Leadership in times of

Change

WV Department of Administration

Division of Personnel

Organization and Human Resource Development

2010 Program Schedule

Your Source for Learning and Performance Solutions

OHRD

www.personnel.wv.gov/ohrd

Facilitating Learning, Guiding Visionary Change, Improving Performance

WV Department of Administration

Division of Personnel

Organization and Human Resource Development

Joe Manchin III, Governor
State of West Virginia

Robert W. Ferguson Jr., Cabinet Secretary
Department of Administration

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www.personnel.wv.gov/ohrd

Sara P. Walker
Director

As public servants, our daily work helps to fuel the economy, maintain public safety, and provide care. Our efforts provide hope and assistance – to the sick and the vulnerable, the very young and the very old, those who are unemployed and those who need a second chance. During periods of economic downturn, what we do each day is elevated from important to essential.

When it comes to the services we provide, we must challenge ourselves – and each other – to meet the needs and expectations of the diverse population we serve. It is the mission of the Division of Personnel to provide you with human resource and talent management services that can help you meet these expectations.

Through the Organization and Human Resource Development (OHRD) section, the Division offers training and development programs for executives, managers, and employees. Our 2010 Program Schedule contains new topics and updated programs that reflect current workplace needs. These programs will be offered in ways that make enrollment and scheduling easier and more convenient than in the past.

I encourage you to take advantage of the training and development opportunities presented. We believe that our programs can help you develop the confidence and competence necessary to meet the challenges that lie ahead.

On behalf of the Division of Personnel, I welcome you to a new year of purposeful work. I am hopeful and expectant that it will be your best year yet.

Sara P. Walker

"When it comes to the services we provide, the status quo won't suffice."

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The **2010 Program Schedule** offers practical and creative solutions for West Virginia's state government leaders at all levels. Highlights include new training topics for employees and administrators, online offerings, and programming that fits your busy schedule. Register online today at www.personnel.wv.gov/ohrd.

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Vision 2012: Governor Joe Manchin III
The Statewide Strategic Plan for West Virginia

Healthy, educated West Virginians who live in safe, modern communities that are part of a growing, diverse economy and served by a responsible state government.

Department of Administration's Mission

Operate a cost-efficient, customer-oriented service department whose actions are transparent to taxpayers resulting in innovative solutions and quality results for a government that effectively serves West Virginians.

Strategic View

Division of Personnel's Mission

The Division of Personnel provides personnel management services to state agencies and client organizations in support of their employing, managing, developing, and retaining staff of the highest ability and integrity.

Helping You Succeed

OHRD

OHRD's Mission

The Organization and Human Resource Development office exists to facilitate learning, guide visionary change efforts, and improve performance.

As Consultants, OHRD serves West Virginia State Government agencies, administrators, and employees by providing individual, career, and organizational development services and innovating learning strategies.

Our Values

We value high quality service that offers a variety of cost effective solutions and satisfies our customers' performance improvement and learning needs.
We take care of our customers.

We value teamwork characterized by learning and teaching, compassion, respect, and open communication.
We take care of each other.

We value a personal standard of excellence built on accountability, leadership, commitment and service.
We show leadership.

We value an environment that fosters creativity, energy, and a sense of play.
We have fun.

Strategic
View

Facilitating
Learning,
Guiding
Visionary
Change,
Improving
Performance

Helping You Succeed

OHRD

Performance Solutions

Organizational Assessment

This intervention uses survey data, interviewing, focus groups, and observation techniques to diagnose organizational systems. Organizational assessment identifies strengths and weaknesses in systems and makes specific recommendations for improvement; develops action plans for identifying strategies, objectives, tactics, needed resources, logistics, and target dates; establishes baseline data necessary to plan and chart progress; conducts feedback sessions for managers and other employees; and facilitates implementation of action plans for agencies.

Program Schedule

In addition to administering the Supervisor/Manager Training Program Policy DOP-P18), OHRD provides employee development programs each calendar year. An extensive competency development curriculum is offered through the annually-published Program Schedule. Training classes offered in the Program Schedule help develop the key competencies that enable individuals to improve their performance and stimulate their personal and professional growth.

Strategic Planning for Results

The Strategic Planning process guides an agency or division of an agency through several planning phases: assessment of readiness to plan, mission/ vision/values formulation, identification of driving forces, strengths and weaknesses, and developing a specific customer service plan. This analysis is used as the basis for developing organizational goals, objectives, and action plans. Emphasis is placed on relating mission and plan to individual performance objectives. The overall goal is to involve key managers in planning for an organization's successful future.

Team Building

This service assists with learning about and developing strategies for examining and improving work group effectiveness; helps groups analyze their functioning, performance, understanding of group dynamics, goal setting, problem solving, and conflict management processes.

WV Department of Administration

Division of Personnel

Organization and Human Resource Development

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Performance Solutions

Agency Development Plan

This service identifies individual and organizational training needs by using a systematic approach generated in collaboration with the agency and customized to meet the agency's unique needs. The resulting recommendation provides a written plan of agency developmental needs.

Change Implementation

This service supports managers and supervisors in their efforts to effectively manage planned change and to minimize disruption when change occurs unexpectedly. This service is predicated on (1) accepting change as a process, (2) understanding the natural resistance to change, and (3) planning strategies for successful change.

Customized Development Programs

Customized programs are developed to meet specific agency training needs by first conducting a training needs assessment and analysis. Following completion of this analysis, the training program is designed, delivered, and evaluated to meet the agency's requirements.

Facilitation

Groups solve problems and value effective decisions when they balance a task orientation with the concern for the needs of group members. A facilitator can assist a group in accomplishing these goals. This key person must balance the critical tensions associated with the structure, pace, interaction, focus, and concerns of the group. OHRD's facilitation service introduces concepts and methods for facilitating the process of group interaction and task accomplishment.

For more details about these and other performance solutions offered by OHRD, contact an OHRD Consultant:

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WV Department of Administration

Division of Personnel

Organization and Human Resource Development

OHRD

OHRD's Special Request for Services (SRS) System

What is an SRS?

By incorporating researched-based solutions with a unique understanding and knowledge of WV state government laws, policies, rules, processes and practices, OHRD offers specific training and consulting services that facilitate learning, guide visionary change, and improve performance. In addition to the training events listed in the annual Program Schedule, we offer training, development and consulting services to state agencies upon request.

Choosing the Right Solutions

These requests are filled based on specific criteria, including: connection to OHRD mission, needs assessment data, availability of consultants, and workload priorities.

How is an SRS Processed?

A requestor completes a Special Request for Services Form with the preliminary needs assessment information and submits it to the OHRD office. (Note: the requester's signature section of the request must be completed.)

The request is assessed by the SRS Review Committee and an approved/denied determination is made based on established criteria, including connection to OHRD mission, needs assessment data, availability of consultants, and workload priorities. OHRD may request additional data from the agency.

If the request is approved, OHRD will contact the requestor and conduct a more in-depth needs assessment. An SRS Agreement is drafted and signed between Division of Personnel/OHRD, and the requesting agency. Logistical arrangements are secured so that the service can be provided in an efficient and effective manner. (Note: Agencies will agree in advance to cover expenses including, but not limited to, materials, supplies, mileage or vehicle rental, lodging, and per diem according to state travel regulations.)

If the request is denied, a letter of explanation will be mailed to the requestor/requesting agency and alternatives will be discussed.

WV Department of Administration

Division of Personnel

Organization and Human Resource Development

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OHRD's Special Request for Services (SRS) System (continued)

What are some typical assessment questions?

When a customer submits a Special Request for Services (SRS) Form to OHRD, the designated OHRD Consultant conducts a needs assessment and/or performance analysis.

This process allows us to recommend a solution that best meets the customer's needs.

Here are some of the typical assessment questions we ask:

- *What problem(s) are you trying to address? What improvements are you seeking to make?*
- *What type of assistance are you seeking from OHRD?*
- *What business goals/objectives are you trying to attain?*
- *What do you want people to do differently? What new knowledge do you want people to gain?*
- *How will you know that improvement has occurred?*
- *On a scale of 1—10, how critical is improvement in the identified area?*
- *What is the risk associated with a failure to improve?*
- *What investment will your agency make to facilitate improvement?*

Prior to submitting an SRS, consider your answers to these questions. Doing so will speed the assessment/analysis process and help facilitate the partnership between your organization and OHRD.

Choosing the Right Solutions

WV Department of Administration

Division of Personnel

Organization and Human Resource Development

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Meet the Staff

OHRD

Facilitating Learning, Guiding Visionary Change, Improving Performance

Evie Davis

Evie Davis is the Assistant Director for the West Virginia Division of Personnel, in charge of Organization and Human Resource Development (OHRD).

She is director of the Center for Quality Government established in 1993 by the Governor to provide a comprehensive management development curriculum for state government administrators. As West Virginia state government's chief learning officer, Ms. Davis leads a variety of workplace learning and performance initiatives. She builds strategic learning partnerships with government and educational institutions, guides major organizational change efforts, and promotes the strategic role of learning and performance improvement solutions in determining organizational success.

Her experience includes business management, organizational planning and development, executive coaching and performance improvement, project management, quality assurance and control coordination, research and curriculum design, and development and presentation of training programs. Ms. Davis has taught Business Communication and Public Speaking courses at Marshall University.

She earned her Master's degree from Marshall University with a focus on Organizational Communication and a Bachelor's degree from Liberty University with concentrations in English, Journalism, and Cross-cultural Studies. Her research on perceptions and attribution theory led to the completion of her master's thesis, *Effects of Perceived Verbal Aggressiveness and Proxemic Violations on Attributions of Source Blameworthiness for Sexual Harassment*.

Evie is a member and Past-President of the WV Chapter of the American Society for Training and Development, a current member of the International Public Management Association - Human Resources, and an active member of the River Cities Community Church and RC3 Celebration Choir.

She has participated in the Adult Learning and Literacy Council program as a certified instructor for nonnative English speakers, and has enjoyed travels to Mexico, China, Kazakhstan, and Russia.

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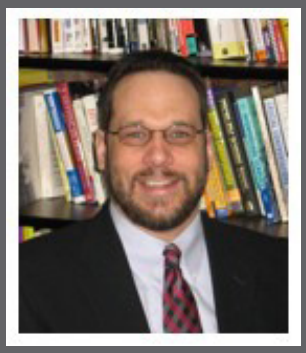

Mark Isabella

Mark Isabella is the Senior Development Consultant with the West Virginia Division of Personnel's Organization and Human Resource Development section.

He is also owner of Isabella & Associates, a private training and consulting company. Mark develops and delivers programs on such topics as performance management, team building, leadership, conflict management, change leadership, and coaching. His views on workplace issues have been featured in a number of business publications. He is also the coauthor of *Let's Deal with Conflict!* published by CPP Inc.

Mark earned his Master of Arts degree in Communication Studies from Marshall University. He received a Bachelor of Science degree in Communication/ Management and an Associate of Arts degree in Radio/Television from Fairmont State College. Mark's background includes experience as a radio announcer, speechwriter, and public information officer. He has also served as an adjunct faculty member for Wheeling Jesuit University.

The International Society for Performance Improvement has designated Mark as a Certified Performance Technologist, a title granted to those who demonstrate worthy performance and competence in improving individual, team, and organizational performance. He is a member of the American Society for Training and Development, the International Society for Performance Improvement, the International Personnel Management Association, and the North American Simulation and Gaming Association.

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Mary Bolton

Mary Bolton is a Development Consultant with the Organization and Human Resource Development section of the West Virginia Division of Personnel.

She earned her Master's of Science (MS) degree from Marshall University in the area of Adult & Technical Education with a major in Training and Organizational Development. She earned a Regents Bachelor of Arts (RBA) degree from West Virginia State University.

Mrs. Bolton's experience includes project and program management, development and presentation of programs, business coaching, group facilitation, grant writing, sales skills training, and conference planning and presentation. She conducts training on a variety of topics including discipline and documentation, employee performance evaluation, fundamentals of supervision, business etiquette and professionalism, customer service, dealing with upset and angry customers, and interpersonal communication.

Mrs. Bolton is an entrepreneur who has received a Vision Award from the WV Minority Business Development and an Excellence Award for Program Awareness from the National Child Support Enforcement Association. She is President of the American Society for Training and Development WV Chapter, a member of the Culture and History Committee at West Virginia State University, the Division of Personnel's Wellness Coordinator, and a mentor to young women in her community and church.

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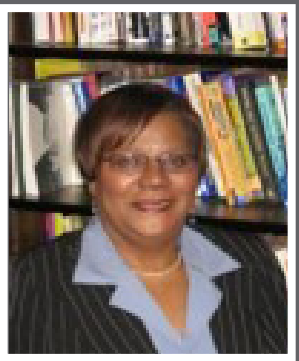

Taella Woolfolk-Hill

WV Department of Administration
Division of Personnel
Organization and Human Resource Development

Taella Woolfolk-Hill is a Development Consultant with the Organization and Human Resource Development section of the West Virginia Division of Personnel.

Dr. Woolfolk-Hill conducts training on a variety of topics including Managing and the Law, Informal Learning, Diversity, New Employee Orientation, and Creative Problem Solving.

Prior to becoming a Development Consultant, Dr. Woolfolk-Hill worked in higher education as career counselor, training coordinator, developmental advising specialist, adult student coordinator, and electronic courses coordinator. She has also served as adjunct faculty in the Intensive English program and in the School of Education and Human Services at Marshall University.

Taella has a Ph.D. from Capella University in Education with a specialization in Postsecondary and Adult Education.

She has an Education Specialist (Ed.S.) degree in Education, as well as Masters of Science (M.S.) degree in Adult and Technical Education from Marshall University. Taella has a long-standing interest in the area of blended and distributed learning, which was exhibited in her master's thesis titled, Profile of a Distributed Learning Curriculum for Adult Education as Perceived by Students. Her research on distributed learning has been presented across the country, and published in a blind peer reviewed journal and presented in absentia in Russia.

She is the Treasurer of the American Society for Training and Development WV Chapter, a member of the National Career Development Association, International Public Management Association – Human Resources, and a member of the Division of Personnel's Safety Committee.

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Nicole Michaelis

Nicole Michaelis is a Development Consultant with the Organization and Human Resource Development (OHRD) section of the WV Division of Personnel.

Nicole earned her Master's degrees in Public Administration and Foreign Languages from West Virginia University. She completed her undergraduate studies at the Otto-von-Guericke University in Magdeburg, Germany, in the fields of Russian and German linguistics and literatures, Pedagogy, and Psychology. Nicole has studied abroad extensively at the State Pushkin' Institute for Russian Language in Moscow and the Kazan' State University in Kazan', Russia, and has travelled throughout Northern Europe.

She has taught German and English as a Second Language at West Virginia University's foreign language department prior to joining Salem International University.

While at SIU, she worked as a Residence Director and Assistant Director for Student Life and was responsible for the well-being of 500 students. Nicole is interested in combining latest technologies with classroom learning and achieving balance and peak performances through the strategic investment of resources.

In her free time, Nicole enjoys studying Martial Arts and yoga. She has a second-degree brown belt in the American Karate System and is currently learning the art of Brazilian Jiu Jitsu. She also enjoys hiking, rollerblading, and spending time with her family.

