



Department of  
Administrative Services

# State of Ohio Learning and Talent Development



July 2020 - June 2021

## **FY21 Annual At-A-Glance Course Listing**

## ANNUAL LEARNING AND TALENT DEVELOPMENT AT-A-GLANCE COURSE LISTING BY NAME

COURSE NAME	DATES OFFERED	TIME OFFERED	LOCATION
<p><b>A Look into Emotional Intelligence (LTD)</b></p> <p>Do you ever feel that displaying emotion is a “bad” thing? This course will provide an overview of Emotional Intelligence to help you discover how to express your emotions in a way that enables you to build strong relationships with your peers, coworkers, supervisor and people in your personal life.</p>	<p>September 10, 2020 December 4, 2020 March 18, 2021 June 18, 2021</p>	<p>8:30 am to 12:30 pm 12:30 pm to 4:30 pm 8:30 am to 12:30 pm 12:30 pm to 4:30 pm</p>	<p>Rhodes State Office Tower 4200 Surface Road Rhodes State Office Tower 4200 Surface Road</p>
<p><b>Absence Management (OCB)</b></p> <p>This is an overview of State leave benefits, the Family Medical Leave Act, and strategies for absence management.</p>	<p>October 21, 2020</p>	<p>9:00 am to 4:00 pm</p>	<p>State Library of Ohio</p>
<p><b>Actively Engaged in My Performance (LTD)</b></p> <p>Are you actively engaged in your performance? Do you want to be more engaged in your performance development? This course will help you to become more collaborative with your supervisor to plan and set goals and expectations to ensure successful performance throughout the year.</p>	<p>August 12, 2020 January 8, 2021 May 4, 2021</p>	<p>8:30 am to 12:30 pm 12:30 pm to 4:30 pm 12:30 pm to 4:30 pm</p>	<p>Rhodes State Office Tower 4200 Surface Road 4200 Surface Road</p>
<p><b>Administrative Investigations (OCB)</b></p> <p>You will learn how to conduct an administrative investigation, interview witnesses, the subject, and prepare the report.</p>	<p>September 2, 2020</p>	<p>9:00 am to 4:00 pm</p>	<p>State Library of Ohio</p>

COURSE NAME	DATES OFFERED	TIME OFFERED	LOCATION
<p><b>Arbitration Advocacy &amp; Brief Writing (5-Day Course) (OCB)</b></p> <p>You will be provided a comprehensive overview of the labor arbitration and brief writing process.</p>	<p>September 21-25, 2020</p>	<p>9:00 am to 5:00 pm Monday and Friday 8:00 am to 5:00 pm Tuesday – Thursday</p>	<p>State Library of Ohio</p>
<p><b>Assertiveness in the Workplace (LTD)</b></p> <p>Being assertive is a core communication skill. It’s not just what you say that’s important, but how you say it. Communication that is direct and respectful gives you the best chance of successfully delivering your message effectively. This course will examine how to communicate more assertively including making requests, giving bad news, and saying no.</p>	<p>September 11, 2020 December 15, 2020 March 11, 2021 June 25, 2021</p>	<p>12:30 pm to 4:30 pm 12:30 pm to 4:30 pm 8:30 am to 12:30 pm 12:30 pm to 4:30 pm</p>	<p>4200 Surface Road 4200 Surface Road Rhodes State Office Tower 4200 Surface Road</p>
<p><b>Class Change &amp; Non-Selection (OCB)</b></p> <p>This course provides an overview of the cause and possible remedies for workplace disagreements involving job duties or work assignments, as well as an overview of the different types of class changes and how they occur.</p>	<p>October 14, 2020</p>	<p>9:00 am to 4:00 pm</p>	<p>State Library of Ohio</p>
<p><b>Creating Harmony Between Generations at Work (Optum)</b></p> <p>Today’s workplace dynamics are rapidly changing. It’s possible for one workplace to have four different generations on the same team sharing the same space. Because different generations bring their own values, rules and styles, that can sometimes lead to conflict or unproductive competition. This program can help participants understand generational differences and get tips for creating a harmonious work environment.</p>	<p>May 18, 2021</p>	<p>10:00 am to 11:00 am</p>	<p>Rhodes State Office Tower</p>

