Department of Human Resources Employee Learning and Development Division

"Integrating Knowledge and Performance"

Learning Opportunities April through July 2008

Tennessee Department of Human Resources, Printing Authorization #319501, 15 copies. This public document was promulgated at a cost of $11.47 per copy, April 2008.

Employee Learning & Development Division

Course Announcement

April 2008—July 2008

State of Tennessee
Department of Human Resources
505 Deaderick Street
James K. Polk Building, 1st Floor
Nashville, TN 37243
Phone: 615.741.3673 Fax: 615.532.0728
www.state.tn.us/dohr/training

Nashville

3 T's of Communication 4128-0109

June 6, 2008 | Class Times: 8:30-12:30
Participant Fee: $120 | Nomination Deadline: 5/19/08
Selection Date: 5/22/08 | Cancellation Deadline: 5/30/08

New!

Change Management 2044-0001

July 24-25, 2008 | Class Times: 8:30-4:00 & 8:30-11:30
Participant Fee: $0 | Nomination Deadline: 7/6/08
Selection Date: 7/9/08 | Cancellation Deadline: 7/17/08

Customer Service In Government 1037-0178

June 5, 2008 | Class Times: 8:30-4:00
Participant Fee: $143 | Nomination Deadline: 5/19/08
Selection Date: 5/22/08 | Cancellation Deadline: 5/30/08

Dealing With Difficult People 1023-0428

July 10, 2008 | Class Times: 8:30-4:00
Participant Fee: $150 | Nomination Deadline: 6/23/08
Selection Date: 6/26/08 | Cancellation Deadline: 7/4/08

English Review Part 1 1003-0175

May 5 - 9, 2008 | Class Times: 8:30-12:30 each day
Participant Fee: $420 | Nomination Deadline: 4/18/08
Selection Date: 4/21/08 | Cancellation Deadline: 4/29/08

English Review Part 2 1015-0109

June 9 - 13, 2008 | Class Times: 8:30-12:30 each day
Participant Fee: $380 | Nomination Deadline: 5/23/08
Selection Date: 5/26/08 | Cancellation Deadline: 6/3/08

New!

Generations: M.E.E.T. on Common Ground - Staff 5046-0001

June 12, 2008 | Class Times: 8:30-12:30
Participant Fee: $130 | Nomination Deadline: 5/24/08
Selection Date: 5/27/08 | Cancellation Deadline: 6/4/08

New!

Generations: M.E.E.T. on Common Ground - Supervisor/Managers 3086-0001

June 17, 2008 | Class Times: 8:30-4:00
Participant Fee: $200 | Nomination Deadline: 5/30/08
Selection Date: 6/2/08 | Cancellation Deadline: 6/1/08

New!

Happiness: Principles for Positive Performance 5047-0001

June 10, 2008 | Class Times: 8:30-4:00
Participant Fee: $130 | Nomination Deadline: 5/24/08
Selection Date: 5/27/08 | Cancellation Deadline: 6/4/08

Happiness: Principles for Positive Performance 5047-0002

July 9, 2008 | Class Times: 8:30-4:00
Participant Fee: $130 | Nomination Deadline: 6/22/08
Selection Date: 6/25/08 | Cancellation Deadline: 7/3/08

New!

Introduction to ADA 5045-0008

May 27, 2008 | Class Times: 8:30-12:30
Participant Fee: $79 | Nomination Deadline: 5/9/08
Selection Date: 5/12/08 | Cancellation Deadline: 5/20/08

Introduction to ADA 5045-0009

June 26, 2008 | Class Times: 8:30-12:30
Participant Fee: $79 | Nomination Deadline: 6/8/08
Selection Date: 6/11/08 | Cancellation Deadline: 6/19/08

Introduction to ADA 5045-0012

July 30, 2008 | Class Times: 8:30-12:30
Participant Fee: $79 | Nomination Deadline: 7/13/08
Selection Date: 7/16/08 | Cancellation Deadline: 7/24/08

Investigations: Discrimination and Harassment Claims 4137-0026

June 19 - 20, 2008 | Class Times: 8:30-4:00 each day
Participant Fee: $175 | Nomination Deadline: 6/1/08
Selection Date: 6/4/08 | Cancellation Deadline: 6/12/08

Revised!