WV Department of Administration

Division of Personnel

Organization and Human Resource Development

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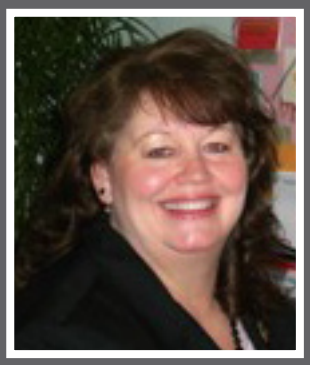
Susan Lockard-Hammock is the Secretary with the Organization and Human Resource Development (OHRD) section of the West Virginia Division of Personnel.

Susan has an extensive background in customer service management and working with the public. In addition to serving as Secretary to the Assistant Director, she is the Facility Scheduler for the West Virginia State Training Center and is responsible for booking the Executive, Regents, and Capitol Rooms on the 2nd floor of Building 7.

She provides administrative and support services in the section, is responsible for coordinating the section's travel, maintaining all leave and reimbursement records, updating the OHRD website, and is the section's primary customer service liaison.

Susan is a juried artisan at Tamarack, participates in the Mountain State Art and Craft Show and takes part in the Vandalia Festival. She teaches basket weaving through Kanawha County Schools, and enjoys spending time with family.



Susan Lockard-Hamock

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Organization and Human Resource Development

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OHRD

General

Information

Online Registration

OHRD

Facilitating Learning, Guiding Visionary Change, Improving Performance

Online Registration

Effective January 1, 2010, OHRD accepts requests for program enrollment through the online registration system only.

NOTE: Be sure to request and secure your supervisor's approval prior to enrollment.

NEW REGISTRANTS

If you have not yet enrolled in a training class using the Online Registration System, go to www.personnel.wv.gov/ohrd and click on "REGISTER NOW" under the How Do I menu and follow the registration steps instructions on that page.

CURRENT USERS

To request registration in a DOP training program:

1. Go to www.personnel.wv.gov/ohrd.
2. Click on "TRAINING CATALOGUE" under the Performance Solutions menu and follow the links to the class schedules to register.
3. Remember to update your email if it has changed. This will ensure that you get confirmations and reminders.
4. To update your email, click on My Account (above), enter your User Name and Password, select Change Your Personal Settings.

For more information, contact the Technology Learning Center at 1.304.558.6384.

www.personnel.wv.gov/ohrd

What to Know

OHRD offers programs based on the training and development needs of the WV state workforce. We provide regularly-scheduled programs throughout the calendar year and develop new programs based on assessments of specific personnel and organizational needs. Currently, we offer over fifty training programs. We provide facilitation and OD/HRD consulting services to all departments and agencies.

As a participant, you will experience our programs in a large group, as well as in smaller, more intimate settings, allowing a variety of interactions that maximize the impact of your learning.

Can I obtain continuing education credit for OHRD courses?

Course work offered by OHRD may be recognized by State universities and colleges for conversion to academic credit. It may qualify as Continuing Education Units (CEUs) or
Continuing Legal Units (CLUs), and may also be submitted to State licensing boards for consideration towards meeting their mandatory continuing education requirements.

Participants are responsible for: [1] initiating the inquiries about credit conversion with the individual licensing boards, colleges or universities; and [2] completing all paperwork processing requirements.

OHRD does not submit the information directly to the boards or educational institutions. Upon written request, OHRD will complete the necessary paperwork and return it to the individual making the request.

What time is class?

Most calendar classes are scheduled to begin promptly at 9:00AM and end by 4:00PM. If a course has a different time schedule, it will be noted in this catalog's course description. Center for Quality Government programs generally meet from 9:00AM to 5:00PM, unless otherwise noted.

How much do classes cost?

Most state employees and employees of county health departments may attend these scheduled workshops without charge.

Agencies and units not regularly billed for services provided by the Division of Personnel, including local governments, will be charged a daily fee for each participating employee.

Agencies requesting special off-campus training will agree, in advance, to cover associated expenses including, but not limited to, mileage, lodging, per diem, materials and supplies, according to state (travel) regulations.

Where to Go

Where do I park at the Capitol?

We recommend that you park in the metered spaces. Please remember to bring change to put in the parking meters. Most meters only accept quarters and are $.25 for each half hour. For questions and/or concerns about participant parking, contact the Department of Administration at 304.558.3062.

Where do I go for classes?

Most classes delivered by OHRD are held in the West Virginia State Training Center (Building 7), unless otherwise noted. You will need to allow time to check-in with security and obtain a visitor's pass, if you do not have employee access to the Capitol Complex. Please enter through the doors on the West side of Building 7 (the fountain side). Detailed directions to training locations may be obtained from the website at: www.personnel.wv.us/ohrd.

What if I need special accommodations?

Every reasonable effort is made to ensure that classes, seminars, and workshops are fully accessible to all employees. You may contact the OHRD section in advance to discuss such accommodations. You may also indicate on your Program Enrollment Form if special accommodations are required. OHRD will assist your agency in arranging for special accommodations. Agencies are responsible for payment of special accommodations for employees requiring these services.

What if I need more information?

Please call the OHRD office at 304.558.3950 Ext. 57204 or visit our website: www.personnel.wv.gov/ohrd.

OHRD

West Virginia State Training Center

WVSTC

Location

- West Virginia State Training Center
State Capitol Complex, Building 7, 2nd Floor
Charleston, WV 25305

Reservations

- The Division of Personnel's Organization and Human Resource Development office coordinates all aspects of requests for reservations at the West Virginia State Training Center.
- Requests for reservations are accepted on a first come, first-served basis.
- Go to www.personnel.wv.gov/ohrd and click on WVSTC Reservation Request Form
- Email, mail, or fax a WVSTC Reservation Request Form to the WVSTC Facility Scheduler:

Susan Lockard-Hammock, WVSTC Facility Scheduler
Organization and Human Resource Development
WV Division of Personnel, Department of Administration
State Capitol Complex, Building 6, Room B-456
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Parking

- Metered parking is available on the Capitol Complex lots.
- Contact the Department of Administrations Capitol Parking Unit for more information.

Room Capacity

- Capitol Room – Maximum of 150 people
- Regents Room – Maximum of 25 people
- Executive Room – Maximum of 15 people
- Heritage Room: This room is utilized by the Technology Learning Center, Office of Technology.

Security and Room Setup

- The WVSTC Facility Scheduler coordinates with the General Services Division, Office of Technology, and the Division of Protective Services to arrange for requested room setup and necessary security measures.

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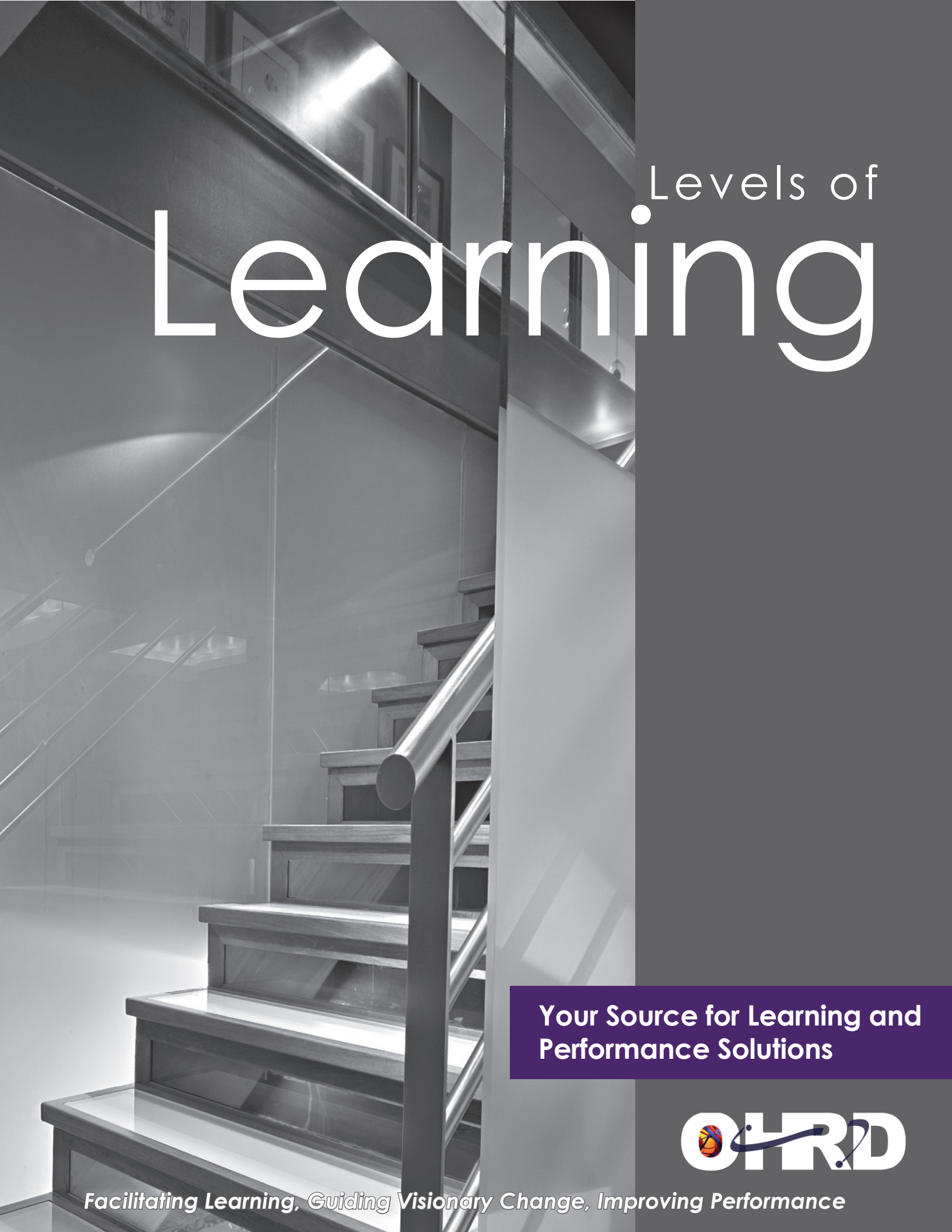

Levels of Learning

Your Source for Learning and Performance Solutions

OHRD

Facilitating Learning, Guiding Visionary Change, Improving Performance

Curriculum Tracks

Do You...

- ***Want to develop a greater sense of confidence on the job?***
- ***Want to be more marketable for career advancement in state government?***
- ***Want to contribute more to your organization's goals?***
- ***Care about reducing and preventing loss and liability?***
- ***Know how to provide exceptional customer service?***
- ***Need to be more effective and efficient in your work?***
- ***Need a plan?***

OHRD offers four Development Tracks that consist of up to five levels of classes designed to build competencies in these areas:

Communication and Customer Service;
Human Resource Fundamentals;
Leadership and Management Development;
and Professional and Personal Effectiveness.

Each track allows for the development of specific skill sets. While participants are not restricted to completing courses in only one track, we encourage you to review these tracks and determine if pursuing a series of courses would make you more effective in your current job or more marketable for a career advancement in state government.

Each track is divided into levels ranging from 100-500. All participants, regardless of experience level, are encouraged to attend classes at every level in a particular track beginning with 100-level courses and continuing through the completion of the highest level available for that Development Track. Tracks for each OHRD class are identified at the beginning of course descriptions.

WV Department of Administration
Division of Personnel
Organization and Human Resource Development

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University Partnerships

Do you believe that a lack of formal education holds you back at work? Do you dream about starting or finishing a degree? Are you confused as to how to get started on your re-entry to the world of higher education?

OHRD can help.

You may have noticed that OHRD talks a lot more about learning than we do training. Training, although a key learning solution, is only one pathway to development and growth. We urge you to embrace learning wherever it occurs: online, in meetings, and even in informal settings, such as around the coffee pot and in your worksite break rooms.

We also encourage you to consider continuing your formal education at the state's universities and colleges. Our higher education system now offers options and opportunities that make your access to certificate and degree programs easier than ever.

To formalize our commitment to making higher education a priority, OHRD continues to cultivate partnerships with the state's institutions of higher learning. We believe that by working together, OHRD and Higher Ed can enhance accessibility to continuing education for the state's employees and managers.

For more information about university partnership opportunities, please contact an OHRD Consultant:

Mark Isabella 304.558.3950 x.57248 mark.d.isabella@wv.gov

Mary Bolton 304.558.3950 x.57244 mary.s.bolton@wv.gov

Taella Woolfolk-Hill 304.558.3950 x.57247 taella.woolfolk-hill@wv.gov

Nicole Michaelis 304.558.3950 x.57246 nicole.michaelis@wv.gov

WV Department of Administration
Division of Personnel
Organization and Human Resource Development

OHRD

Training received under The Supervisor/Manager Training Program provides you with the foundational knowledge you need to better protect our state's resources and reduce risk and liability. We are optimistic about the progress you are making in completing the requirements of DOP-Policy 18.

Some recent trends:

Class participants are demonstrating their understanding of the importance and relevance of DOP's employment law programs and more agencies have requested Compliance Overview Charts to track progress; and several departments have implemented 'Strategic Plans for Training' that go beyond the basics of Components I, II, and III, to include Component IV continuing education topics.

Summary of DOP-Policy 18

DOP-Policy 18 Component I — (1.5 Days of Training)

Within 3 months: Preventing Harassment: A Shared Responsibility (1/2 day)
The Drug-Free Workplace (1/2 day)

Within 6 months: Employee Performance Appraisal I:
Policy and Forms (1/2 day)

DOP-Policy 18 Component II — (2 to 5 Days of Training)

Within 9 months: Managing and the Law (1 day)
Supervising for Success II:
Fundamentals of Supervision
(Now titled:Critical Skills for New Supervisors)

Within 12 months: Discipline and Documentation (1 day)

DOP-Policy 18 Component III — (1 to 2 Days of Training)

Within 24 months: Personnel Transactions in State Government (1 day) **OR**
Workplace Safety: Your Responsibility (1 day) **OR**
Finance for the Non-Financial Manager (2 days)

DOP-Policy 18 Component IV — (2 Days of Training Every Calendar Year)

After completing the classes in Components I, II, and III: Acquire twelve (12) contact hours of DOP or appointing authority-approved supervisory, managerial, and/or leadership training each calendar year.

WV Department of Administration
Division of Personnel
Organization and Human Resource Development

Adjunct Instructor Program

The Organization and Human Resource Development section has long-valued the involvement of subject-matter experts in helping us deliver our training programs.

Our initiative in this area is to expand our recruitment of content experts to serve as adjunct instructors for several OHRD programs. After securing approval from the appointing authority, our OHRD Adjunct Program recruits employees from state agencies and prepares them to serve as volunteer classroom facilitators.

These training partnerships have resulted in benefits to all state agencies. Participating agencies have enjoyed additional flexibility in meeting their training needs and in meeting the requirements of Component IV of the state's training policy.

Strategic recruitment of adjuncts from different parts of the state and the geographical distribution of training have resulted in travel expenses being substantially reduced. This is especially important in times of budget reductions and staff shortages. In addition, the skills developed by adjuncts can be used by their organizations to provide agency-specific training.

