



## ***Professional Skills Workshop Descriptions 2009-2010***

*1/2 day workshops are \$100*

*Full day workshops are \$130*

*On-line workshops \$50*

To register for a workshop contact your agency training coordinator or your manager.

**Becoming A Change Agent**—is a half-day workshop for staff that enables participants to understand and progress through change and transition.

Upon completion of workshop, participants will be able to:

- Explain the benefits of becoming an organizational change agent
- Distinguish between the stages of change and the phases of transition in order to work through behaviors related to change
- Define the role of a change agent and identify the strategies needed to positively impact organizational change

**Building Cohesive Teams**—is an **on-line** workshop that enables participants to discover how to set team goals, foster a motivating team environment and diagnose team performance. Team leaders have a unique challenge as they work to blend different personalities and skills sets into an integrated whole that operates at peak performance.

Upon completion of workshop, participants will be able to:

- Examine and improve the quality of group planning, decision-making, risk-taking, problem-solving and communication strategies
- Identify how teamwork as a strategy can be utilized to improve communication and enhance trust
- Execute an action plan to ensure high-performing team behavior

**Change Management**—is a one-day workshop for management that enables participants to acquire the strategies to implement organizational change.

Upon completion of workshop, participants will be able to:

- Apply leadership skills important in the effective management of organizational change
- Recognize the interpersonal skills necessary for leading others through the stages of change and phases of transition
- Identify the managerial issues present in organizations undergoing change and promote a culture of creativity and agility
- Examine the factors involved for creating and sustaining high-performance teams through change

**Conflict Management**—is an **on-line** workshop that provides a skill set to successfully resolve conflict situations in the workplace. By gaining a better understanding of the roots of conflict, participants will then be able to better identify sources of conflict and identify the behavioral forces that drive conflict.

Upon completion of workshop, participants will be able to:

- Identify potential sources of conflict in order to develop strategic responses
- Recognize the causes and dynamics of conflict within their own situations
- Develop skills for identifying and analyzing conflict indicators for planning and integrating strategic approaches to conflict resolution

**Customer Service**—is a half-day workshop designed to highlight behaviors that promote and ensure excellent customer focus and service in the workplace.

Upon completion of workshop, participants will be able to:

- Define customer focus and service excellence
- Identify customer needs, wants and expectations
- Apply the function of a customer focused mentality
- Learn effective steps to achieving excellent customer relationships

**Decision-Making**—is an **on-line** workshop that enables participants to implement a four-step process to rapidly and accurately resolve a wide-range of workplace issues by efficiently organizing and analyzing information and taking appropriate action.

Upon completion of workshop, participants will be able to:

- Increase personal and professional results through effective decision-making strategies
- Learn how to tap into the decision-making strengths of others
- Apply the basic steps of decision-making
- Use a fundamental problem-solving tool in reaching decisions
- Define and evaluate decisions in order to implement effective decision-making strategies

**Project Management**—is a full-day workshop designed to enable participants to utilize effective and practical skills to organize, implement and manage organizational projects in a highly developed and efficient manner.

Upon completion of workshop, participants will be able to:

- Define basic project management terms and the role of today's project manager
- Distinguish projects from ongoing operations and programs and explain how different organization structures support or hinder project management efforts
- Examine the Project Life Cycle and the supporting project management process

**Respectful Workplace: A Staff Guide to Preventing Workplace Harassment**—is a half-day workshop designed to improve respectful behavior in working environments by teaching employees the State's Workplace Harassment Policy through scenario based examples.

Upon completion of workshop, participants will be able to:

- Dissect and apply the State's Policy Statement on Workplace Harassment
- Recognize the importance of taking personal responsibility in promoting a respectful workplace free of harassing, intimidating, and/or discriminatory behavior

**Time Management**—is a half-day workshop that enables participants to gain the practical skills to develop and implement a framework for successful time management. The productivity of individuals and organizations hinges greatly on their ability to manage time efficiently. Harnessing this critical resource increases both employee output and organizational effectiveness.

Upon completion of workshop, participants will be able to:

- Recognize how individual behavioral styles influence the way time is managed
- Identify own behavioral style management issues
- Develop a strategy for aligning daily activities to support goals
- Establish techniques on creating and prioritizing high-value goals
- Explore best practice processes for leveraging time to achieve goals
- Apply effective techniques for pursuing most important goals

**Understanding the New ADAAA (Americans with Disabilities Act Amended Act)**—is a half-day workshop offered quarterly for state employees on the Americans With Disabilities Act Amended Act of 2008 (ADAAA), which became effective January 1, 2009. This workshop will introduce participants to the ADAAA law and its impact in the workplace.

Upon completion of workshop, participants will be able to:

- Explain the terminology of the ADAAA
- Describe the impact of the ADAAA in the hiring process
- Identify ways the ADAAA will impact management

**Understanding Your Employee Benefits**—is an **on-line** workshop that offers participants information to understand state-offered employee benefits, BEST Program, Deferred Compensation, Insurance options, State Retirement and Social Security.

Upon completion of workshop, participants will be able to:

- Examine the specific state benefits offered to employees in order to capitalize on all available programs
- Identify and utilize available resources to maximize opportunities for financial planning