Lifestyle Planning 4140-0005

May 1, 2008 | Class Times: 8:30-4:00
Participant Fee: $132 | Nomination Deadline: 4/4/08
Selection Date: 4/17/08 | Cancellation Deadline: 4/25/08

** See following catalog of opportunities for descriptions.*

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Nashville

Lifestyle Planning 4140-0003

June 2, 2008
Participant Fee: $132
Selection Date: 5/18/08
Class Times: 8:30-4:00
Nomination Deadline: 5/15/08
Cancellation Deadline: 5/26/08

Lifestyle Planning 4140-0002

July 1, 2008
Participant Fee: $132
Selection Date: 6/14/08
Class Times: 8:30-4:00
Nomination Deadline: 6/14/08
Cancellation Deadline: 6/25/08

Making Effective Presentations 4102-0162

July 28 - 29, 2008
Participant Fee: $194
Selection Date: 7/14/08
Class Times: 8:30-12:30 & 8:30-4:00
Nomination Deadline: 7/11/08
Cancellation Deadline: 7/22/08

Revised!

Managing Performance 2039-0149

May 12 - 13, 2008
Participant Fee: $0
Selection Date: 4/28/05
Class Times: 8:30-4:00 each day
Nomination Deadline: 4/25/08
Cancellation Deadline: 5/6/08

Managing Performance 2039-0153

June 10 - 11, 2008
Participant Fee: $0
Selection Date: 5/27/08
Class Times: 8:30-4:00 each day
Nomination Deadline: 5/24/08
Cancellation Deadline: 6/4/08

Managing Performance 2039-0154

June 24 - 25, 2008
Participant Fee: $0
Selection Date: 6/9/08
Class Times: 8:30-4:00 each day
Nomination Deadline: 6/6/08
Cancellation Deadline: 6/17/08

Managing Performance 2039-0157

July 15 - 16, 2008
Participant Fee: $0
Selection Date: 7/1/08
Class Times: 8:30-4:00 each day
Nomination Deadline: 6/28/08
Cancellation Deadline: 7/9/08

Number Skills 1040-0008

July 14 - 17, 2008
Participant Fee: $229
Selection Date: 6/27/08
Class Times: 8:30-11:30 each day
Nomination Deadline: 6/24/08
Cancellation Deadline: 7/5/08

Revised!

Organizational Policies and Practices 3085-0041

May 8 - 9, 2008
Participant Fee: $0
Selection Date: 4/24/08
Class Times: 8:30-4:00 & 8:30-11:30
Nomination Deadline: 4/21/08
Cancellation Deadline: 5/2/08

Organizational Policies and Practices 3085-0054

May 22 - 23, 2008
Participant Fee: $0
Selection Date: 5/8/08
Class Times: 8:30-4:00 & 8:30-11:30
Nomination Deadline: 5/5/08
Cancellation Deadline: 5/16/08

Organizational Policies and Practices 3085-0046

June 19 - 20, 2008
Participant Fee: $0
Selection Date: 6/4/08
Class Times: 8:30-4:00 & 8:30-11:30
Nomination Deadline: 6/1/08
Cancellation Deadline: 6/12/08

Organizational Policies and Practices 3085-0048

July 10 - 11, 2008
Participant Fee: $0
Selection Date: 6/26/08
Class Times: 8:30-4:00 & 8:30-11:30
Nomination Deadline: 6/23/08
Cancellation Deadline: 7/4/08

Organizational Policies and Practices 3085-0049

July 24 - 25, 2008
Participant Fee: $0
Selection Date: 7/10/08
Class Times: 8:30-4:00 & 8:30-11:30
Nomination Deadline: 7/7/08
Cancellation Deadline: 7/18/08

Plain Language Writing 4123-0112

June 23, 2008
Participant Fee: $140
Selection Date: 6/8/08
Class Times: 8:30-4:00
Nomination Deadline: 6/5/08
Cancellation Deadline: 6/16/08