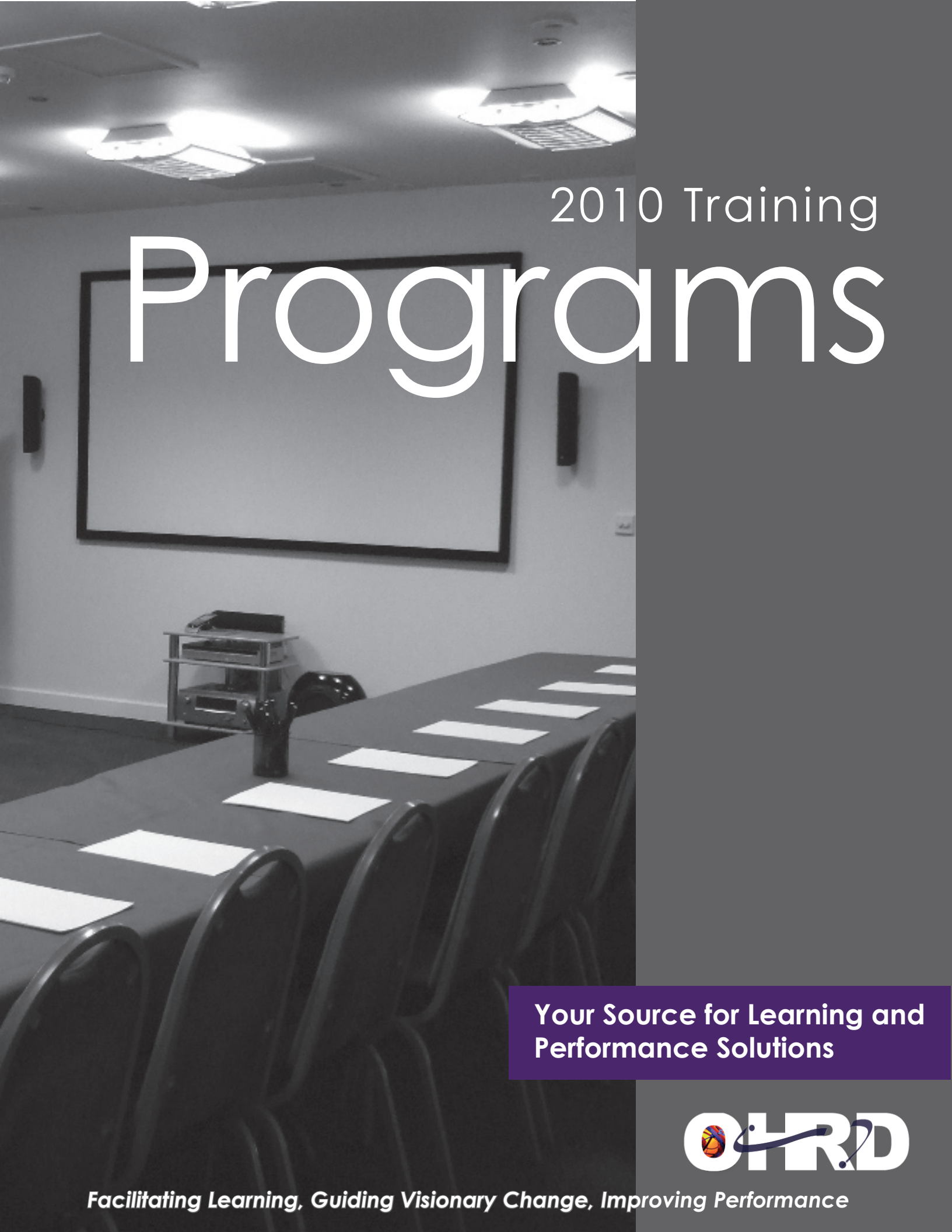
The program also offers benefits to the individuals who serve as adjunct instructors. Volunteers enjoy opportunities to improve their speaking, questioning, and facilitation skills.

The program allows adjuncts to meet and learn from employees and managers from a variety of state agencies.

For more details about the DOP Adjunct Instructor Program (AIP), contact the AIP manager Mark Isabella at 304.558.3950 x.57248 or via email at mark.d.isabella@wv.gov.

WV Department of Administration
Division of Personnel
Organization and Human Resource Development

OHRD



2010 Training

Programs

Your Source for Learning and Performance Solutions

OHRD

Facilitating Learning, Guiding Visionary Change, Improving Performance

Accountability: Creating a Culture that Gets

Results

Audience: All Managers & Supervisors
Program Track: LMD 200
Elective: Continuing Education
Instructor: Mary S. Bolton, M.S.
Contact Hours: 3 Hours

Are you interested in improving your employee's individual and organizational results? Are you personally getting all the results that you could? Do your employees trust each other to do what they say they will and to do it well? Are they working interactively in ways that leverage the possibilities of teams and groups?

Today's workforce requires a higher level of accountability than ever before. Increasing task demand along with a greater need to collaborate internally and externally enhances a greater need for accountability.

In *Accountability: Creating a Culture that Gets Results,* you will learn the essential elements required to create systems for greater accountability in the workplace.

Join us and learn how to:

- Ensure that tasks have a clearly defined owner;
- Empower employees to keep their agreements;
- Hold others accountable for achieving results and building morale;
- Be accountable without being defensive; and
- Create alignment with your organizations mission, vision and goals.

Schedule

August 31	9am-noon	WVSTC-Capitol Room
Sept. 30	9am-noon	WVSTC-Capitol Room

OHRD

Attendance Management

Absenteeism. Chronic tardiness. Excessive use of sick leave. If left unresolved, these issues can become costly and frustrating problems for supervisors and managers. *Attendance Management* is designed to help you deal with these conditions in a manner that improves individual, team, and organizational performance.

Attendance Management offers strategies to help you identify, track, and respond competently to attendance-related issues. The program provides specific guidance on how to:

- Recognize and document patterns of behavior;
- Effectively communicate attendance policies;
- Develop and communicate employee performance expectations;
- Provide performance feedback; and
- Apply corrective actions when attendance problems persist.

If you are struggling with attendance management issues, you owe it to yourself, your organization, and your customers to learn new approaches to address this age-old problem. Sign up for *Attendance Management* and boost your team's productivity and performance!

Audience: All Managers and Supervisors
Program Track: HRF 200
Elective: Continuing Education
Instructor:
Nicole Michaelis, M.A., M.P.A.
Contact Hours: 6 Hours
Continuing Education: 3 CPE Credit Hours approved through the WV Board of Accountancy

Schedule

February 18	9am-4pm	WVSTC-Capitol Room
April 27	9am-4pm	WVSTC-Regents Room
July 27	9am-4pm	WVSTC-Capitol Room

Bridging the Gap: Communicating with the Deaf

& Hard of Hearing

Audience: All Employees
Track: CCS 200
Elective: Continuing Education
Coordinator:
Mark Isabella, M.A., C.P.T.
Guest Instructor: Roy Forman, Deputy Director WV Commission for the Deaf and Hard of Hearing
Contact Hours: 4 Hours

State employees seldom receive guidance on how to serve those with hearing loss. As a result, citizens who are deaf or hard of hearing experience difficulty when seeking services from, and working in, public agencies.

Bridging the Gap is designed to help you communicate more effectively. A cooperative effort between the WV Commission for the Deaf and Hard of Hearing and the WV Division of Personnel, *Bridging the Gap* will increase your awareness of the challenges and barriers faced by people with hearing loss.

Your guest instructor, Roy Forman, Deputy Director of the Commission for the Deaf and Hard of Hearing, will discuss key aspects of deaf culture and provide tips for working effectively with interpreters. The program will also help you understand and protect the rights of people with hearing loss.

If you interact with people who are deaf or hard of hearing, or expect to do so in the future, sign up for *Bridging the Gap* and explore new facets of communication and customer service.

Schedule

June 25 10am-3pm WVSTC-Capitol Room

OHRD

Business Etiquette &

Professionalism

Business Etiquette and Professionalism develops the skills of proper conduct and professional practices for different business scenarios. As a result of this workshop, you will be able to:

- Operate in your business environment with confidence and competence;
- Increase your personal caliber of professionalism; and
- Enhance your professional image.

Join us for this redesigned program and improve those skills that will maximize your value within the organization.

Audience: All Employees
Program Track: PPE 200
Elective: Continuing Education
Instructor: Mary S. Bolton, M.S.
Contact Hours: 6 Hours

Schedule

July 14 9am-4pm WVSTC-Capitol Room

Coaching & Developing Employee

Performance

Audience: Managers & Supervisors
Program Track: LMD 300
Elective: Continuing Education
Instructor:
Mark Isabella, M.A., C.P.T.
Contact Hours: 12 Hours

Are the members of your team working as effectively as they should? Are they learning new skills and increasing their knowledge on a regular basis?

If the answer is no, this program can help. *Coaching and Developing Employee Performance* is designed to help you improve the performance of your employees and facilitate learning and development. You will learn how to establish goals, apply well-researched coaching models, and use specific performance counseling strategies for dealing with dysfunctional behavior.

Join us for this interactive program and learn new ways to support employee productivity, performance, and personal growth.

Schedule

March 30-31	9am-4pm	WVSTC-Capitol Room
August 24-25	9am-4pm	WVSTC-Capitol Room

OHRD

Conflict Management

Conflict is an unavoidable aspect of life. Contrary to popular belief, however, conflict can be a productive experience. Handled skillfully, conflict can foster increased understanding, creativity, and personal growth.

This program is designed to help you improve your conflict management skills. Working closely with other participants, you will explore:

- The nature of conflict;
- Common misconceptions about conflict;
- How conflict goals affect behavior;
- How to recognize destructive conflict patterns and adapt your style to effectively interact with others;
- How to avoid self-defeating behaviors; and
- How to use collaborative strategies to help you achieve your goals.

Creative exercises and activities will help you put these concepts into practice. The result will be a new appreciation for the opportunities that lie in every conflict. If you are frustrated by conflict in your workplace, join us for this lively and thought-provoking program.

Schedule

February 24-25	9am-4pm	CPRB
June 8-9	9am-4pm	WVSTC-Capitol Room
November 9-10	9am-4pm	WVSTC-Capitol Room

Audience: All Employees
Program Track: CCS 400
Elective: Continuing Education
Instructor:
Mark Isabella, M.A., C.P.T.
Contact Hours: 12 Hours

Creative Problem Solving

Audience: Supervisors & Managers
Program Track:
Instructor:
Taella Woolfolk-Hill, Ph.D.
Contact Hours: 6 Hours

Do you find it difficult to solve complex problems successfully? Would you like your team to be more involved in the problem solving process? Would you like to engage your team as a whole in solving problems?

As state employees, we are often called on to find critical solutions to problems within our organizations. This interactive program is designed to guide supervisors and their employees through the process of creative problem solving.

Specifically, you will learn how to:

- Apply a six-step process to solve problems creatively;
- Identify and define problems in new ways;
- Work within a team to analyze and solve problems; and
- Adopt new habits of "outside of the box" thinking.

If you would like a fresh, innovative approach to creative problem solving, join us for this interactive program.

Schedule

October 21 9am-4pm WVSTC-Capitol Room

OHRD

Critical Skills for

Executive Assistants

What differentiates a good executive assistant from a great one? Do you want to contribute directly to your boss's success? Would you like to be the assistant on whom everybody relies? Do you want to improve your skills and further your career? Do you want to stand out?

If you are looking into improving your executive skills, this class is an essential. In this short program, you will:

- Examine the differences amongst executive assistants;
- Analyze the next step to improve your skills; and
- Receive resources.

You will leave with fresh ideas on how to expand your skills and become the invaluable assistant that you aspire to be.

Come to *Critical Skills for Executive Assistants* and jump-start your career now.

Audience: All aspiring & current executive assistants
Program Track: PPE 100
Elective: Continuing Education
Instructor:
Nicole Michaelis, M.A., M.P.A.
Contact Hours: 1.5 Hour

Schedule

October 19 9am-10:15am WVSTC-Capitol Room

Customer Service Breakdown:

Managing Conflict in Challenging Situations

Audience: All Employees
Program Track: CCS 200
Elective: Continuing Education
Instructor: Mary S. Bolton, M.S.
Contact Hours: 3 Hours

Our jobs necessitate providing efficient, effective service to our internal customers and the public we serve. Balancing the needs of the customer, however, with agency requirements can be daunting, especially as it relates to customers who are upset or angry. This redesigned course offers techniques to help you provide appropriate responses in challenging situations.

During this engaging program you will:

- Develop skills for managing difficult situations with customers;
- Learn a model that you can apply to your organization needs; and
- Practice strategies for dealing with conflict situations successfully.
- Examine communication techniques,

If you interact with customers on a regular basis,this class is for you.

Schedule

April 29	1pm-4pm	WVSTC-Capitol Room
June 10	1pm-4pm	WVSTC-Capitol Room
Oct. 6	1pm-4pm	WVSTC-Regents Room

Developing Leadership

Survival Skills

To succeed in today's challenging environment, leaders must rely on more than job-related skills and knowledge. They must also learn how to use power, politics, and persuasion to achieve their goals.

This two-day, redesigned program explores areas of leadership that often go undiscussed. In it, you will learn how to:

- Persuade others to accept your proposals and act on your ideas;
- Use power in productive ways;
- Develop your political skills;
- Manage your relationship with your boss; and
- Negotiate with others for mutual gain.

This interactive and engaging program features a variety of exercises designed to bring these concepts to life. You'll negotiate with others in "Win as Much as You Can." You'll learn to sell your ideas according to time-tested techniques. And you'll analyze real-life examples to learn how to make decisions in difficult situations.

Developing Leadership Survival Skills provides a new perspective on the world of work and the art of leadership. It will help you navigate the challenging—and sometimes perilous—pathways at work.

Schedule

October 6-7	9am-4pm	WVSTC-Capitol Room
November 4-5	9am-4pm	WVSTC-Capitol Room

Audience: Managers & Supervisors

Program Track: LMD 300

Elective: Continuing Education

Instructor: Mark Isabella, M.A., C.P.T.

Contact Hours: 12 Hours

OHRD

Dialogue and Listening: Relationship Skills for a

New Era

Audience: All Employees
Program Track: CCS 300
Elective: Continuing Education
Instructor:
Mark Isabella, M.A., C.P.T.
Contact Hours: 6 Hours

More than any other relationship skill, listening has the potential to distinguish you as a communicator. Unfortunately, inadequate emphasis has been placed on learning how to listen effectively. Consequently, we tend to focus on advocating our positions at the expense of remaining open to the ideas and input of others.

In this program, you will learn the key mindsets and skills associated with successful listening. Through the practice of dialogue, you will learn how to balance the expression of your opinions with a mindful openness to the contribution of others.

In an interesting and participative environment, you will explore:

- The ways in which poor listening may be sabotaging your career;
- How dialogue differs from other forms of conversation;
- How listening can transform relationships and improve decision making; and
- How dialogue can be used to manage conflict and negotiate differences.

Enroll in *Dialogue and Listening* and learn how you can enhance your relationships and improve your performance!

Schedule

July 30	9am-4pm	WVSTC-Capitol Room
August 11	9am-4pm	WVSTC- Regents Room

Discipline & Documentation

Discipline & Documentation is specifically designed for supervisors and managers who must deal with situations involving poor performance or misconduct.

You will learn:

- Practical information on how to recognize when implementing progressive discipline is appropriate;
- Techniques and procedures that a positive discipline system uses to document significant events and critical incidents;
- Guidelines for creating Administrative Files; and
- How to create a Performance Improvement Plan.

Discipline & Documentation will help you protect your interests as well as the interests of your employees, your agency, and the state's taxpayers.

Sign up today and learn the principles you need to manage employee performance more effectively.

Audience: All Managers and Supervisors
Program Track: HRF 200
Component II - DOP-Policy 18
Instructor: Mary S. Bolton, M.S.
Contact Hours: 6 Hours
Continuing Education: 6 CPE Credit Hours approved through the WV Board of Accountancy.