COURSE NAME	DATES OFFERED	TIME OFFERED	LOCATION
<p><b>Customer Service in a Compliance Environment (LTD)</b></p> <p>The definition of customer service is not the same for every department or agency. In various State of Ohio environments, some positions must navigate enforcing the law with people who potentially shout, make threats, cry, or become angry with us for the information delivered. If you have reached the end of your rope trying to come up with new ways to satisfy customers and cope with these tough situations, attend this course to obtain practical tools to provide great customer service in a compliance environment.</p>	<p>July 14, 2020 October 23, 2020 February 23, 2021</p>	<p>12:30 pm to 4:30 pm 8:30 am to 12:30 pm 12:30 pm to 4:30 pm</p>	<p>4200 Surface Road Rhodes State Office Tower 4200 Surface Road</p>
<p><b>Customer Service: Taking C.A.R.E. of Ohio (LTD)</b></p> <p>This course has been redesigned to assist State of Ohio employees in developing a deeper understanding of customer service excellence. You will gain knowledge on how to improve your effectiveness when delivering service to customers. Also, you will explore various tools and techniques to become more efficient in your daily interactions with customers.</p>	<p>August 21, 2020 November 10, 2020 March 23, 2021</p>	<p>12:30 pm to 4:30 pm 8:30 am to 12:30 pm 12:30 pm to 4:30 pm</p>	<p>4200 Surface Road Rhodes State Office Tower 4200 Surface Road</p>
<p><b>Disciplinary Principles (OCB)</b></p> <p>This course is an overview of the principles of discipline and outlines leadership's role in addressing types of discipline.</p>	<p>September 16, 2020</p>	<p>9:00 am to 4:00 pm</p>	<p>State Library of Ohio</p>
<p><b>Diversity &amp; Inclusion Institute (EOD)</b></p> <p>The Diversity and Inclusion Institute is open to all State employees, and offers a variety of topics related to EEO, HR, and Diversity and Inclusion. SHRM and CLE credits may be offered for select classes.</p>	<p>August 31, 2020</p>	<p>8:00 am to 4:00 pm</p>	<p>Riffe 31<sup>st</sup> Floor Conference Center</p>

COURSE NAME	DATES OFFERED	TIME OFFERED	LOCATION
<p><b>Drug-Free Workplace (OCB)</b></p> <p>Overview of federal and State drug and alcohol policies and procedures. The Ohio Employee Assistance Program (OEAP) program also is covered.</p>	November 4, 2020	9:00 am to 4:00 pm	State Library of Ohio
<p><b>Getting on the Same Page: Supervisor/Union Training (OEAP)</b></p> <p>This contractually mandated course (Article 20.03 SEIU 1199 and Article 9 OCSEA) will teach supervisors and union representatives how to refer employees to the Ohio Employee Assistance Program (OEAP) and includes information about the importance of early intervention. The OEAP Participation Agreement and other services will be discussed in this training.</p>	October 15, 2020	1:00 pm to 3:00 pm	Rhodes State Office Tower
<p><b>Holding Difficult and Effective Conversations (LTD)</b></p> <p>Communication skills are some of the most important skills you can develop. It is not just what you say, but how you say it that can make a difference. Difficult conversations become easier when you use effective techniques. It takes practice to make sure you are communicating the proper information in a way that is fully understood. It is important that you say what you mean and mean what you say. You will have an opportunity to practice holding effective conversations.</p>	<p>July 23, 2020 October 2, 2020 January 21, 2021 April 23, 2021</p>	<p>8:30 am to 12:30 pm 12:30 pm to 4:30 pm 8:30 am to 12:30 pm 12:30 pm to 4:30 pm</p>	<p>Rhodes State Office Tower 4200 Surface Road Rhodes State Office Tower 4200 Surface Road</p>

COURSE NAME	DATES OFFERED	TIME OFFERED	LOCATION
<p><b>How to Create Passion and Motivation in the Workplace (Optum)</b></p> <p>A thought-provoking program designed to encourage participants to energize themselves, content covers creating a productive work environment and self-motivation. The value of goal setting and achievement also will be discussed.</p>	November 5, 2020	1:00 pm to 2:00 pm	Rhodes State Office Tower
<p><b>How to Understand Nonverbal Communications (Optum)</b></p> <p>We use facial expressions, gestures, eye contact, posture, proximity, paralanguage and touch to interpret the messages received from others, whether we use words or not. This session will explore the power of nonverbal communication, examining the congruency factor, opportunities to make interpretations, and caveats when interpreting nonverbal communication.</p>	January 14, 2021	10:00 am to 11:00 am	Rhodes State Office Tower
<p><b>Instructional Skills Training for New Trainers (2-Day Course) (LTD)</b></p> <p>The intent of this course is to provide new State of Ohio trainers and subject matter experts with foundational knowledge and skills in the area of training that can be demonstrated in any training environment on the job. This course is a product of the Talent Development Community.</p>	October 15 & 16, 2020 April 15 & 16, 2021	8:30 am to 4:30 pm 8:30 am to 4:30 pm	Rhodes State Office Tower Rhodes State Office Tower