Pre-Supervisory Leadership Development 2045-0035

April 28 - 29, 2008
Participant Fee: $241
Selection Date: 4/14/08
Class Times: 8:30-4:00 each day
Nomination Deadline: 4/11/08
Cancellation Deadline: 4/22/08

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Nashville

Pre-Supervisory Leadership Development 2045-0041

July 9 - 10, 2008
Participant Fee: $241
Selection Date: 6/25/08
Class Times: 8:30-4:00 each day
Nomination Deadline: 6/22/08
Cancellation Deadline: 7/3/08

Project Management 4127-0063

April 28 - 29, 2008
Participant Fee: $376
Selection Date: 4/14/08
Class Times: 8:30-4:00 each day
Nomination Deadline: 4/11/08
Cancellation Deadline: 4/22/08

Project Management 4127-0066

June 4 - 5, 2008
Participant Fee: $376
Selection Date: 5/21/08
Class Times: 8:30-4:00 each day
Nomination Deadline: 5/18/08
Cancellation Deadline: 5/29/08

Proofamatics 1041-0008

May 19-22, 2008
Participant Fee: $260
Selection Date: 5/6/08
Class Times: 8:30-11:30 each day
Nomination Deadline: 5/3/08
Cancellation Deadline: 5/14/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0538

April 28, 2008
Participant Fee: $118
Selection Date: 4/14/08
Class Times: 8:30-4:00
Nomination Deadline: 4/11/08
Cancellation Deadline: 4/22/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0578

May 7, 2008
Participant Fee: $118
Selection Date: 5/3/08
Class Times: 8:30-4:00
Nomination Deadline: 4/30/08
Cancellation Deadline: 5/11/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0558

May 21, 2008
Participant Fee: $118
Selection Date: 5/7/08
Class Times: 8:30-4:00
Nomination Deadline: 5/4/08
Cancellation Deadline: 5/15/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0562

June 9, 2008
Participant Fee: $118
Selection Date: 5/26/08
Class Times: 8:30-4:00
Nomination Deadline: 5/23/08
Cancellation Deadline: 6/3/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0564

June 23, 2008
Participant Fee: $118
Selection Date: 6/8/08
Class Times: 8:30-4:00
Nomination Deadline: 6/5/08
Cancellation Deadline: 6/16/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0566

July 14, 2008
Participant Fee: $118
Selection Date: 6/30/08
Class Times: 8:30-4:00
Nomination Deadline: 6/27/08
Cancellation Deadline: 7/8/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0570

July 28, 2008
Participant Fee: $118
Selection Date: 7/14/08
Class Times: 8:30-4:00
Nomination Deadline: 7/11/08
Cancellation Deadline: 7/22/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment 5044-1415

April 25, 2008
Participant Fee: $79
Selection Date: 4/11/08
Class Times: 8:30-12:30
Nomination Deadline: 4/8/08
Cancellation Deadline: 4/19/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment 5044-1479

May 16, 2008
Participant Fee: $79
Selection Date: 5/2/08
Class Times: 8:30-12:30
Nomination Deadline: 4/29/08
Cancellation Deadline: 5/10/08

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Nashville

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment **5044-1481**

May 30, 2008
Participant Fee: $79
Selection Date: 5/16/08
Class Times: 8:30-12:30
Nomination Deadline: 5/13/08
Cancellation Deadline: 5/24/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment **5044-1493**

June 13, 2008
Participant Fee: $79
Selection Date: 5/29/08
Class Times: 8:30-12:30
Nomination Deadline: 5/26/08
Cancellation Deadline: 6/6/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment **5044-1495**

June 27, 2008
Participant Fee: $79
Selection Date: 6/12/08
Class Times: 8:30-12:30
Nomination Deadline: 6/9/08
Cancellation Deadline: 6/20/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment **5044-1496**

July 11, 2008
Participant Fee: $79
Selection Date: 6/27/08
Class Times: 8:30-12:30
Nomination Deadline: 6/24/08
Cancellation Deadline: 7/5/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment **5044-1499**