Schedule

February 11	9am-4pm	WVSTC-Capitol Room
March 10	9am-4pm	WVSTC-Capitol Room
April 7	9am-4pm	WVSTC-Capitol Room
June 16	9am-4pm	WVSTC-Capitol Room
July 8	9am-4pm	WVSTC-Capitol Room
August 17	9am-4pm	WVSTC-Capitol Room
September 14	9am-4pm	WVSTC-Capitol Room
October 13	9am-4pm	WVSTC-Capitol Room

Diversity:

A Performance Bonus

Audience: All Supervisors & Managers
Program Track:
Instructor:
Taella Woolfolk-Hill, Ph.D.
Contact Hours: 1.5 Hour

Workplaces have become increasingly diverse in the 21st century. Research has shown that a workforce with diverse perspectives and backgrounds can prove to be more beneficial to the organization. Successful organizations have teams with the highest level of respect and productive forms of conflict. Individuals in these types of organizations experience the freedom to express their points of view, regardless of how diverse.

At the end of this session, participants will:

- Recognize the advantage of employing people from diverse backgrounds; and
- Examine strategies that encourage diverse points of view.

Join us as we examine the advantages of embracing diverse perspectives and backgrounds within an organization.

Schedule

September 9 9am-10:30am WVSTC-Capitol Room

OHRD

Email Etiquette: Composing Effective

Business Correspondence

Do you struggle with composing email correspondence? Have you unintentionally offended someone via email? Are you emailing when a face-to-face conversation would be better?

If you answered "yes" to any of the above, then this program is for you. *Email Etiquette* will give you the tools to follow standard business protocols. In this interactive program, you will learn how to:

- Write effective emails;
- Determine when to use email; and
- Inject the right tone when creating emails.

If you want to increase the effectiveness of your email communications, join us for *Email Etiquette*.

Audience: All Managers and Supervisors
Program Track: CCS 100
Elective: Continuing Education
Instructor:
Taella Woolfolk-Hill, Ph.D.
Contact Hours: 1.5 Hour

Schedule

October 19 2:30pm-4pm WVSTC-Capitol Room

Employee Performance Appraisal I:

Policy and Forms

Audience: All Managers and Supervisors
Program Track: HRF 100
Component I - DOP-Policy 18
Instructor: Mary S. Bolton, M.S.
Contact Hours: 3 Hours

Employee Performance Appraisal I: Policy and Forms introduces you to the State's Employee Performance Appraisal system, policy, forms, and timeframes.

In this program, you will learn the fundamentals of how to evaluate employee performance according to a standardized system, resulting in performance appraisals that are fair and data-driven. You will also be introduced to a tool for diagnosing the causes of performance problems.

Join us for *EPA I* and improve your ability to manage the performance of your employees.

Schedule

January 14	9am-noon	WVSTC-Capitol Room
February 9	9am-noon	WVSTC-Capitol Room
April 9	9am-noon	WVSTC-Capitol Room
July 7	9am-noon	WVSTC-Regents Room
September 8	1pm-4pm	WVSTC-Capitol Room
October 7	9am-noon	WVSTC-Regents Room

OHRD

Ethics-in-Action: An Introduction to the

WV Ethics Act

This course will consist of an overview of the West Virginia Ethics Act, including recent significant changes. The purpose of the course is to educate public employees about the Ethics Act in order to assist them in evaluating whether a proposed action complies with the Act.

Specifically this program will show public employees how to:

- Spot real and/or potential conflicts of interest;
- Recognize ethical dilemmas before they occur; and
- Help their agencies seek guidance from the Ethics Commission.

Join us in this very informative program designed to protect your agency and yourself.

Audience: All Employees

Program Track: PPE 400

Elective: Continuing Education

Coordinator:

Taella Woolfolk-Hill, Ph.D.

Guest Instructor: Teresa Kirk, E xecutive Director (WV Ethics Commission)

Contact Hours: 1.5

Schedule

February 17	9am-10:30am	WVSTC-Regents Room
April 13	9am-10:30am	WVSTC-Capitol Room
July 15	9am-10:30am	WVSTC-Regents Room

Finance for the

Non-Financial Manager

Audience: All Managers & Supervisors
Program Track: LMD 400
Component III - DOP-Policy 18
OHRD Coordinator: Taella Woolfolk-Hill, Ph.D.
Program Facilitator: Tari Crouse, Assistant Personnel Director, EI&C
Guest Speakers: TBA
Contact Hours: 12 Hours

Just how does the budget process work? How can I track my unit's purchases in the Finance Information Management's System? How does the audit process work?

If you've asked these questions, then *Finance for the Non-Financial Manager* is for you. This two-day program is designed for managers at all levels who are unfamiliar with, or want a refresher on fiscal management in state government, both at the agency level and as a whole.

Guest speakers will provide supervisors and managers an insightful overview of fiscal management in state government.

Specifically, you will learn about:

- Revenue projections;
- Budget formation;
- Purchasing procedures;
- The purchasing card program;
- The expenditure process; and
- The function of the Auditor's & Treasurer's offices.

Join us for this informative session and learn what your agency's numbers mean and how you can use this knowledge to manage more effectively.

Schedule

May 18-19 9am-4pm WVSTC-Capitol Room

OHRD

Heading Into Retirement: Planning for a Secure Future

Are you planning to retire from a career in state government in the next five years? If so, then join us for *Heading Into Retirement: Planning for a Secure Future*.

This program is designed to provide you with information that will help you make informed decisions about your retirement plans. Employees who are contemplating retirement and are 50 years of age or older will gain the most benefit from *Heading into Retirement*.

The program will be presented by state agency subject matter experts and by financial planners from the private sector. Topics of discussion will include:

- Retirement benefits;
- Annuity options;
- 457 (b) Deferred Compensation Plans;
- PEIA benefits;
- Social Security benefits; and
- Unused sick and annual leave at retirement.

Don't go into retirement uninformed. Take advantage of this unique opportunity to learn more about the state's retirement options and make the right decisions for your future.

Audience: All Employees- Primarily those contemplating retirement and who are 50 years of age or older.

Program Track: PPE 200

Program Facilitator: Taella Woolfolk-Hill, Ph.D.

Guest Speakers include representatives from the following agencies: Consolidated Public Retirement Board, Public Employee Insurance Agency, Fringe Benefits Management Company, U.S. Social Security Administration, and ING Direct.

Contact Hours: 6 Hours

Schedule

January 21	9am-4pm	WVSTC-Capitol Room
April 21	9am-4pm	WVSTC-Capitol Room
July 20	9am-4pm	WVSTC-Capitol Room
October 14	9am-4pm	WVSTC-Regents Room

OHRD

High Performance

Work Teams

Audience: All Managers & Supervisors
Program Track: LMD 300
Elective: Continuing Education
Instructors:
Nicole Michaelis, M.A., M.P.A.,
Mary S. Bolton, M.S.,
Taella Woolfolk-Hill, PhD.,
Mark Isabella, M.A., C.P.T.
Contact Hours: 12 Hours

Most high performing teams go through four stages of development: forming, storming, norming, and performing. *High Performance Work Teams* is a training workshop for team leaders who are interested in creating an environment and work processes that build and sustain high team productivity and morale.

In this two-day program, participants learn the keys for unlocking team effectiveness, methods for creating goals and establishing roles, and tools for evaluating performance.

Sign up today and start creating your high performing work team now!

Schedule

October 27-28 9am-4pm WVSTC-Capitol Room

Implementing Discipline: Getting Your

Bosses' Support

Are you interested in improving your employee's performance? Have you previously taken *Discipline and Documentation* and are now interested in a refresher to update your knowledge and skills? If so, join us for this short, interactive session where you will learn:

- How to improve your documentation efforts;
- How to effectively communicate the risk associated with misconduct or employees substandard performance; and
- Techniques and procedures to streamline the documentation process.

Updating your knowledge about discipline and documentation will help you protect your interests, the interests of your employees, your agency and the state's taxpayers.

Sign up today and learn the principles you need to manage employee performance more effectively.

Audience: All Managers and Supervisors
Program Track: HRF 200
Elective: Continuing Education
Instructor: Mary S. Bolton, M.S.
Contact Hours: 1.5 Hours

Schedule

Oct.19 10:30am-noon WVSTC-Capitol Room

OHRD

Incivility in the Workplace: How Rudeness & Disrespect are Impairing

Performance

Audience: All Employees
Program Track: CCS 200
Elective: Continuing Education
Instructor: Mark Isabella, M.A., C.P.T.
Contact Hours: 1.5 Hours

Today's workplaces are teeming with stress, pressure, and tension. Demanding customers, limited resources, increased workloads—all are putting a strain on employees and managers.

One of the most common casualties in such an environment is basic civility and courtesy. While these qualities are a fundamental part of high-performing work communities, they are being routinely sacrificed for the sake of expediency, narrow interests, and demanding deadlines.

In this 90-minute session, you will learn the scope and severity of the problems associated with incivility. With your fellow participants, you will explore:

- Research data on the risks and costs associated with workplace incivility;
- The disturbing consequences bred by rudeness and disrespect; and
- Action steps that you and your organization can take to create a more civil and respectful workplace environment.

If you believe that your workplace is in danger of becoming one characterized by a lack of compassion, politeness, and courtesy, sign up today for *Incivility in the Workplace*.

Schedule

Sept. 29 1pm-2:30pm WVSTC-Capitol Room

OHRD

Know Your State

Government

Just how does a bill become a law? What is the function of the Treasurer's Office is and where it is located? What roles do the clerks of the Senate, House of Delegates, and Supreme Court play in the operation of state government?

Find the answers to these and other questions as we visit the three branches of state government in *Know Your State Government*. As employees, we naturally focus on our particular department and work unit and do not see the bigger picture. This program is intended to give you an overview of the legislative, judicial, and executive branches of government and to familiarize you with the locations of major offices within each branch of government. Our guest speakers will help you explore state government, its functions, and its vast network of interdependent relationships.

Join us for a program that will provide you with a "big picture" view of how West Virginia State Government operates.

Audience: All Employees
Program Track: PPE 100
Instructor:
Taella Woolfolk-Hill, Ph.D.
Guest Speakers include:
WV House of Delegates Clerk Gregory Gray; WV Senate Assistant Clerk Rick Winnell; WV Supreme Court Clerk Rory Perry; State Treasurer's Office Deputy Nelson Sorah; and Governor's Office Legislative Director James Pitrolo.
Contact Hours: 6 Hours

Schedule

April 15	9am-4pm	WVSTC-Capitol Room
June 17	9am-4pm	WVSTC-Regents Room

Managing and the Law

Audience: Managers & Supervisors
Program Track: HRF 200
Component II - DOP-Policy 18
Instructor: Taella Woolfolk-Hill, Ph.D.
Contact Hours: 6 Hours

This program examines the legal implications of management with an emphasis on the special duties imposed on supervisors and managers in the public sector. In it you will learn the principles that will help you reduce personnel and organizational risk.

Not only will you have the opportunity to discuss equal opportunity in hiring and training practices, but also the obligation of managers and supervisors to create work environments that are gender, age, and disability neutral. In addition, the program examines the Americans with Disabilities Act, the Family Medical Leave Act, the Civil Rights Act, and numerous other laws and policies as they relate to personnel decisions.

If you are a supervisor or manager who wants to understand your legal responsibilities, join us for this informative and interactive program.

Schedule

February 9	9am-4pm	WVSTC-Regents Room
March 10	9am-4pm	WVSTC-Regents Room
April 8	9am-4pm	WVSTC-Capitol Room
May 25	9am-4pm	WVSTC-Regents Room
July 13	9am-4pm	WVSTC-Capitol Room
August 11	9am-4pm	WVSTC-Capitol Room
December 10	9am-4pm	WVSTC-Capitol Room

OHRD

Managing and the Law Online

Managing and the Law Online examines the legal implications of management. An important dimension of the program is its emphasis on the special duties imposed on supervisors and managers in the public sector. Equal opportunity in hiring and training practices is discussed as well as the obligation of managers and supervisors to create work environments that are gender, age, and disability neutral. The program examines the Americans with Disabilities Act, the Family Medical Leave Act, the Civil Rights Act, and numerous other laws and policies as they relate to personnel decisions.

This interactive online course is broken down into modules. Each module contains information summaries for the laws being studied, along with mini-scenarios and exercises that allow participants to explore the important nuances of each set of laws. To successfully complete the class, participants must score at 80% or above on the final comprehensive exam.

At the end of the program, participants will be able to:

- Better interpret and apply employment law; and
- Avoid mistakes that could place them and their agencies at risk.

If you have travel constraints in your agency, *Managing and the Law Online* could be the answer for you. You can complete the course at your convenience.

Audience: Managers & Supervisors
Program Track: HRF 200
Component II - DOP-Policy 18
Instructor:
Taella Woolfolk-Hill, Ph.D.
Contact Hours: 6 Hours

Managing for
Excellence I

Audience: All Mid– to Senior-level Managers, & Graduates of Supervising for Success I and II
Program Track: LMD 300
Elective: Continuing Education
Instructors: Evie Davis, M.A., Mark Isabella, M.A., C.P.T., Mary Bolton, M.S., Taella Woolfolk-Hill, Ph.D., Nicole Michaelis, M.A., M.P.A
Contact Hours: 34 Hours

In this challenging five-day program, participants explore and practice key elements of effective management and leadership including:

- Principled behavior and public stewardship;
- Relationship building;
- Strategic management;
- Team building; and
- Visionary leadership.

The program's interactive design will help you enhance your ability to recognize, adapt to, and effectively manage the changing environment of state government. The use of case studies, simulations, skill practice, and guided discussions ensure practical and relevant learning.

Attend *MFE I* and make an investment in your professional development and personal growth.

Schedule

Sept. 20-24 (M-Th.) 9am-5pm WVSTC-Capitol Room
(Fri.) 9am-4pm

OHRD

Motivation & Engagement in the Workplace

How do you create a work environment that promotes employee engagement and satisfaction? How do you access each employee's unique motivational energy? How do you retain your most talented employees in a competitive job market?

These questions have challenged public sector managers for years. While there are no easy answers or simple shortcuts, research provides guidance on how you can create a work environment that emphasizes meaningful work, productive relationships, self-management, competence, and progress.

This interactive program will explore key theories of human motivation and will identify ways to engage employees, recognize their efforts, and provide opportunities for greater fulfillment at work. In it you will learn:

- The workplace element that could make or break your supervisory success;
- How to avoid "one size fits all" approaches to motivation;
- How employee engagement affects bottom-line performance; and
- The specific steps you can take to create a more motivating and engaging work environment.

Are you are searching for answers to the eternal question: What do employees want? Then join us for *Motivation and Engagement in the Workplace*.

Audience: Managers & Supervisors
Program Track: LMD 200
Elective: Continuing Education
Instructor:
Mark Isabella, M.A., C.P.T.
Contact Hours: 6 Hours
(Formerly *Rewards and Recognition in the Workplace*)

Schedule

June 23	9am-4pm	WVSTC-Regents Room
August 13	9am-4pm	WVSTC-Capitol Room

New Employee

Orientation Online

Audience: Employees new to state government
Program Track: PPE 100
Elective: Continuing Education
Instructor: Taella Woolfolk-Hill, Ph.D.
Guest Speakers: TBA
Contact Hours: 6 Hours

Navigating your way as a new employee can be a challenge! This online program is designed to prepare you for a meaningful career in West Virginia state government.

Guest speakers will help you learn about the various benefits available to new employees, the services available to you, and the big picture of state government. This one-day, interactive program will show you how to invite your manager to assist you in identifying additional training needs and in working out a career development plan.

Public service is an honorable profession. Join us for *New Employee Orientation: Welcome to WV State Government*, and learn how you can be a valuable contributor in your organization.

