff. Required elective for the ASCP Level II
(Note: Participants in the Basic Supervisory Program should not attend this course.)

SMART HIRE

INSTRUCTOR: BECKY BAUM TILTON, CPM OR AMY WHITTEN, J.D.

OBJECTIVES:

- Increase participant’s knowledge of the competency model concept
- Introduce the MS State Personnel Board’s Public Sector Core and Management Competencies
- Use competencies to improve the hiring process
- Learn to use Behavioral Interviewing
- Practice Behavioral Interviewing Skills
- Review legal aspects of interviewing

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

STATE PERSONNEL BOARD SERVICES OVERVIEW COURSE

INSTRUCTOR: STATE PERSONNEL BOARD STAFF

OBJECTIVES:

- Provide orientation and comprehensive overview of State Personnel Board services
- Provide guidelines, policies, and procedures to help HR professionals and their agencies interface with State Personnel Board
- Re-emphasize HR's role in state government

TARGET AUDIENCE: HR Personnel/Supervisory/Management
Prerequisite for the Human Resource Certification Program

STRESS MANAGEMENT

**INSTRUCTOR: JULIA SUMMERS, CPM, ANN HOMER COOK, PH.D.,
BECKY BAUM TILTON, CPM, OR TAHETI WATSON**

OBJECTIVES:

- Learn effective techniques that will relieve stress and identify individual stressors
- Learn how personality types (MBTI) respond to stress
- Learn how stress affects the body

TARGET AUDIENCE: All Staff. Required elective for ASCP Level II

SYSTEMS THINKING: *Changing the Way We See Our Organization*

INSTRUCTOR: BECKY BAUM TILTON, CPM

OBJECTIVES: Have you ever reached the right conclusion, but made enemies along the way? Have you ever been the target of the game of "shoot the messenger"? Business professionals often provide customer service within a complicated web of expectation. Balancing the interests of multiple stakeholders, both internal and external, is a difficult art, but one which can be honed through sound forecasting and stakeholder analysis. This session will arm the attendees with concrete tools for better decision-making through identification of relative "stakes," and provide strategies for "win/win" implementation of decisions. Participants will:

- Learn to utilize the systems thinking model and identify your stakeholders, their needs and expectations
- Learn to use multiple tools that enhance decision-making and Complete a team assignment to experience learning
- Find new ways to communicate within your organization to promote better decision outcomes
- Identify other applications for wide angle decision making within your organization

TARGE AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

TEAMBUILDING

INSTRUCTOR: ANN HOMER COOK, PH.D. OR MARILYN BEACH, PH.D

OBJECTIVES:

- To identify how managers can become more effective by utilizing performance-oriented teams. Learn how teams can improve overall performance and communication, increase skill levels, reduce conflict, improve response time, and drive motivation
- To identify the critical components and attributes of performance-oriented teams
- To learn techniques for successfully leading performance-oriented teams
- Participate in teambuilding projects
- Identify problems within organizations which limit teambuilding and negotiate solutions to the identified problems through projects

TARGE AUDIENCE: Supervisory/Management
6 Hours CPM Credit

TEAM BUILDING FOR IMPROVED EFFECTIVENESS

INSTRUCTOR: CHARLES SAMPSON

OBJECTIVES:

- Develop a clear definition of teamwork
- Learn the importance of "ground rules"
- Develop an understanding of collaboration ("win/win" relationship)
- Learn team administration skills
- Improve capacity to motivate staff
- Learn the power of "Managing by Agreement" (MBA)
- Learn the power of positive feedback

TARGE AUDIENCE: All Staff / Supervisory/Management **6 Hours CPM Credit**

THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

**INSTRUCTORS: MARIANNE GAUDIN, CPM; DAVID HAYES; JAN WALKER, CPM;
AMY WHITTEN, J.D.; AND LESLY LLOYD, CPM**

OBJECTIVES:

- Identify your values and develop your mission statement
- Change the way you manage your time/resources
- Discover the key to effective problem solving communication at every level
- Renew yourself emotionally, physically, and intellectually every day of your life

TARGET AUDIENCE: All Staff/Supervisory/Management (3-day course)
18 Hours CPM Credit

THE DYNAMICS OF CHANGE: *Teaching New Tricks to Old Dogs*

INSTRUCTOR: AMY D. WHITTEN, J.D.