COURSE NAME	DATES OFFERED	TIME OFFERED	LOCATION
<p><b>Is Supervising for Me? (LTD)</b></p> <p>Have you thought about taking a position as a supervisor? Are you curious to see whether supervising would be suitable for you? When employees understand the skill that it takes to be a great supervisor, they can prepare themselves for this important role. This interactive course will help you to discover if supervising is a good career fit for you.</p>	<p>October 8, 2020 December 10, 2020 March 30, 2021 June 8, 2021</p>	<p>12:30 pm to 4:30 pm 8:30 am to 12:30 pm 12:30 pm to 4:30 pm 12:30 pm to 4:30 pm</p>	<p>4200 Surface Road Rhodes State Office Tower 4200 Surface Road 4200 Surface Road</p>
<p><b>Labor Management Committees (OCB)</b></p> <p>This course provides an overview of labor/management committees and how they promote a climate of constructive employee/ employer relations.</p>	<p>November 9, 2020</p>	<p>9:00 am to 12:00 pm</p>	<p>State Library of Ohio</p>
<p><b>Managing Your Time (LTD)</b></p> <p>This time management course provides an opportunity to assess your current use of time and identify areas for improvement. You will become more aware of your time management behaviors and develop skills to enhance time management.</p>	<p>September 18, 2020 November 13, 2020 February 18, 2021 May 13, 2021</p>	<p>12:30 pm to 4:30 pm 12:30 pm to 4:30 pm 8:30 am to 12:30 pm 12:30 pm to 4:30 pm</p>	<p>4200 Surface Road 4200 Surface Road Rhodes State Office Tower 4200 Surface Road</p>
<p><b>Mindfulness (Optum)</b></p> <p>Mindfulness is one of the most researched and clinically evidenced tools for building a happier and healthier life. Through mindfulness we can learn how to live a more balanced life; one that is in tune with our deepest values and results in a sense of peace. This session is a short introduction to a practice that can be woven into everyday life and demonstrates how mindfulness comes from learning to live with a greater intensity, richness and fulfillment.</p>	<p>September 8, 2020</p>	<p>1:00 pm to 2:00 pm</p>	<p>Rhodes State Office Tower</p>

COURSE NAME	DATES OFFERED	TIME OFFERED	LOCATION
<p><b>Non-Traditional Arbitration &amp; WOC (OCB)</b></p> <p>Includes the contractual background and requirements of non-traditional arbitration (NTA).</p>	<p>September 30, 2020</p>	<p>9:00 am to 4:00 pm</p>	<p>State Library of Ohio</p>
<p><b>Performance Management Workshop (LTD)</b> <b>PLAN PHASE - The Starting Point: Exploring Expectations, Goals and Competencies</b></p> <p>Learn how to effectively establish expectations and goals for each individual employee.</p>	<p>July 29, 2020 October 21, 2020 January 20, 2021 April 28, 2021</p>	<p>8:30 am to 12:30 pm 12:00 pm to 4:00 pm 8:30 am to 12:30 pm 12:00 pm to 4:00 pm</p>	<p>Rhodes State Office Tower 4200 Surface Road Rhodes State Office Tower 4200 Surface Road</p>
<p><b>Performance Management Workshop (LTD)</b> <b>ENGAGE PHASE – Engaging and Supporting Performance</b></p> <p>Learn how to increase your employees’ involvement in developing their performance along with giving and receiving feedback.</p>	<p>August 12, 2020 November 18, 2020 February 10, 2021 May 12, 2021</p>	<p>12:00 pm to 4:00 pm 8:30 am to 12:30 pm 12:00 pm to 4:00 pm 8:30 am to 12:30 pm</p>	<p>4200 Surface Road Rhodes State Office Tower 4200 Surface Road Rhodes State Office Tower</p>
<p><b>Performance Management Workshop (LTD)</b> <b>COACH AND DEVELOP PHASES – Coaching Employees Toward Development</b></p> <p>Practice holding impactful coaching discussions that support employee performance and development.</p>	<p>October 7, 2020 January 13, 2021 April 21, 2021 June 23, 2021</p>	<p>8:30 am to 12:30 pm 12:00 pm to 4:00 pm 8:30 am to 12:30 pm 12:00 pm to 4:00 pm</p>	<p>Rhodes State Office Tower 4200 Surface Road Rhodes State Office Tower 4200 Surface Road</p>