Schedule

July 1-31 Online Self-Paced
(Complete all modules within this month)

August 1-31 Online Self-Paced
(Complete all modules within this month)

Sept. 1-30 Online Self-Paced
(Complete all modules within this month)

October 1-31 Online Self-Paced
(Complete all modules within this month)

Nov. 1-30 Online Self-Paced
(Complete all modules within this month)

Dec. 1-31 Online Self-Paced
(Complete all modules within this month)

OHRD

Personnel Transactions in State

Government

Are you responsible for hiring new employees? Do you manage human resources? Are you uncertain about how to apply Division of Personnel rules and regulations? If so, then you should join us for Personnel Transactions in State Government.

In this program, you will learn the central elements of the Division of Personnel's policies and procedures, recruitment and hiring processes, classification and compensation system, employee communication and information functions, employee relations practices, and training and development services.

Join us for this highly informative program and have your questions answered by Division of Personnel administrators and staff.

Audience: Managers & Supervisors

Program Track: HRF 100

Component III - DOP-Policy 18

Program Facilitator: OHRD Development Consultant

Guest Speakers: WV Division of Personnel Director, Assistant Directors, Managers and Staff.

Contact Hours: 6 Hours

Continuing Education: 3 CPE Credit Hours approved through the WV Board of Accountancy.

Schedule

March 18	9am-4pm	WVSTC-Capitol Room
June 24	9am-4pm	WVSTC-Capitol Room
October 5	9am-4pm	WVSTC-Capitol Room
November16	9am-4pm	WVSTC-Regents Room

Preventing Harassment: A Shared

Responsibility

Audience: All Managers & Supervisors
Program Track: HRF 100
Component I - DOP-Policy 18
Contact Hours: 3 Hours
Instructor:
Nicole Michaelis, M.A., M.P.A.

The Division of Personnel's Interpretive Bulletin DOP-B6, "Illegal Workplace Harassment Prohibited", deals with all types of harassment in the workplace including, but not limited to, sexual harassment, race, age, religion, national origin, ancestry, and gender.

DOP-B6 requires that all managerial and supervisory personnel be trained in its implementation. This class is designed to support your compliance with the interpretation and application of existing laws and policies regarding harassment. The program will also sensitize you to the social changes affecting today's culturally diverse workforce.

Preventing Harassment: A Shared Responsibility provides the information you need to protect the rights and interests of your employees, your agency, and your customers.

Schedule

January 20	9am-noon	WVSTC-Capitol Room
March 11	9am-noon	WVSTC-Capitol Room
April 7	1pm-4pm	WVSTC-Regents Room
May 13	9am-noon	WVSTC-Regents Room
June 11	1pm-4pm	WVSTC-Capitol Room
October 13	1pm-4pm	WVSTC-Regents Room

OHRD

Providing the Ultimate Customer Service

Experience

What is good customer service and how can it go from good to great? Does your attitude count? What techniques can be used to reduce customer service stress? Find out the answers to these and other important customer service questions during this information-packed training session.

Participants will learn what exceptional service is; adapt to customer service behavior, how to project a customer-friendly image; and how to handle demanding customers.

By the end of this program, participants will be able to:

- Recognize barriers to the delivery of ultimate customer service;
- Demonstrate how to measure customer satisfaction levels and take corrective action if needed; and
- Develop a personal action plan to improve customer service skills.

Audience: All Employees
Program Track: CCS 100
Elective: Continuing Education
Instructor: Mary S. Bolton, M.S.
Contact Hours: 3 Hours

Schedule

April 29	9am-noon	WVSTC-Capitol Room
June 10	9am-noon	WVSTC-Capitol Room
October 6	9am-noon	WVSTC-Regents Room

OHRD

Supervising for Success I: Developing Tomorrow's

Leaders

Audience: Potential state government supervisors
Program Track: LMD 200
Elective: Continuing Education
Instructors:
Mark Isabella, M.A., C.P.T.,
Nicole Michaelis, M.A., M.P.A
Contact Hours: 18 Hours

Do you have aspirations to be a supervisor? Do you believe that you have what it takes to be included in the next generation of state government leaders?

Supervising for Success I: Developing Tomorrow's Leaders is designed to help you answer those questions. In this three-day program, you will explore the requirements for making a successful transition from employee to supervisor. Working closely with your peers, you will explore:

- The toughest challenges associated with a promotion to supervisor;
- How supervisory roles and requirements differ from those of an employee;
- How to lead former peers after being elevated to supervisor;
- How to begin leading successfully from your very first day of supervision; and
- The essential skills of effective leaders.

While attendance in this program cannot ensure your promotion to supervisor, it can help you decide whether such a career move is for you. It can also help you be better prepared if a leadership position awaits you.

Schedule

June 1-3	9am-4pm (CI)	WVSTC-Capitol Room
July 9	9am-4pm (C2DI)	WVSTC-Capitol Room
August 18	9am-4pm (C2D2)	WVSTC-Capitol Room
Sept. 16	9am-4pm(C2D3)	WVSTC-Capitol Room

Supervising for Success II: Fundamentals of Supervision
Now titled Critical Skills for

New Supervisiors

Choices made during a new supervisor's first year can set the tone for his or her entire tenure in a supervisory position, so making the best decisions from the beginning is important.

During this highly interactive, three-day program, you will:

- Identify your personal strengths and weaknesses;
- Develop awareness of different communication styles;
- Gain insight into your leadership style;
- Learn techniques that will help you build effective workplace relationships; and
- Increase your confidence, leadership skills and personal and professional satisfaction in your job.

Being a new supervisor in the public sector can be a complex transition. Make sure you have the knowledge and skills you need to make the change as successful as possible.

Center for Quality Government Program
Audience: All new supervisors
Program Track: LMD 200
Component II - DOP-Policy 18
Contact Hours: 18 Hours
Instructors: Mary S. Bolton, M.S.

Schedule

January 26-28	9am-4pm	WVSTC-Capitol Room
May 12-14	9am-4pm (C2D2)	WVSTC-Capitol Room
July 21	9am-4pm (C3DI)	WVSTC-Capitol Room
August 4	9am-4pm (C3D2)	WVSTC-Capitol Room
August 26	9am-4pm (C3D3)	WVSTC-Capitol Room
September 28	9am-4pm (C4DI)	WVSTC-Capitol Room
October 20	9am-4pm (C4D2)	WVSTC-Capitol Room
November 18	9am-4pm(C4D3)	WVSTC-Capitol Room
December 7-9	9am-4pm (C5)	WVSTC-Capitol Room

OHRD

Supervising for Success III: Leadership

Essentials

Audience: Managers & Supervisors, & Graduates of Supervising for Success II: Critical Skills for New Supervisors
Program Track: LMD 200
Elective: Continuing Education
Instructors:
Mark Isabella, M.A., C.P.T.
Guest Speaker:
Robert W. Ferguson Jr. Cabinet Secretary, Department of Administration
Contact Hours: 18 Hours

This interactive, three-day program is designed to provide experienced supervisors and mid-level managers with the skills they need to be successful in a complex work environment.

Specifically, managers will learn how to:

- Use team purpose, values, and vision to provide direction, foster teamwork, and promote accountability;
- Analyze and address performance gaps to maximize individual and team effectiveness;
- Leverage each employee's motivational energy; and
- Improve performance by facilitating employee engagement and empowerment.

Participants will practice these valuable skills in a dynamic and engaging classroom setting. If you are ready to take the next step in improving your skills, *Leadership Essentials* is the program for you!

Schedule

March 9	9am-4pm (CIDI)	WVSTC-Capitol Room
April 14	9am-4pm (CID2)	WVSTC-Capitol Room
May 27	9am-4pm (C1D3)	WVSTC-Capitol Room
June 15	9am-4pm (C2DI)	WVSTC-Capitol Room
July 7	9am-4pm (C2D2)	WVSTC-Capitol Room
August 19	9am-4pm (C2D3)	WVSTC-Capitol Room
Sept.15	9am-4pm (C3D1)	WVSTC-Capitol Room
October 14	9am-4pm (C3D2)	WVSTC-Capitol Room
Nov. 17	9am-4pm (C3D3)	WVSTC-Capitol Room

The Drug-Free Workplace

The Drug-Free Workplace Act of 1988 mandates a drug- and alcohol-free workplace for West Virginia State agencies. This half-day program helps to ensure compliance with the Act. It also provides you with information to help you maintain a safe and healthy workplace.

By attending this training, you will become more aware of federal compliance requirements, the mandates of the WV Drug- and Alcohol-Free Workplace Policy, and the resources available to state employees.

In *The Drug-Free Workplace*, you will:

- Learn how to identify the common characteristics of troubled employees, and what you should do in dealing with them;
- Be able to define and communicate the guidelines established in the West Virginia Drug- and Alcohol-Free Workplace Policy (DOP-P2);
- Discuss your role in ensuring that your employees are in compliance with this policy; and
- Learn how to make employees aware of the Employee Referral Program Directory.

Sign up and minimize personal and organizational risk now!

Schedule

March 11	1pm-4pm	WVSTC-Capitol Room
April 7	9am-noon	WVSTC-Regents Room
May 13	1pm-4pm	WVSTC-Regents Room
June 11	9am-noon	WVSTC-Capitol Room
July 8	9am-noon	WVSTC-Regents Room
October 13	9am-noon	WVSTC-Regents Room

Audience: All Managers & Supervisors
Program Track: HRF 100
Component I - DOP-Policy 18
Instructor:
Nicole Michaelis, M.A., M.P.A.
Contact Hours: 3 Hours
Employee Referral Program Directory

OHRD

The Drug-Free

Workplace Online

Audience: All Managers & Supervisors
Program Track: HRF 100
Component I - DOP-Policy 18
Instructor:
Nicole Michaelis, M.A., M.P.A.
Contact Hours: 3 Hours

The Drug-Free Workplace Act of 1988 mandates a drug-free workplace. The Division of Personnel's DOP-Policy 2 establishes guidelines for maintaining a drug-and alcohol-free workplace for WV State agencies. The Division of Personnel's Drug-Free Workplace training supports the Act and the policies by ensuring compliance. It provides you with the information you need to maintain a safe and healthy workplace environment.

The *Drug-Free Workplace Online*, our newly designed management-training program, helps you fulfill DOP-Policy 18 requirements while also providing scheduling flexibility.

By successfully completing this training, you will become more aware of federal compliance requirements, the mandates of the WV Drug- and Alcohol-Free Workplace Policy, and the resources available to state employees.

By the end of *The Drug-Free Workplace* program, you will be able to:

- Identify the common characteristics of troubled employees, and what you should do in dealing with them;
- Define and communicate the guidelines established in the West Virginia Drug- and Alcohol-Free Workplace Policy (DOP-P2);
- Understand your role in ensuring that your employees are in compliance with this policy; and
- Make employees aware of the Employee Referral Program Directory.

Sign up and minimize personal and organizational risk now!

OHRD

The Elephant in the (Interview) Room: Conducting Selection

Interviews

Interviews can be daunting and overwhelming:
How do you know you are asking the right questions?
What if you fail to gather the information needed to make a wise choice? What if you ask the wrong question and face legal consequences? If these are your concerns you should attend: *The Elephant in the Interview Room: Conducting Selection Interviews.*

In this half-day program, you will:

- Discuss types of interview questions;
- Learn how to avoid discriminatory interview practices;
- Explore methods for getting the information you need to make your staffing decisions;
- Learn how to use the interview process as an orientation and team building tool; and
- Receive job aids that include an interview questions bank.

If you are struggling with interviewing, you owe it to yourself, your organization, and your prospective hires to learn how to interview with skill and confidence.

Audience: All Managers & Supervisors
Program Track: PPE 300
Elective: Continuing Education
Instructor:
Nicole Michaelis, M.A., M.P.A.
Contact Hours: 3 Hours

Schedule

October 20	9am-noon	WVSTC-Regents Room
December 9	9am-noon	WVSTC-Regents Room

Time Management

Audience: All state employees
Program Track: PPE 200
Elective: Continuing Education
Instructor:
Nicole Michaelis, M.A., M.P.A.
Contact Hours: 3 Hour

In today's economic climate, we have to produce more and more with fewer resources. If we do not work efficiently, commitments and assignments pile up. We may end up not knowing how to even start a task, let alone manage a project. Many of us are struggling with this potentially unproductive cycle. Left unaddressed, it can negatively impact our families, friends, and co-workers.

If any of this sounds familiar to you, you need to attend this class. When time and tasks are managed successfully, you benefit as well as those around you. By the end of this class, you will:

- Receive tools to manage your tasks;
- Discover your energy highs and lows;
- Learn to minimize and manage distractions; and
- Develop a personalized plan to organize your work, set priorities, and get things done.

Attend *Time Management*, stop procrastination, and learn to break this fruitless cycle.

Schedule

Nov.18 9am-12noon WVSTC-Regents Room

OHRD

Train-the-Trainer: Developing

Learning Leaders

This four-day program provides participants with the strategies and techniques for the effective delivery of results-oriented training programs.

Train-the-Trainer focuses on the fundamental concepts of adult learning and the use of active training methods. Participants in *Train-the-Trainer* will learn how to:

- Apply the principles of adult learning, group dynamics, class room management, and participative classroom instruction;
- Lead and guide group discussions;
- Use a variety of instructional methodologies, including icebreakers, lecturettes, case studies, role plays, simulations, instructional games, debriefing activities, and closers; and
- Use instructional aides and media.

While this program is primarily designed for the novice trainer, experienced practitioners will discover new and useful techniques to add to their repertoire. Each participant will also have opportunities to facilitate activities in a safe and supportive environment.

Audience: Potential DOP Adjunct Instructors, Guest Instructors, managers, and workplace learning professionals

Program Track: LMD 400/PPE 500

Elective: Continuing Education

Instructor:

Mark Isabella, M.A., C.P.T.,
Mary Bolton, M.S.,
Taella Woolfolk-Hill, Ph.D.,
Nicole Michaelis, M.A., M.P.A

Contact Hours: 27 Hours

Schedule

Nov. 30-Dec. 3 9am-5pm WVSTC-Capitol Room

Workplace Safety: Your Responsibility

Program Track: HRF 200
DOP-Policy 18 – Component III
Instructor:
Nicole Michaelis, M.A., M.P.A.
Guest Speakers: Jeremy Wolfe from the Board of Risk and Insurance Management, Jennifer Burgess from the Department of Labor, and John Bowyer Division of Personnel's Employee Relations section
Contact Hours: 6 Hours

What is the connection between an unsafe workplace and your agency's insurance premiums? What are the most common sources of employee injuries? What can you do to reduce risk and liability associated with an unsafe workplace?

In order to maximize productivity and protect the well-being of employees, administrators must ensure they maintain a safe work environment.

This class will show you how to create such an environment. You will receive practical aids for preventing unsafe conditions in the workplace. You will also receive an agency safety initiative model. Finally, you will learn how to create and execute an agency emergency response procedure.

Join us to learn how to produce a safe and healthy work environment and reduce liability.

Schedule

February 26	9am-4pm	WVSTC-Capitol Room
		(Instructor: Taella Woolfolk-Hill, Ph.D)
June 23	9am-4pm	WVSTC-Capitol Room
August 10	9am-4pm	WVSTC-Regents Room
November 16	9am-4pm	WVSTC-Capitol Room

OHRD

Writing For Results

In the business world, we often introduce ourselves to others via our written correspondence. Because our writing has the potential to shape others' perceptions of us, our abilities, and our agencies, it is imperative that all correspondence be succinct, accurate, and free of error.