July 25, 2008
Participant Fee: $79
Selection Date: 7/11/08
Class Times: 8:30-12:30
Nomination Deadline: 7/8/08
Cancellation Deadline: 7/19/08

Time Management **4126-0129**

May 2, 2008
Participant Fee: $179
Selection Date: 4/18/08
Class Times: 8:30-12:30
Nomination Deadline: 4/15/08
Cancellation Deadline: 4/26/08

Time Management **4126-0131**

June 2, 2008
Participant Fee: $179
Selection Date: 5/19/08
Class Times: 8:30-12:30
Nomination Deadline: 5/16/08
Cancellation Deadline: 5/27/08

Time Management **4126-0134**

July 2, 2008
Participant Fee: $179
Selection Date: 6/18/08
Class Times: 8:30-12:30
Nomination Deadline: 6/15/08
Cancellation Deadline: 6/26/08

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Chattanooga

3 T's of Communication 4128-0110

June 13, 2008 | Class Times: 8:30-12:30
Participant Fee: $120 | Nomination Deadline: 5/26/08
Selection Date: 5/29/08 | Cancellation Deadline: 6/6/08

Dealing With Difficult People 1023-0422

April 24, 2008 | Class Times: 8:30-4:00
Participant Fee: $150 | Nomination Deadline: 4/7/08
Selection Date: 4/10/08 | Cancellation Deadline: 4/18/08

New!

Introduction to ADA 5045-0010

June 27, 2008 | Class Times: 8:30-12:30
Participant Fee: $79 | Nomination Deadline: 6/9/08
Selection Date: 6/12/08 | Cancellation Deadline: 6/20/08

Revised!

Lifestyle Planning 4140-0007

May 19, 2008 | Class Times: 8:30-4:00
Participant Fee: $132 | Nomination Deadline: 5/2/08
Selection Date: 5/6/08 | Cancellation Deadline: 5/13/08

Revised!

Managing Performance 2039-0150

May 14 - 15, 2008 | Class Times: 8:30-4:00 each day
Participant Fee: $0 | Nomination Deadline: 4/27/08
Selection Date: 4/30/08 | Cancellation Deadline: 5/8/08

Revised!

Organizational Policies and Practices 3085-0044

June 12 - 13, 2008 | Class Times: 8:30-4:00 & 8:30-11:30
Participant Fee: $0 | Nomination Deadline: 5/26/08
Selection Date: 5/29/08 | Cancellation Deadline: 6/6/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0559

May 30, 2008 | Class Times: 8:30-4:00
Participant Fee: $118 | Nomination Deadline: 5/13/08
Selection Date: 5/16/08 | Cancellation Deadline: 5/24/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0569

July 21, 2008 | Class Times: 8:30-4:00
Participant Fee: $118 | Nomination Deadline: 7/3/08
Selection Date: 7/7/08 | Cancellation Deadline: 7/15/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment 5044-1477

May 6, 2008 | Class Times: 8:30-12:30
Participant Fee: $79 | Nomination Deadline: 4/19/08
Selection Date: 4/22/08 | Cancellation Deadline: 4/30/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment 5044-1492

June 11, 2008 | Class Times: 8:30-12:30
Participant Fee: $79 | Nomination Deadline: 5/25/08
Selection Date: 5/28/08 | Cancellation Deadline: 6/5/08

Time Management 4126-0130

May 28, 2008 | Class Times: 8:30-12:30
Participant Fee: $179 | Nomination Deadline: 5/11/08
Selection Date: 5/14/08 | Cancellation Deadline: 5/22/08

Employee Learning & Development Division

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Knoxville

3 T's of Communication 4128-0106

May 20, 2008 — Class Times: 8:30-12:30
Participant Fee: $120 — Nomination Deadline: 5/3/08
Selection Date: 5/6/08 — Cancellation Deadline: 5/14/08

Dealing With Difficult People 1023-0424

May 21, 2008 — Class Times: 8:30-4:00
Participant Fee: $150 — Nomination Deadline: 5/4/08
Selection Date: 5/7/08 — Cancellation Deadline: 5/14/08

New!