COURSE NAME	DATES OFFERED	TIME OFFERED	LOCATION
<p><b>Performance Management Workshop (LTD)</b>  <b>EVALUATE PHASE – It’s That Time: Evaluating Year-End Performance</b></p> <p>Learn how to collect performance documentation and hold an effective performance discussion.</p>	<p>August 19, 2020            October 28, 2020            January 27, 2021            April 14, 2021</p>	<p>8:30 am to 12:30 pm            12:00 pm to 4:00 pm            8:30 am to 12:30 pm            12:00 pm to 4:00 pm</p>	<p>Rhodes State Office Tower            4200 Surface Road            Rhodes State Office Tower            4200 Surface Road</p>
<p><b>Pre-Disciplinary Meeting Officer Training (OCB)</b></p> <p>This session covers the legal background, contractual requirements, and process of pre-disciplinary meetings.</p>	<p>September 9, 2020</p>	<p>9:00 am to 4:00 pm</p>	<p>State Library of Ohio</p>
<p><b>Promoting Humor at Work (LTD)</b></p> <p>It is important that you learn to balance life’s stressors. This course looks at promoting humor in the workplace and how it contributes to creativity, problem solving, healthy relationships, and communications.</p>	<p>August 14, 2020            December 17, 2020            April 9, 2021</p>	<p>12:30 pm to 4:30 pm            8:30 am to 12:30 pm            12:30 pm to 4:30 pm</p>	<p>4200 Surface Road            Rhodes State Office Tower            4200 Surface Road</p>
<p><b>Reduction in Workforce (OCB)</b></p> <p>This course covers the statutory and contractual requirements for layoffs and other reductions in the workforce.</p>	<p>October 26, 2020</p>	<p>9:00 am to 4:00 pm</p>	<p>State Library of Ohio</p>

COURSE NAME	DATES OFFERED	TIME OFFERED	LOCATION
<p><b>Resolving Conflict in the Workplace (LTD)</b></p> <p>Conflict is a normal part of life that most of us try to avoid. But resolving conflict (or attempting to) can produce positive outcomes, especially when done strategically. This session provides techniques and strategies focused on compromise, listening, accepting responsibility and knowing your conflict management style.</p>	<p>July 30, 2020 September 22, 2020 January 26, 2021 May 21, 2021</p>	<p>8:30 am to 12:30 pm 12:30 pm to 4:30 pm 12:30 pm to 4:30 pm 8:30 am to 12:30 pm</p>	<p>Rhodes State Office Tower 4200 Surface Road 4200 Surface Road Rhodes State Office Tower</p>
<p><b>Settlement Writing &amp; Mediation (OCB)</b></p> <p>This course provides the how, when and why of writing strong settlements that resolve an issue or dispute while complying with policies and satisfying mutual interests. It also provides the contractual background and requirements of mediation and why we use it.</p>	<p>October 7, 2020</p>	<p>9:00 am to 4:00 pm</p>	<p>State Library of Ohio</p>
<p><b>Sexual Harassment Training for Management (EOD)</b></p> <p>This course is important to ensure the State of Ohio remains a diverse, inclusive, and equal opportunity employer that promotes safe and discrimination-free work environments.</p>	<p>September 14, 2020</p>	<p>10:00 am to 12:00 pm</p>	<p>4200 Surface Road</p>
<p><b>Stress: Putting it to Rest (OEAP)</b></p> <p>Stress can trigger anxiety and depression, or it can motivate and inspire. This course examines the positives and negatives of stress, along with suggestions for controlling worry, frustration, inaction, compulsiveness, irrational thinking and failure.</p>	<p>November 19, 2020 April 13, 2021</p>	<p>1:00 pm to 3:00 pm 10:00 am to 12:00 pm</p>	<p>Rhodes State Office Tower 4200 Surface Road</p>