During this two-day program, you will:

- Explore the writing process;
- Discuss different types of business writing;
- Understand the correct use of punctuation and grammar; and
- Practice writing and editing.
- (You will also discover who murdered of Julienne Smith!)

If you are looking for a fun and very educational business writing program, attend *Writing For Results*.

Schedule

July 20-21 9am-4pm WVSTC-Regents Room

Audience: Potential DOP Adjunct Instructors, Guest Instructors, managers, and workplace learning professionals
Audience: All Employees
Program Track: CCS 300
Elective: Continuing Education
Instructor:
Nicole Michaelis, M.A., M.P.A.
Contact Hours: 12 Hours
Continuing Educations: 12 CPE Credit Hours

Center for Quality

Government

Your Source for Learning and Performance Solutions

OHRD

Facilitating Learning, Guiding Visionary Change, Improving Performance

Audience: Potential state government supervisors
Program Track: LMD 200
Elective: Continuing Education
Instructors: Mark Isabella, M.A., C.P.T.,
Nicole Michaelis, M.A., M.P.A
Contact Hours: 18 Hours

Supervising for Success I: Developing Tomorrow's Leaders

Do you have aspirations to be a supervisor? Do you believe that you have what it takes to be included in the next generation of state government leaders?

Supervising for Success I: Developing Tomorrow's Leaders is designed to help you answer those questions. In this three-day program, you will explore the requirements for making a successful transition from employee to supervisor. Working closely with your peers, you will explore:

- The toughest challenges associated with a promotion to supervisor;
- How supervisory roles and requirements differ from those of an employee;
- How to lead former peers after being elevated to supervisor;
- How to begin leading successfully from your very first day of supervision; and
- The essential skills of effective leaders.

While attendance in this program cannot ensure your promotion to supervisor, it can help you decide whether such a career move is for you. It can also help you be better prepared if a leadership position awaits you.

Schedule

June 1-3	9am-4pm (C1)	WVSTC-Capitol Room
July 9	9am-4pm (C2DI)	WVSTC-Capitol Room
August 18	9am-4pm(C2D2)	WVSTC-Capitol Room
Sept. 16	9am-4pm (C2D3)	WVSTC-Capitol Room

OHRD

Audience: All new supervisors and those preparing for leadership responsibilities
Program Track: LMD 200
Component II - DOP-Policy 18
Contact Hours: 18 Hours
Instructors: Mary S. Bolton, M.S.

Supervising for Success II: Fundamentals of Supervision
Now titled Critical Skills for

New Supervisiors

Choices made during a new supervisor's first year can set the tone for his or her entire tenure in a supervisory position, so making the best decisions from the beginning is important.

During this highly interactive, three-day program, you will:

- Identify your personal strengths and weaknesses;
- Develop awareness of different communication styles;
- Gain insight into your leadership style;
- Learn techniques that will help you build effective workplace relationships; and
- Increase your confidence, leadership skills and personal and professional satisfaction in your job.

Being a new supervisor in the public sector can be a complex transition. Make sure you have the knowledge and skills you need to make the change as successful as possible.

Schedule

January 26-28	9am-4pm (C1)	WVSTC-Capitol Room
April 27	9am-4pm (CIDI)	WVSTC-Capitol Room
May 12-14	9am-4pm (C2)	WVSTC-Capitol Room
July 21	9am-4pm (C3DI)	WVSTC-Capitol Room
August 4	9am-4pm (C3D2)	WVSTC-Capitol Room
August 26	9am-4pm (C3D3)	WVSTC-Capitol Room
September 28	9am-4pm (C4DI)	WVSTC-Capitol Room
October 20	9am-4pm (C4D2)	WVSTC-Capitol Room
November 18	9am-4pm(C4D3)	WVSTC-Capitol Room
December 7-9	9am-4pm (C5)	WVSTC-Capitol Room

Audience: Managers & Supervisors, & Graduates of Supervising for Success II: Fundamentals of Supervision
Program Track: LMD 200
Elective: Continuing Education
Instructors:
Mark Isabella, M.A., C.P.T.
Guest Speakers: TBA
Contact Hours: 18 Hours

Supervising for Success III: Leadership

Essentials

This interactive, three-day program is designed to provide experienced supervisors and mid-level managers with the skills they need to be successful in a complex work environment.

Specifically, managers will learn how to:

- Use team purpose, values, and vision to provide direction, foster teamwork, and promote accountability;
- Analyze and address performance gaps to maximize individual and team effectiveness;
- Leverage each employee's motivational energy; and
- Improve performance by facilitating employee engagement and empowerment.

Participants will practice these valuable skills in a dynamic and engaging classroom setting. If you are ready to take the next step in improving your skills, *Leadership Essentials* is the program for you!

Schedule

March 9	9am-4pm (CIDI)	WVSTC-Capitol Room
April 14	9am-4pm (CID2)	WVSTC-Capitol Room
May 27	9am-4pm (C1D3)	WVSTC-Capitol Room
June 15	9am-4pm (C2DI)	WVSTC-Capitol Room
July 7	9am-4pm (C2D2)	WVSTC-Capitol Room
August 19	9am-4pm (C2D3)	WVSTC-Capitol Room
Sept.15	9am-4pm (C3D1)	WVSTC-Capitol Room
October 14	9am-4pm (C3D2)	WVSTC-Capitol Room
Nov. 17	9am-4pm (C3D3)	WVSTC-Capitol Room

Audience: All Mid– to Senior-level Managers, & Graduates of Supervising for Success I and II
Program Track: LMD 300
Elective: Continuing Education
Instructors: Evie Davis, M.A., Mark Isabella, M.A., C.P.T., Mary Bolton, M.S., Taella Woolfolk-Hill, Ph.D., Nicole Michaelis, M.A., M.P.A
Contact Hours: 34 Hours

Managing for Excellence I

In this challenging five-day program, participants explore and practice key elements of effective management and leadership including:

- Principled behavior and public stewardship;
- Relationship building;
- Strategic management;
- Team building; and
- Visionary leadership.

The program's interactive design will help you enhance your ability to recognize, adapt to, and effectively manage the changing environment of state government. The use of case studies, simulations, skill practice, and guided discussions ensure practical and relevant learning.

Attend *MFE I* and make an investment in your professional development and personal growth.

Schedule

Sept. 20-24 (M-Th.) 9am-5pm WVSTC-Capitol Room
(Fri.) 9am-4pm

Audience: Graduates of MFE I
Instructors: Evelyn Davis, M.A., Dr. Dieter Schaupp, and Mark Isabella, M.A.

Managing for Excellence II:

The New Realities

This three-day off-site program brings together past participants of Managing for Excellence to examine the management function within the context of a political environment.

Using case study methodology and group discussion, participants distinguish between practical and political authority, examine commonalities, challenge existing assumptions, and explore creative solutions.

The New Realities challenges participants to practice critical thinking skills as they evaluate the changing demands of public sector leadership.

OHRD

Audience: Graduates of MFE I, Mid– to Senior-level Executives
Program Track: LMD 400
Elective: Continuing Education
Instructors: Evie Davis, M.A., Mark Isabella, M.A., C.P.T.
Contact Hours: 26 Hours

Managing for Excellence III:

Beyond Boundaries

Are you struggling to implement change in your organization? Are you searching for ways to help your organization move to a higher level of performance? If so, then you owe it to yourself to attend *Managing for Excellence III: Beyond Boundaries*.

The purpose of *MFE III: Beyond Boundaries* is to improve your skills in leading organizational change. An emphasis is placed on the development of practical skills for improving individual, team, and organizational performance while enhancing stakeholder relationships. This interactive, high-energy program provides leaders with the tools and strategies needed to facilitate change in state government. Through simulation, discussions, and group activities, participants will learn tested strategies for establishing vision, building coalitions, and leading change.

If your organization is in transition (and what organization isn't), you need to attend *Beyond Boundaries* and unlock the mysteries of change leadership.

Audience: Potential DOP Adjunct Instructors, Guest Instructors, managers, and workplace learning professionals
Program Track: LMD 400/PPE 500
Elective: Continuing Education
Instructor: Mark Isabella, M.A., C.P.T., Mary Bolton, M.S., Taella Woolfolk-Hill, Ph.D., Nicole Michaelis, M.A., M.P.A
Contact Hours: 27 Hours

Train-the-Trainer: Developing

Learning Leaders

This four-day program provides participants with the strategies and techniques for the effective delivery of results-oriented training programs.

Train-the-Trainer focuses on the fundamental concepts of adult learning and the use of active training methods. Participants in *Train-the-Trainer* will learn how to:

- Apply the principles of adult learning, group dynamics, class room management, and participative classroom instruction;
- Lead and guide group discussions;
- Use a variety of instructional methodologies, including icebreakers, lecturettes, case studies, role plays, simulations, instructional games, debriefing activities, and closers; and
- Use instructional aides and media.

While this program is primarily designed for the novice trainer, experienced practitioners will discover new and useful techniques to add to their repertoire. Each participant will have opportunities to facilitate activities in a safe and supportive environment.

Schedule

Nov. 30-Dec. 3 9am-5pm WVSTC-Capitol Room

DOP Policy-18

Required Programs

Your Source for Learning and Performance Solutions

OHRD

Facilitating Learning, Guiding Visionary Change, Improving Performance

Preventing Harassment: A Shared

Responsibility

The Division of Personnel's Interpretive Bulletin DOP-B6, "Illegal Workplace Harassment Prohibited", deals with all types of harassment in the workplace including, but not limited to, sexual harassment, race, age, religion, national origin, ancestry, and gender. DOP-B6 requires that all managerial and supervisory personnel be trained in its implementation. This class is designed to support your compliance with the interpretation and application of existing laws and policies regarding harassment. The program will also sensitize you to the social changes affecting today's culturally diverse workforce.

Preventing Harassment: A Shared Responsibility provides the information you need to protect the rights and interests of your employees, your agency, and your customers.

Audience: All Managers & Supervisors
Program Track: HRF 100
Component I - DOP-Policy 18
Contact Hours: 3 Hours
Instructor:
Nicole Michaelis, M.A., M.P.A.

Schedule

January 20	9am-noon	WVSTC-Capitol Room
March 11	9am-noon	WVSTC-Capitol Room
April 7	1pm-4pm	WVSTC-Regents Room
May 13	9am-noon	WVSTC-Regents Room
June 11	1pm-4pm	WVSTC-Capitol Room
October 13	1pm-4pm	WVSTC-Regents Room

OHRD

The Drug-Free Workplace

Audience: All Managers & Supervisors
Program Track: HRF 100
Component I - DOP-Policy 18
Instructor:
Nicole Michaelis, M.A., M.P.A.
Contact Hours: 3 Hours
Employee Referral Program Directory

The Drug-Free Workplace Act of 1988 mandates a drug- and alcohol-free workplace for West Virginia State agencies. This half-day program helps to ensure compliance with the Act. It also provides you with information to help you maintain a safe and healthy workplace.

By attending this training, you will become more aware of federal compliance requirements, the mandates of the WV Drug- and Alcohol-Free Workplace Policy, and the resources available to state employees.

In *The Drug-Free Workplace*, you will:

- Learn how to identify the common characteristics of troubled employees, and what you should do in dealing with them;
- Be able to define and communicate the guidelines established in the West Virginia Drug- and Alcohol-Free Workplace Policy (DOP-P2);
- Discuss your role in ensuring that your employees are in compliance with this policy; and
- Learn how to make employees aware of the Employee Referral Program Directory.

Sign up and minimize personal and organizational risk now!

Schedule

March 11	1pm-4pm	WVSTC-Capitol Room
April 7	9am-noon	WVSTC-Regents Room
May 13	1pm-4pm	WVSTC-Regents Room
June 11	9am-noon	WVSTC-Capitol Room
July 8	9am-noon	WVSTC-Regents Room
October 13	9am-noon	WVSTC-Regents Room

OHRD

The Drug-Free Workplace Online

The Drug-Free Workplace Act of 1988 mandates a drug-free workplace. The Division of Personnel's DOP-Policy 2 establishes guidelines for maintaining a drug-and alcohol-free workplace for WV State agencies. The Division of Personnel's Drug-Free Workplace training supports the Act and the policies by ensuring compliance. It provides you with the information you need to maintain a safe and healthy workplace environment.

The *Drug-Free Workplace Online*, our newly designed management-training program, helps you fulfill DOP-Policy 18 requirements while also providing scheduling flexibility.

By successfully completing this training, you will become more aware of federal compliance requirements, the mandates of the WV Drug- and Alcohol-Free Workplace Policy, and the resources available to state employees.

By the end of *The Drug-Free Workplace* program, you will be able to:

- Identify the common characteristics of troubled employees, and what you should do in dealing with them;
- Define and communicate the guidelines established in the West Virginia Drug- and Alcohol-Free Workplace Policy (DOP-P2);
- Understand your role in ensuring that your employees are in compliance with this policy; and
- Make employees aware of the Employee Referral Program Directory.

Sign up and minimize personal and organizational risk now!

Audience: All Managers & Supervisors
Program Track: HRF 100
Component I - DOP-Policy 18
Instructor:
Nicole Michaelis, M.A., M.P.A.
Contact Hours: 3 Hours

OHRD

Employee Performance Appraisal I:

Policy and Forms

Audience: All Managers & Supervisors
Program Track: HRF 100
Component I - DOP-Policy 18
Instructor: Mary S. Bolton, M.S.
Contact Hours: 3 Hours

Employee Performance Appraisal I: Policy and Forms introduces you to the State's Employee Performance Appraisal system, policy, forms, and timeframes.

In this program, you will learn the fundamentals of how to evaluate employee performance according to a standardized system, resulting in performance appraisals that are fair and data-driven. You will also be introduced to a tool for diagnosing the causes of performance problems.

Join us for *EPA I* and improve your ability to manage the performance of your employees.

Schedule

January 14	9am-noon	WVSTC-Capitol Room
February 9	9am-noon	WVSTC-Capitol Room
April 9	9am-noon	WVSTC-Capitol Room
July 7	9am-noon	WVSTC-Regents Room
September 8	1pm-4pm	WVSTC-Capitol Room
October 7	9am-noon	WVSTC-Regents Room

OHRD

Managing and the Law

This program examines the legal implications of management with an emphasis on the special duties imposed on supervisors and managers in the public sector. In it you will learn the principles that will help you reduce personnel and organizational risk.

Not only will you have the opportunity to discuss equal opportunity in hiring and training practices, but also the obligation of managers and supervisors to create work environments that are gender, age, and disability neutral. In addition, the program examines the Americans with Disabilities Act, the Family Medical Leave Act, the Civil Rights Act, and numerous other laws and policies as they relate to personnel decisions.

If you are a supervisor or manager who wants to understand your legal responsibilities, join us for this informative and interactive program.

Audience: Managers & Supervisors
Program Track: HRF 200
Component II - DOP-Policy 18
Instructor:
Taella Woolfolk-Hill, Ph.D.
Contact Hours: 6 Hours

Schedule

February 9	9am-4pm	WVSTC-Regents Room
March 10	9am-4pm	WVSTC-Regents Room
April 8	9am-4pm	WVSTC-Capitol Room
May 25	9am-4pm	WVSTC-Regents Room
July 13	9am-4pm	WVSTC-Capitol Room
August 11	9am-4pm	WVSTC-Capitol Room
December 10	9am-4pm	WVSTC-Capitol Room

OHRD

Managing and the Law Online

Audience: Managers & Supervisors
Program Track: HRF 200
Component II - DOP-Policy 18
Instructor: Taella Woolfolk-Hill, Ph.D.
Contact Hours: 6 Hours

Managing and the Law Online examines the legal implications of management. An important dimension of the program is its emphasis on the special duties imposed on supervisors and managers in the public sector. Equal opportunity in hiring and training practices is discussed as well as the obligation of managers and supervisors to create work environments that are gender, age, and disability neutral. The program examines the Americans with Disabilities Act, the Family Medical Leave Act, the Civil Rights Act, and numerous other laws and policies as they relate to personnel decisions.

