



POLICY

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| Approved by: Rebecca R. Hunter, Commissioner | Policy Number: 12-50 (Rev. 2/15) |
| Signature: <i>Rebecca R. Hunter</i> | Supersedes: 12-50 |
| Application: Human Resources Officers, State Employees | Effective Date: February 1, 2015 |
| Authority: T.C.A. § 8-30-104, T.C.A. § 8-30-105, T.C.A. § 8-30-313 | Rule: 1120-08 |

Subject:

Mandatory Learning and Development Workshops

It is the policy of the Department of Human Resources that all employees are required to participate in the following learning workshops:

- G.R.E.A.T. Customer Service;
- G.R.E.A.T. Customer Service Phase Two: STAR Principles of Service; and
- Respectful Workplace for Staff (for non-supervisory personnel).

All managers and supervisors are required to participate in the following learning workshops:

- G.R.E.A.T. Customer Service;
- G.R.E.A.T. Customer Service Phase Two: STAR Principles of Service;
- Respectful Workplace for Managers;
- Sexual Harassment Training;
- Navigating Practices and Policies for Supervisors;
- Performance Management;
- S.M.A.R.T. Performance Planning;
- Get SMARTer; and
- Creating a State of Success with Proactive On-Boarding.

The Department strongly encourages all supervisors and managers to earn, at a minimum, the State of Tennessee Management and Leadership Development Pyramid of Learning's Level 1 Certificate: Fundamental Supervisor Skills, and Level 2 Certificate: Advanced Management Skills. A current listing of the courses available in the Pyramid of Learning is available at www.tn.gov/dohr/learning.

All employees shall complete the required courses within 12 months of his or her hire or promotion. Required classes shall be identified on an annual basis and or as required by the Department.

Tennessee Department of Human Resources

Providing strategic human resources leadership and partnering with customers for innovative solutions

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| DOHR Policy: Operation of Motor Vehicles By State Employees | Policy Number: 11-001 [rev.1 10-12] |
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Questions regarding this policy may be directed to the Strategic Learning Solutions Division.

Mission – providing innovative Human Resources leadership and solutions through people, for people.

Values – *Communications * User-Friendly * Respect * Excellence * Integrity * Teamwork*