COURSE NAME	DATES OFFERED	TIME OFFERED	LOCATION
<p><b>Substance Abuse (OEAP)</b></p> <p>This course is a basic overview of the common drugs of abuse, the continuum of substance use-addiction. It will also look at how substance abuse impacts the workplace and what interventions are available.</p>	<p>June 22, 2021</p>	<p>1:00 pm to 3:00 pm</p>	<p>4200 Surface Road</p>
<p><b>Suicide Awareness (OEAP)</b></p> <p>This training provides an overview of the warning signs, risk factors and impact of suicide as well as resources and tools for individuals and families to prevent suicide.</p>	<p>September 17, 2020 May 13, 2021</p>	<p>10:00 am to 12:00 pm 1:00 pm to 3:00 pm</p>	<p>4200 Surface Road 4200 Surface Road</p>
<p><b>The Jerk at Work: Bullying in the Workplace (OEAP)</b></p> <p>The rise of bullying in the workplace and beyond has left many workers feeling isolated and helpless. The devastating effects of bullying can be long-term and can have a drastic impact on employee morale and productivity. This training provides information on how to eliminate this mentality in the workplace and beyond.</p>	<p>January 7, 2021</p>	<p>10:00 am to 12:00 pm</p>	<p>4200 Surface Road</p>



## ANNUAL LEARNING AND TALENT DEVELOPMENT AT-A-GLANCE COURSE LISTING BY DATE

MONTH	DATE	COURSE NAME	TIME	LOCATION
<b>July 2020</b>	<b>14</b>	Customer Service in a Compliance Environment (LTD)	12:30 pm to 4:30 pm	4200 Surface Road
	<b>23</b>	Holding Difficult and Effective Conversations (LTD)	8:30 am to 12:30 pm	Rhodes State Office Tower
	<b>29</b>	Performance Management Workshop (LTD) <b>PLAN PHASE</b> - The Starting Point: Exploring Expectations, Goals and Competencies – 501	8:30 am to 12:30 pm	Rhodes State Office Tower
	<b>30</b>	Resolving Conflict in the Workplace (LTD)	8:30 am to 12:30 pm	Rhodes State Office Tower



MONTH	DATE	COURSE NAME	TIME	LOCATION
<b>August 2020</b>	<b>11</b>	Confronting Workplace Violence and Bullying (OEAP)	1:00 pm to 4:00 pm	4200 Surface Road
	<b>12</b>	Actively Engaged in My Performance (LTD)	8:30 am to 12:30 pm	Rhodes State Office Tower
	<b>12</b>	Performance Management Workshop (LTD) <b>ENGAGE PHASE</b> – Engaging and Supporting Performance – 502	12:00 pm to 4:00 pm	4200 Surface Road
	<b>14</b>	Promoting Humor at Work (LTD)	12:30 pm to 4:30 pm	4200 Surface Road
	<b>19</b>	Performance Management Workshop (LTD) <b>EVALUATE PHASE</b> – It’s That Time: Evaluating Year-End Performance – 504	8:30 am to 12:30 pm	Rhodes State Office Tower
	<b>21</b>	Customer Service: Taking C.A.R.E. of Ohio (LTD)	12:30 pm to 4:30 pm	4200 Surface Road
	<b>31</b>	Diversity & Inclusion Institute (EOD)	8:00 am to 4:00 pm	Riffe 31 <sup>st</sup> Floor Conference Center



MONTH	DATE	COURSE NAME	TIME	LOCATION
<b>September 2020</b>	<b>2</b>	Administrative Investigations (OCB)	9:00 am to 4:00 pm	State Library of Ohio
	<b>8</b>	Mindfulness (Optum)	1:00 pm to 2:00 pm	Rhodes State Office Tower
	<b>9</b>	Pre-Disciplinary Meeting Officer Training (OCB)	9:00 am to 4:00 pm	State Library of Ohio
	<b>10</b>	A Look into Emotional Intelligence (LTD)	8:30 am to 12:30 pm	Rhodes State Office Tower
	<b>11</b>	Assertiveness in the Workplace (LTD)	12:30 pm to 4:30 pm	4200 Surface Road
	<b>14</b>	Sexual Harassment Training for Management (EOD)	10:00 am to 12:00 pm	4200 Surface Road
	<b>16</b>	Disciplinary Principles (OCB)	9:00 am to 4:00 pm	State Library of Ohio
	<b>17</b>	Suicide Awareness (OEAP)	10:00 am to 12:00 pm	4200 Surface Road
	<b>18</b>	Managing Your Time (LTD)	12:30 pm to 4:30 pm	4200 Surface Road

## LEARNING AND TALENT DEVELOPMENT ANNUAL AT-A-GLANCE

### KEY ACRONYMS

ACRONYM	NAME
DAS	Ohio Department of Administrative Services
EEO	Equal Employment Opportunity
EOD	Equal Opportunity Division
HRD	Human Resources Division
ILT	Instructor-Led Training
LOD	Learning on Demand
OCB	Office of Collective Bargaining
OEAP	Ohio Employee Assistance Program
OTM	Office of Talent Management
PM	Performance Management