This interactive online course is broken down into modules. Each module contains information summaries for the laws being studied, along with mini-scenarios and exercises that allow participants to explore the important nuances of each set of laws. To successfully complete the class, participants must score at 80% or above on the final comprehensive exam.

At the end of the program, participants will be able to:

- Better interpret and apply employment law; and
- Avoid mistakes that could place them and their agencies at risk.

If you have travel constraints in your agency, *Managing and the Law Online* could be the answer for you. You can complete the course at your convenience.

OHRD

Supervising for Success II: Fundamentals of Supervision
Now titled Critical Skills for

New Supervisiors

Choices made during a new supervisor's first year can set the tone for his or her entire tenure in a supervisory position, so making the best decisions from the beginning is important.

During this highly interactive, three-day program, you will:

- Identify your personal strengths and weaknesses;
- Develop awareness of different communication styles;
- Gain insight into your leadership style;
- Learn techniques that will help you build effective workplace relationships; and
- Increase your confidence, leadership skills and personal and professional satisfaction in your job.

Being a new supervisor in the public sector can be a complex transition. Make sure you have the knowledge and skills you need to make the change as successful as possible.

Audience:
All new supervisors
Program Track: LMD 200
Component II - DOP-Policy 18
Contact Hours: 18 Hours
Instructors: Mary S. Bolton, M.S

Schedule

January 26-28	9am-4pm	WVSTC-Capitol Room
May 12-14	9am-4pm (C2D2)	WVSTC-Capitol Room
July 21	9am-4pm (C3DI)	WVSTC-Capitol Room
August 4	9am-4pm (C3D2)	WVSTC-Capitol Room
August 26	9am-4pm (C3D3)	WVSTC-Capitol Room
September 28	9am-4pm (C4DI)	WVSTC-Capitol Room
October 20	9am-4pm (C4D2)	WVSTC-Capitol Room
November 18	9am-4pm(C4D3)	WVSTC-Capitol Room
December 7-9	9am-4pm (C5)	WVSTC-Capitol Room

OHRD

Discipline & Documentation

Audience: All Managers & Supervisors
Program Track: HRF 200
Component II - DOP-Policy 18
Instructor: Mary S. Bolton, M.S.
Contact Hours: 6 Hours
Continuing Education: 6 CPE Credit Hours approved through the WV Board of Accountancy.

Discipline & Documentation is specifically designed for supervisors and managers who must deal with situations involving poor performance or misconduct.

You will learn:

- Practical information on how to recognize when implementing progressive discipline is appropriate;
- Techniques and procedures that a positive discipline system uses to document significant events and critical incidents;
- Guidelines for creating Administrative Files; and
- How to create a Performance Improvement Plan.

Discipline & Documentation will help you protect your interests as well as the interests of your employees, your agency, and the state's taxpayers.

Sign up today and learn the principles you need to manage employee performance more effectively.

Schedule

February 11	9am-4pm	WVSTC-Capitol Room
March 10	9am-4pm	WVSTC-Capitol Room
April 7	9am-4pm	WVSTC-Capitol Room
June 16	9am-4pm	WVSTC-Capitol Room
July 8	9am-4pm	WVSTC-Capitol Room
August 17	9am-4pm	WVSTC-Capitol Room
September 14	9am-4pm	WVSTC-Capitol Room
October 13	9am-4pm	WVSTC-Capitol Room

OHRD

Personnel Transactions in State

Government

Are you responsible for hiring new employees? Do you manage human resources? Are you uncertain about how to apply Division of Personnel rules and regulations? If so, then you should join us for Personnel Transactions in State Government.

In this program, you will learn the central elements of the Division of Personnel's policies and procedures, recruitment and hiring processes, classification and compensation system, employee communication and information functions, employee relations practices, and training and development services.

Join us for this highly informative program and have your questions answered by Division of Personnel administrators and staff.

Audience: Managers & Supervisors
Program Track: HRF 100
Component III - DOP-Policy 18
Program Facilitator: OHRD Development Consultant
Guest Speakers: WV Division of Personnel Director, Assistant Directors, Managers and Staff.
Contact Hours: 6 Hours
Continuing Education: 3 CPE Credit Hours approved through the WV Board of Accountancy.

Schedule

March 18	9am-4pm	WVSTC-Capitol Room
June 24	9am-4pm	WVSTC-Capitol Room
October 5	9am-4pm	WVSTC-Capitol Room
November16	9am-4pm	WVSTC-Regents Room

OHRD

Workplace Safety: Your
Responsibility

Program Track: HRF 200
DOP-Policy 18 – Component III
Instructor:
Nicole Michaelis, M.A., M.P.A.
Guest Speakers: Representatives from the Board of Risk and Insurance Management, the Department of Labor, and the Division of Personnel's Employee Relations section
Contact Hours: 6 Hours

What is the connection between an unsafe work place and your agency's insurance premiums? What are the most common sources of employee injuries? What can you do to reduce risk and liability associated with an unsafe work place?

In order to maximize productivity and protect the well-being of employees, administrators must ensure they maintain a safe work environment.

This class will show you how to create such an environment. You will receive practical aids for preventing unsafe conditions in the workplace. You will also receive an agency safety initiative model. Finally, you will learn how to create and execute an agency emergency response procedure.

Join us to learn how to produce a safe and healthy work environment and reduce liability.

Schedule

February 26	9am-4pm	WVSTC-Capitol Room *(Instructor: Taella Woolfolk-Hill, Ph.D)*
June 23	9am-4pm	WVSTC-Capitol Room
August 10	9am-4pm	WVSTC-Regents Room
November 16	9am-4pm	WVSTC-Capitol Room

OHRD

Finance for the

Non-Financial Manager

Just how does the budget process work? How can I track my unit's purchases in the Finance Information Management's System? How does the audit process work?

If you've asked these questions, then *Finance for the Non-Financial Manager* is for you. This two-day program is designed for managers at all levels who are unfamiliar with, or want a refresher on fiscal management in state government, both at the agency level and as a whole.

Guest speakers will provide supervisors and managers an insightful overview of fiscal management in state government.

Specifically, you will learn about:

- Revenue projections;
- Budget formation;
- Purchasing procedures;
- The purchasing card program;
- The expenditure process; and
- The function of the Auditor's & Treasurer's offices.

Join us for this informative session and learn what your agency's numbers mean and how you can use this knowledge to manage more effectively.

Audience: All Managers & Supervisors
Program Track: LMD 400
Component III - DOP-Policy 18
OHRD Coordinator: Taella Woolfolk-Hill, Ph.D.
Program Facilitator: Tari Crouse, Assistant Personnel Director, EI&C
Guest Speakers: TBA
Contact Hours: 12 Hours

Schedule

May 18-19 9am-4pm WVSTC-Capitol Room

OHRD

Schedule

At-a-Glance

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January

14	Employee Performance Appraisal I: Policy and Forms (EPAI)	9-noon	WVSTC-Capitol Room
20	Preventing Harassment: A Shared Responsibility (PH)	9-noon	WVSTC-Capitol Room
21	Heading into Retirement: Planning for a Secure Future (HIR)	9-4	WVSTC-Capitol Room
26-28	Supervising for Success I: Fundamentals of Supervision (FOS)	9-4	WVSTC-Capitol Room

OHRD

February

9	Employee Performance Appraisal I: Policy and Forms (EPAI)	9-noon	WVSTC-Capitol Room
9	Managing and the Law (M&L)	9-4	WVSTC-Regents Room
11	Discipline and Documentation (D&D)	9-4	WVSTC-Capitol Room
17	Ethics-in-Action (EIA)	9-10:30	WVSTC-Regents Room
18	Attendance Management (AM)	9-4	WVSTC-Capitol Room
24-25	Conflict Management (CM)	9-4	CRPB
26	Workplace Safety: Your Responsibility (WS)	9-4	WVSTC-Capitol Room

OHRD

March

9	Supervising for Success III: Leadership Essentials (LECIDI)(C1, D1)	9-4	WVSTC-Capitol Room
10	Managing and the Law (M&L)	9-4	WVSTC-Regents Room
11	Preventing Harassment: A Shared Responsibility (PH)	9-noon	WVSTC-Capitol Room
11	The Drug-Free Workplace (DFWP)	1-4	WVSTC-Capitol Room
18	Personnel Transactions in State Government (PT)	9-4	WVSTC-Capitol Room
30-31	Coaching and Developing Employee Performance (CDEP)	9-4	WVSTC-Capitol Room

OHRD

April

7	The Drug-Free Workplace (DFWP)	9-noon	WVSTC-Regents Room
7	Preventing Harassment: A Shared Responsibility (PH)	1-4	WVSTC-Regents Room
7	Discipline and Documentation (D&D)	9-4	WVSTC-Capitol Room
8	Managing and the Law (M&L)	9-4	WVSTC-Capitol Room
9	Employee Performance Appraisal I: Policy and Forms (EPAI)	9-noon	WVSTC-Capitol Room
13	Ethics-in-Action: An Introduction to the WV Ethics Act (EIA)	9-10:30	WVSTC-Capitol Room
14	Supervising for Success III: Leadership Essentials (C1,D2)(LECID2)	9-4	WVSTC-Capitol Room
15	Know Your State Government (KYSG)	9-4	WVSTC-Capitol Room
21	Heading into Retirement: Planning for a Secure Future (HIR)	9-4	WVSTC-Capitol Room
27	Attendance Management (AM)	9-4	WVSTC-Regents Room
29	Providing the Ultimate Customer Service Experience (CSE)	9-noon	WVSTC-Capitol Room
29	Customer Service Breakdown: Managing Conflict in Challenging Situations (CSB)	1-4	WVSTC-Capitol Room

OHRD

May

12-14	Supervising for Success II: Fundamentals of Supervision (Now Titled: Critical Skills for New Supervisors (C2)	9-4	WVSTC-Capitol Room
13	Preventing Harrassment (PH)	9-noon	WVSTC-Regents Room
13	The Drug Free Workplace (DFW)	1-4	WVSTC-Regents Room
18-19	Finance for the Non-Financial Manager (FNF)	9-4	WVSTC-Capitol Room
25	Managing and the Law (M&L)	9-4	WVSTC-Regents Room
27	Supervising for Success III: Leadership Essentials (LE) (CID3)	9-4	WVSTC-Capitol Room

OHRD

June

1-3	Supervising for Success I: Developing Tomorrow's Leaders (C1)(DTLCI)	9-4	WVSTC-Capitol Room
8-9	Conflict Management (CM)	9-4	WVSTC-Capitol Room
10	Providing the Ultimate Customer Service Experience (CSE)	9-noon	WVSTC-Capitol Room
10	Customer Service Breakdown: Managing Conflict in Challanging Situations (CSB)	1-4	WVSTC-Capitol Room
11	The Drug-Free Workplace (DFWP)	9-noon	WVSTC-Capitol Room
11	Preventing Harassment: A Shared Responsibility (PH)	1-4	WVSTC-Capitol Room
15	Supervising for Success III: Leadership Essentials (C2,D1) (LEC2DI)	9-4	WVSTC-Capitol Room
16	Discipline and Documentation (D&D)	9-4	WVSTC-Capitol Room
17	Know Your State Government (KYSG)	9-4	WVSTC-Regents Room
23	Motivation and Engagement in the Workplace (M&E)	9-4	WVSTC-Regents Room
23	Workplace Safety: Your Responsibility (WS)	9-4	WVSTC-Capitol Room
24	Personnel Transactions in State Government (PT)	9-4	WVSTC-Capitol Room
25	Bridging the Gap: Communicating with the Deaf and Hard of Hearing (BTG)	10-3	WVSTC-Capitol Room

OHRD

July

7	Supervising for Success III: Leadership Essentials (LEC2D2) (C2D2)	9-4	WVSTC-Capitol Room
7	Employee Performance Appraisal I: Policy and Forms (EPAI)	9-noon	WVSTC-Regents Room
8	The Drug-Free Workplace (DFWP)	9-noon	WVSTC-Regents Room
8	Discipline and Documentation (D&D)	9-4	WVSTC-Capitol Room
9	Supervising for Success I: Developing Tomorrow's Leaders (C2,D1)	9-4	WVSTC-Capitol Room
13	Managing and the Law (M&L)	9-4	WVSTC-Capitol Room
14	Business Etiquette & Professionalism (BE&P)	9-4	WVSTC-Capitol Room
15	Ethics-in-Action: An Introduction to the WV Ethics Act (EIA)	9-10:30	WVSTC-Regents Room
20	Heading into Retirement: Planning for a Secure Future (HIR)	9-4	WVSTC-Capitol Room
20-21	Writing for Results (WFR)	9-4	WVSTC-Regents Room
21	Supervising for Success II: Fundamentals of Supervision (Now Titled: Critical Skills for New Supervisors (C3,D1)(CSNS-C3D1)	9-4	WVSTC-Capitol Room
27	Attendance Management (AM)	9-4	WVSTC-Capitol Room
30	Dialogue and Listening-Relationship Skills (D&L)	9-4	WVSTC-Capitol Room

OHRD

August

4	Supervising for Success II: Fundamentals of Supervision (Now Titled: Critical Skills for New Supervisors (C3,D2)(CSNSC3D2)	9-4	WVSTC-Capitol Room
10	Workplace Safety: Your Responsibilty (WS)	9-4	WVSC-Regents Room
11	Managing and the Law (M&L)	9-4	WVSTC-Capitol Room
11	Dialogue & Listening: Relationship Skills for a New Era (D&L)	9-4	WVSTC-Regents Room
13	Motivation and Engagement (M&E)	9-4	WVSTC-Capitol Room
17	Discipline and Documentation (D&D)	9-4	WVSTC-Capitol Room
18	Supervising for Success I: Developing Tomorrow's Leaders (C2,D2) (DTLC2D2)	9-4	WVSTC-Capitol Room
19	Supervising for Success III: Leadership Essentials (C2,D3) (LEC2D3)	9-4	WVSTC-Capitol Room
24-25	Coaching and Developing Employee Performance (CDEP)	9-4	WVSTC-Capitol Room
26	Supervising for Success II: Fundamentals of Supervision (Now Titled: Critical Skills for New Supervisors (C3,D3)(CSNSC3D3)	9-4	WVSTC-Capitol Room
31	Accountability: Creating a Culture that Gets Results (ACCR)	9-noon	WVSTC-Capitol Room

OHRD

September

8	Employee Performance Appraisal I: Policy and Forms (EPAI)	1-4	WVSTC-Capitol Room
9	Diversity: A Performance Bonus (DIV SF)	9-10:30	WVSTC-Capitol Room
14	Discipline and Documentation (D&D)	9-4	WVSTC-Capitol Room
15	Supervising for Success III: Leadership Essentials (C3,D1) (LEC3D1)	9-4	WVSTC-Capitol Room
16	Supervising for Success I: Developing Tomorrow's Leaders (C2,D3) (DTLC2D3)	9-4	WVSTC-Capitol Room
20-24	Managing for Excellence I (MFEI)	(M-Th.) 9-5 (Fri.) 9-4	WVSTC-Capitol Room
28	Supervising for Success II: Fundamentals of Supervision (Now Titled: Critical Skills for New Supervisors) (C4,D1) (CSNSC4DI)	9-4	WVSTC-Capitol Room
29	Incivility in the Workplace: How Rudeness & Disrespect are Imparing Performance (SFCIV)	1-2:30	WVSTC-Capitol Room
30	Accountability: Creating a Culture that Gets Results (ACCR)	9-noon	WVSTC-Capitol Room