OBJECTIVES: Successful implementation of change is one of the public manager's most challenging yet inevitable goals. The process of change in the public environment breeds fear, stress and sometimes resistance in even the heartiest public employees. From reorganizations to technology projects, change is a challenge. The purpose of this course is to prepare the public manager to function as an effective leader through the "change" process. Specific emphasis will be placed on:

- Basic principles of change and how change affects individuals/organizations
- Overcoming resistance to change
- Being an effective leader during change
- Techniques to assure successful change

TARGET AUDIENCE: Supervisory/Management
6 Hours CPM Credit

THE LEGAL RIGHTS AND RESPONSIBILITIES OF PUBLIC MANAGERS

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES: During this workshop, participants will:

- Learn how to defend your legal rights and understand your legal obligations and liabilities
- Learn how to efficiently handle the threat of a lawsuit
- Learn how to make sound and effective HR decisions
- Learn how to avoid legal mistakes that could have damaging consequences

TARGET AUDIENCE: Supervisory/Management/HR Personnel
6 Hours CPM Credit

THE PROFESSIONAL COACH: *Enhancing Performance Through Coaching*

INSTRUCTOR: AMY D. WHITTEN, J.D.

OBJECTIVES: The purpose of this course is to identify and improve coaching and counseling skills which are essential to public sector managers in promoting performance and harmony in the workplace. A sampling of those matters which are addressed include:

- The four-phase model of successful coaching
- Using "feedback" as a coaching tool
- Establishing mentoring relationships
- Developing individual coaching plans

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

THE PUBLIC MANAGER'S LEGAL TOOLBOX: *Essential Personnel Law for Public Managers*

INSTRUCTOR: AMY D. WHITTEN, J.D.

OBJECTIVES: Managers in the public sector face a myriad of legal issues in the daily discharge of their duties. From issues relating to interviewing and selection all the way through the disciplinary and grievance processes, Mississippi's contemporary managers spend an increasing amount of time and energy in the leadership and supervision of others in the workplace. It is essential that managers understand the legal complexities of personnel law and are armed to perform their very important role in assuring fairness and legality in the workplace. This session is designed to accomplish the following:

- Enrich the manager's understanding of relevant workplace legal issues
- Promote proactive management skills designed to address legal "hot spots"
- Build a toolbox of management strategies to promote fair and legal management of the public workforce

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

TIME MANAGEMENT

INSTRUCTOR: BECKY BAUM TILTON, CPM OR MARIANNE GAUDIN, CPM

OBJECTIVES:

- Develop a system for setting priorities
- Learn to accomplish goals one step at a time
- Identify productive times in your day
- Learn to handle interruptions and identify telephone slow-downs
- Learn to break the procrastination cycle

TARGET AUDIENCE: All Staff/Supervisory/Management
3 Hours CPM Credit

TIME WELL SPENT

INSTRUCTOR: MARIANNE GAUDIN, CPM

OBJECTIVES:

- Plan your time so that nothing "falls through the cracks"
- Accomplish the right things, at the right time, for the right reasons
- Identify your values/goals—what matters most on/off the job and align your daily activities with your goals and values
- Dramatically increase your productivity by using your daily planner (paper or electronic calendar system) more effectively

TARGET AUDIENCE: All Staff. Required elective for ASCP Level III

UNDERSTANDING DIVERSITY

INSTRUCTOR: DAVID HAYES

OBJECTIVES: The focus of this class is neither EEO nor Affirmative Action, although, it is almost impossible to discuss one without at least mentioning the other two. “*Understanding Diversity*” is an interactive and challenging *introduction* to the fundamentals of cultural diversity and its relevance in today’s workplace. It is about recognizing and responding to the needs of all people in a given workplace for the purpose of creating and maintaining harmony and maximizing retention and productivity.

- To recognize the various kinds of diversity-related changes that have taken place in both the workplace and in our country during recent years
- To explore definitions & concepts related to diversity issues, paying particular attention to the nature of and pitfalls related to stereotypes
- To develop an understanding and appreciation of various kinds of “diversity”
- To learn how to recognize and avoid various forms of workplace harassment other than sexual harassment

TARGET AUDIENCE: All Staff; **6 Hours CPM Credit**

UNDERSTANDING THE LEGISLATIVE PROCESS IN MISSISSIPPI

INSTRUCTOR: TED BOOTH, J.D.