OHRD

October

5	Personnel Transactions in State Government (PT)	9-4	WVSTC-Capitol Room
6	Providing the Ultimate Customer Service Experience (CSE)	9-noon	WVSTC-Regents Room
6	Customer Service Breakdown: Managing Conflict in Challenging Situations (CSB)	1-4	WVSTC-Regents Room
6-7	Developing Leadership Survival Skills (DLSS)	9-4	WVSTC-Capitol Room
7	Employee Performance Appraisal I: Policy and Forms (EPAI)	9-noon	WVSTC-Regents Room
13	Discipline and Documentation (D&D)	9-4	WVSTC-Capitol Room
13	The Drug-Free Workplace (DFWP)	9-noon	WVSTC-Regents Room
13	Preventing Harassment: A Shared Responsibility (PH)	1-4	WVSTC-Regents Room
14	Heading into Retirement: Planning for a Secure Future (HIR)	9-4	WVSTC-Regents Room
14	Supervising for Success III: Leadership Essentials (C3,D2) (LEC3D2)	9-4	WVSTC-Capitol Room
19	Critical Skills for Executive Assistants (SFCSEA)	9-10:15	WVSTC-Capitol Room
19	Implementing Discipline: Getting Your Bosses' Support (SFID)	10:30-noon	WVSTC-Capitol Room
19	Email Etiquette (SFEE)	2:30-4	WVSTC-Capitol Room
20	Supervising for Success II: Fundamentals of Supervision (Now Titled: Critical Skills for New Supervisors) (C4,D2) (CSNSC4D2)	9-4	WVSTC-Capitol Room
20	The Elephant in the (Interview) Room: Conducting Selection Interviews (ECSI)	9-noon	WVSTC-Regents Room
21	Creative Problems Solving (CPS)	9-4	WVSTC-Capitol Room
27-28	High Performance Work Teams (HPWT)	9-4	WVSTC-Capitol Room

November

4-5	Developing Leadership Survivor Skills (DLSS)	9-4	WVSTC-Capitol Room
9-10	Conflict Management (CM)	9-4	WVSTC-Capitol Room
16	Workplace Safety: Your Responsibility (WS)	9-4	WVSTC-Capitol Room
16	Personnel Transactions in State Government (PT)	9-4	WVSTC-Regents Room
17	Supervising for Success III: Leadership Essentials (C3,D3) (LEC3D3)	9-4	WVSTC-Capitol Room
18	Time Management (TM)	9-noon	WVSTC-Regents Room
18	Supervising for Success II: Fundamentals of Supervision (Now Titled: Critical Skills for New Supervisors) (C4,D4) (CSNSC4D3)	9-4	WVSTC-Capitol Room
30	Train-the-Trainer: Developing Learning Leaders (3T) (Day 1 of 4)	9-5	WVSTC-Capitol Room

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December

1-3	Train-the-Trainer: Developing Learning Leaders (3T) (Days 2-4)	9-5	WVSTC-Capitol Room
7-9	Supervising for Success II: Fundamentals of Supervision (Now Titled: Critical Skills for New Supervisors) (C5) (CSNSD5)	9-4	WVSTC-Capitol Room
9	The Elephant in the (Interview) Room: Conducting Selection Interviews (ECSI)	9-4	WVSTC-Regents Room
10	Managing and the Law (M&L)	9-4	WVSTC-Capitol Room

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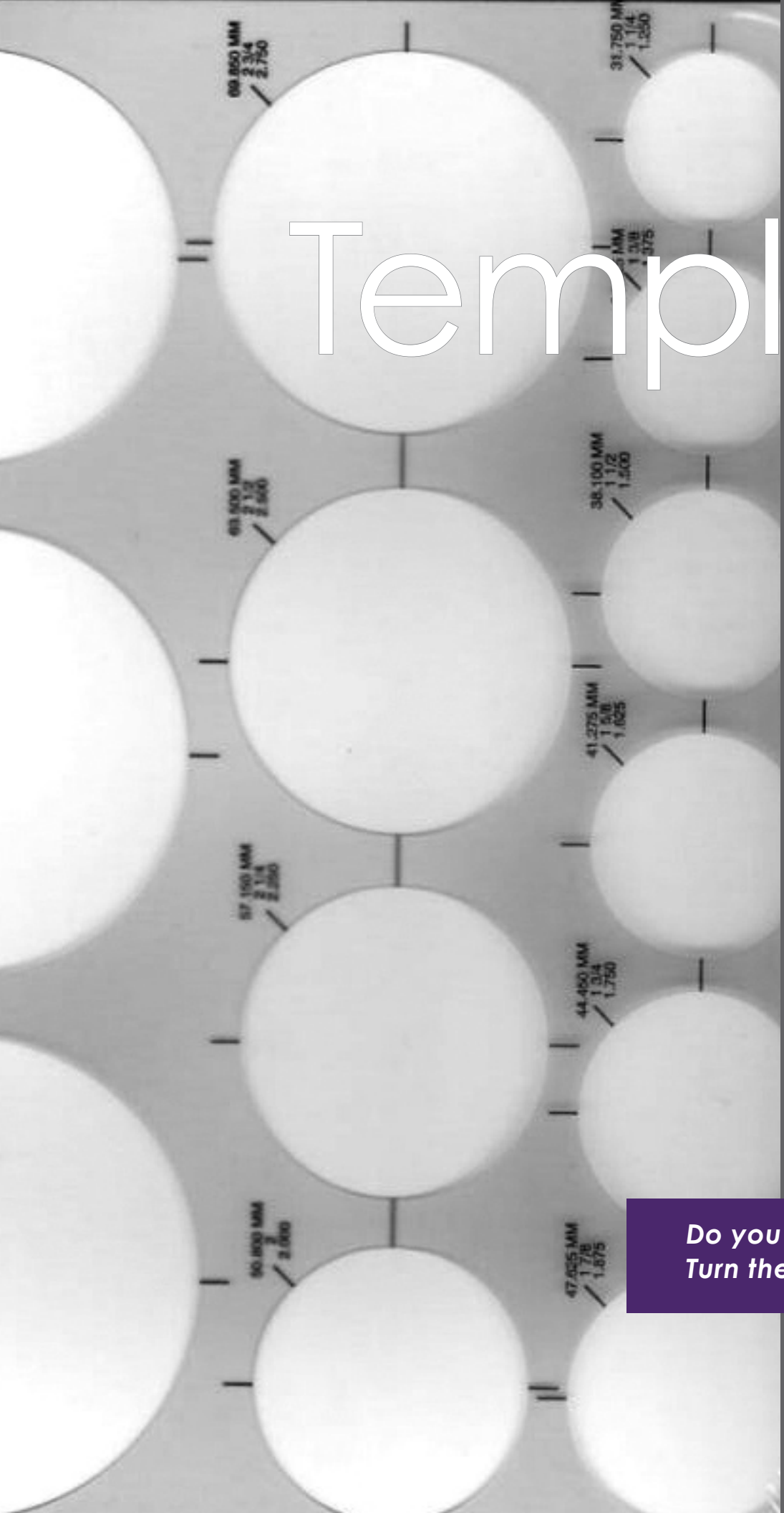
Templates



Do you have an IDP for 2010?
Turn the page to begin!

Individualized Talent Development Plan Template for WV State Government Employees

Employee's Name: _____ Date: _____

Goals

- Career Goal (the employee's ultimate, long-term goal):

- Opportunity Goal (an area of development that would add value to the organization and contribute to the employee's growth)

- Performance Goals (specific, results-oriented goals that are measurable, attainable, relevant, and time-bound)

  - Specific results to be achieved:

  - Benefits of improved performance:

  - Success measures (quality, quantity, cost, timeliness, positive yield)

_____

  - Timeframes:

Goals (Continued)

- Learning Goals (specific development goals that will help the employee achieve the performance expectations that have been established):
  - Key behaviors to be adopted:
  - Skills to be developed:
  - Knowledge to be gained:

Performance Support

- Activities/Methods (with timeframes):
- Resources:

- People to involve:

Individualized Training Plan Options for WV State Government Managers and Supervisors

Succession Planning and Supervisory Preparation
For those who may become public sector administrators within WV State Government

- *Career Development Training: Planning for Your Future*
- *Customer Service Breakdown: Managing Conflict in Challenging Situations*
- *Providing the Ultimate Customer Service Experience*
- *Supervising for Success I: Developing Tomorrow's Leaders*
- *Writing for Results*

Orientation to Public Sector Management/Supervision
For those with 0-2 years of public sector supervisory experience

- *Discipline and Documentation*
- *Employee Performance Appraisal I: Policy and Forms*
- *Managing and the Law*
- *Preventing Harassment: A Shared Responsibility*
- *Supervising for Success II: Critical Skills for New Supervisors (formerly Fundamentals of Supervision)*
- *The Drug-Free Workplace*
- *Workplace Safety: Your Responsibility*

Competency Development
For those with 2-5 years of public sector management experience

- *Accountability: Creating a Culture That Gets Results*
- *Attendance Management*
- *Conflict Management*
- *Forget What You Know About Change Leadership!*
- *No More Boring Meetings!*
- *Supervising for Success III: Leadership Essentials*

Competency Development +
For those with 5-10 years of public sector management experience

- *Coaching and Developing Employee Performance*
- *High Performance Work Teams*
- *Leadership At The Movies*
- *Managing for Excellence I*
- *Progressive Discipline: Getting Your Bosses' Support*

Advanced Competency Development
For those with 10 years or more of public sector management experience

- *Developing Leadership Survival Skills*
- *Managing for Excellence II: The New Realities*
- *Managing for Excellence III: Beyond Boundaries*
- *Motivation and Engagement in the Workplace*
- *Refresher Courses*

STATE OF WEST VIRGINIA

DEPARTMENT OF ADMINISTRATION
WV DIVISION OF PERSONNEL
ORGANIZATION AND HUMAN RESOURCE DEVELOPMENT

"Facilitating Learning, Guiding Visionary Change Efforts, Improving Performance"

Joe Manchin III
Governor

Robert W. Ferguson, Jr.
Cabinet Secretary

1900 KANAWHA BOULEVARD, EAST
STATE CAPITOL COMPLEX
BUILDING 6, ROOM B-456
CHARLESTON, WV 25305
TELEPHONE: 304.558.3950 EXT. 57204
FAX: 304.558.3327

Sara P. Walker, Director
Division of Personnel

Evie R. Davis
Assistant Director, OHRD

WVSTC RESERVATION REQUEST FORM

(Building 7-2nd Floor)

Room reservations are processed on a first-come, first-served basis. This form is only a request and does not guarantee a room until it is processed and confirmed by OHRD. **PLEASE PRINT.**

CONTACT INFORMATION

Department/Organization		**Division**	**Section**
Contact Person ☐ Mr. ☐ Mrs. ☐ Ms. ☐ Dr.		**Address**	
Job Title			
Telephone Number	**Fax Number**	**Interdepartmental Mail:**	**Email**

THIRD PARTY INFORMATION (IF APPLICABLE)

Organization Name	**Contact Person/Job Title** ☐ Mr. ☐ Mrs. ☐ Ms. ☐ Dr.	
Address	**Job Title**	**Email**
	Telephone Number	**Fax Number**

EVENT DETAILS

Name of Event (Official Name)			
Purpose of Event			
Date of Event		**Please include Alternate Dates (if flexible)**	
Event Start Time		***Need access before start time?**	**AM / PM**
Event End Time		***Need access after end time?**	**AM / PM**

*Events that take place after regular working hours (8am-5pm, Monday-Friday), or on a State Holiday – User must receive approval from Division of Protective Services 304.558.9911. Additional fees may be involved.

Maximum number of people expected to attend event:	**Estimated security checkpoint time/s:**

ROOM DETAILS

Location Requested (check all possible options AND/OR please specify preference):

☐ **Executive Room - Specs: 20'L x 19'W; Conference Table; Chairs; Maximum of 15 people**
65" LCD Monitor; Polycom Videoconferencing System/Teleconferencing; Wireless Internet Access

☐ **Regents Room - Specs: 40'L x 20'W; Tables; Chairs; Maximum of 25 people**
Ceiling Mounted Projector; Projection Screen; Teleconferencing Capabilities, Wireless Internet Access

☐ **Capitol Room - Specs: 74'L x 40'W; Tables; Chairs; Maximum of 150 people**
52" Monitors; Ceiling Mounted Projectors and Screens; Teleconferencing Capabilities, Wireless Internet Access

ROOM DETAILS (CONTINUED)

Please list any equipment that you will be providing and using during your event:

Room Setup Options (Please place a check mark next to the setup you are requesting)	Available Equipment (Please place a check mark next to all items you are requesting)
☐ Conference (closed or hollow square) ☐ U-Shape ☐ Theatre ☐ Classroom ☐ Herringbone ☐ Head Table/s ☐ Registration Table/s ☐ Display Table/s ☐ Special Arrangement (Please attach description/diagram) **(Please see attached diagram for more details)**	☐ Teleconferencing ☐ Polycom Videoconferencing ☐ Monitor ☐ Projector ☐ Projection Screen ☐ Wireless Internet Access ☐ Speakers ☐ Podium ☐ Microphone (Wireless) How many? ____ ☐ Microphone (Handheld) How many? ____ ☐ TV/VCR/DVD ☐ Laptop Computer ☐ Dry Erase Board and Markers ☐ Easel – How many? ____ ☐ Flip Chart Pads – How many? ____ ☐ Easel Markers ☐ Other: _____

BY SIGNING THIS REQUEST FORM, THE USER HAS COMPLETELY READ AND UNDERSTOOD THE *WV STATE TRAINING CENTER* GUIDELINES AND AGREES TO COMPLY AND BE BOUND BY THE TERMS OF SUCH AGREEMENT. A USE AGREEMENT MUST BE ON FILE WITH OHRD BEFORE CONFIRMATION OF RESERVATION WILL BE GRANTED.

_____
AUTHORIZED SIGNATURE (USER)

_____
PRINTED NAME AND JOB TITLE

_____
DATE SIGNED

SUBMIT COMPLETED FORM WITH SIGNATURE VIA EMAIL, FAX OR MAIL TO THE ATTENTION OF:
SUSAN LOCKARD-HAMMOCK, WVSTC FACILITY SCHEDULER

EMAIL: SUSAN.M.LOCKARD-HAMMOCK@WV.GOV
PHONE: 304.558.3950 EXT. 57241
FAX: 304.558.3327

MAIL: WV DIVISION OF PERSONNEL, OHRD
1900 KANAWHA BOULEVARD, EAST
STATE CAPITOL COMPLEX, BLDG. 6, ROOM B-456
CHARLESTON, WV 25305

OHRD OFFICE USE ONLY		
Received: **Database:** **A / D** **Letter:**	_____ _____ **Authorized Signature (OHRD)** **Date Signed** _____ **Printed Name and Job Title**	**Comments:**

Notes

Notes

Notes

2010

Program Schedule

WV Department of Administration

Division of Personnel

Organization and Human Resource Development

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