OBJECTIVES:

- Review the Mississippi Legislature and analyze the mythical "Civics Class Model" of policy process
- Describe reality: "Conical Networking" model of public policy process
- Walk through the steps involved in passing legislation and analyze why most bills die
- Review legislative rank and power systems and how they influence passage of bills
- Understand what tends to compel legislative action
- Understand how to prepare and deliver an effective presentation to a legislative committee

TARGET AUDIENCE: All Staff / Supervisory/Management
3 Hours CPM Credit

UNTANGLING THE CONFUSING WEB OF ADA, FMLA, AND WORKERS’ COMPENSATION REGULATIONS FOR PUBLIC MANAGERS

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES:

- Learn how to identify where laws overlap each other and which one has precedent
- Learn how to identify potential problem areas in your organization and determine what changes should be made
- Learn how to ensure that every manager/supervisor in your organization understands the complexity of the laws and the importance of compliance and learn how to create internal processes/procedures that guarantee compliance of laws
- Learn how to better manage reports, records, and forms required by each law

TARGET AUDIENCE: Supervisory/Management/HR Personnel; **3 Hours CPM Credit**

USING DiSC DIMENSIONS OF BEHAVIOR FOR MANAGEMENT SUCCESS

Formerly "DiSC Personal Development Profile"

INSTRUCTOR: ROB BENSON

OBJECTIVES:

- Understand your behavioral tendencies and develop an understanding of how your behavior affects others
- Respect, appreciate, understand, and value individual differences
- Enhance strategies for working together to increase productivity
- Learn from one another

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit

WORKPLACE VIOLENCE PREVENTION

(Formerly "Peacekeeping Strategies for the Workplace")

INSTRUCTOR: DAVID HAYES

OBJECTIVES: The most common and tragic statements we hear after an incident of workplace violence are, "I never thought it could happen here!" or, "I never thought of that person as really being dangerous!" The sad fact is that violence can happen in any work environment and there are usually clear warning signs of which we all need to be aware. This interactive and thought-provoking course is designed to equip employees with potentially lifesaving information that can help them prevent violence as well deal with the aftermath of violence, if necessary. The course also includes procedures for investigating and reporting incidents of violence or threats, and common sense guidelines for keeping employees safe and secure in their work environment.

- To examine facts and statistics concerning violence in the workplace in order to develop a *heightened awareness* of the impact of violence on today's workplace.
- To examine the *risk factors* that can contribute to the likelihood of violence in the workplace.
- To become familiar with *common warning signs (attitudes and behaviors)*, that may be noticed in potentially violent employees before an act of violence occurs.
- To examine events that may serve as *triggers* to an act of violence on the part of a potentially violent employee.
- To develop *intervention and de-escalation strategies* in order to defuse potentially violent situations.
- To understand the *responsibilities of agencies, managers and employees* for reporting incidents of violence or threats as well as post-trauma crisis management.
- To understand policy recommendations regarding *weapons and telephone threats* related to bombs and other dangers.
- To explore some common sense recommendations for employee precautions and for making sure the *work environment* is physically secure.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

WOW SERVICE!

INSTRUCTOR: BECKY BAUM TILTON, CPM

OBJECTIVES: Focus is place on management of current employees by using the competency systems to improve performance. The competency based management model is used to assess performance gaps, identify learning opportunities needed to address gaps, and create individual development plans to address gaps.

- Understand how to assess performance gaps and learn how to develop performance through the IDP process
- Learn how to accelerate competency development
- Understand how to incorporate competencies into performance improvement
- Learn how to use competencies in the performance process

TARGET AUDIENCE: Supervisory/Management
6 Hours CPM Credit

WRITING ADVANTAGE™

Achieve What Matters Most with Successful Communication

INSTRUCTOR: RENEE' SCALES, CPM OR RONNA OWENS, CPM

OBJECTIVES: The success of the most important things you do every day depends upon your ability to communicate. With effective writing skills, you are able to get the right message across to achieve the results you want. This Writing Advantage™ workshop will give you the skills to:

- Improve productivity by writing quickly and easily
- Increase credibility with quality writing that reflects your best ideas and abilities
- Become a confident writer using proven communication standards

TARGET AUDIENCE: All Staff
Required elective for ASCP Level I

YOU RAISED THEM, NOW MANAGE THEM

Managing the X and Y Generation

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

- To identify how managers can become more effective by recognizing the values and needs of the X and Y Generations for performance-oriented workplaces. Learn how teams can improve overall performance and communication, increase skill levels, reduce conflict, improve response time, and drive motivation with this age group.
- To identify the critical components and attributes of managing and working with this age group of employees.
- To learn techniques for successfully leading performance-oriented teams with X's and Y's as members.
- Identify problems within organizations which limit involvement of X and Y generation staff members and negotiate solutions to the identified problems.
- To learn the value of X and Y team members for building teams for the future.

TARGET AUDIENCE: All Staff / Supervisory/Management
6 Hours CPM Credit