Introduction to ADA 5045-0013

July 30, 2008 — Class Times: 8:30-12:30
Participant Fee: $79 — Nomination Deadline: 7/13/08
Selection Date: 7/16/08 — Cancellation Deadline: 7/24/08

Revised!

Lifestyle Planning 4140-0008

May 20, 2008 — Class Times: 8:30-4:00
Participant Fee: $132 — Nomination Deadline: 5/3/08
Selection Date: 5/6/08 — Cancellation Deadline: 5/14/08

Revised!

Managing Performance 2039-0159

July 22 - 23, 2008 — Class Times: 8:30-4:00 each day
Participant Fee: $0 — Nomination Deadline: 7/5/08
Selection Date: 7/8/08 — Cancellation Deadline: 7/16/08

Number Skills 1040-0009

July 22-23, 2008 — Class Times: 8:30-4:00 each day
Participant Fee: $229 — Nomination Deadline: 6/29/08
Selection Date: 7/2/08 — Cancellation Deadline: 7/10/08

Revised!

Organizational Policies and Practices 3085-0042

May 12 - 13, 2008 — Class Times: 8:30-4:00 & 8:30-11:30
Participant Fee: $0 — Nomination Deadline: 4/25/08
Selection Date: 4/28/08 — Cancellation Deadline: 5/6/08

Organizational Policies and Practices 3085-0045

June 16 - 17, 2008 — Class Times: 8:30-4:00 & 8:30-11:30
Participant Fee: $0 — Nomination Deadline: 5/29/08
Selection Date: 6/1/08 — Cancellation Deadline: 6/9/08

Pre-Supervisory Leadership Development 2045-0034

April 22 - 23, 2008 — Class Times: 8:30-4:00 each day
Participant Fee: $241 — Nomination Deadline: 4/5/08
Selection Date: 4/8/08 — Cancellation Deadline: 4/16/08

Pre-Supervisory Leadership Development 2045-0040

June 2 - 3, 2008 — Class Times: 8:30-4:00 each day
Participant Fee: $241 — Nomination Deadline: 5/15/08
Selection Date: 5/18/08 — Cancellation Deadline: 5/26/08

Project Management 4127-0065

May 28 - 29, 2008 — Class Times: 8:30-4:00 each day
Participant Fee: $376 — Nomination Deadline: 5/11/08
Selection Date: 5/14/08 — Cancellation Deadline: 5/22/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0563

June 10, 2008 — Class Times: 8:30-4:00
Participant Fee: $118 — Nomination Deadline: 5/24/08
Selection Date: 5/27/08 — Cancellation Deadline: 6/4/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment 5044-1478

May 14, 2008 — Class Times: 8:30-12:30
Participant Fee: $79 — Nomination Deadline: 4/27/08
Selection Date: 4/30/08 — Cancellation Deadline: 5/8/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment 5044-1497

July 11, 2008 — Class Times: 8:30-12:30
Participant Fee: $79 — Nomination Deadline: 6/24/08
Selection Date: 6/27/0/8 — Cancellation Deadline: 7/5/08

Time Management 4126-0133

June 30, 2008 — Class Times: 8:30-12:30
Participant Fee: $179 — Nomination Deadline: 6/14/08
Selection Date: 6/16/08 — Cancellation Deadline: 6/24/08

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Tri Cities (Upper East Tennessee)

3 T's of Communication 4128-0107

May 23, 2008 — Class Times: 8:30-12:30
Participant Fee: $120 — Nomination Deadline: 5/6/08
Selection Date: 5/9/08 — Cancellation Deadline: 5/17/08

Customer Service In Government 1037-0177

May 22, 2008 — Class Times: 8:30-4:00
Participant Fee: $143 — Nomination Deadline: 5/5/08
Selection Date: 5/8/08 — Cancellation Deadline: 5/16/08

New!

Introduction to ADA 5045-0007

May 21, 2008 — Class Times: 8:30-12:30
Participant Fee: $79 — Nomination Deadline: 5/4/08
Selection Date: 5/7/08 — Cancellation Deadline: 5/15/08

Revised!

Lifestyle Planning 4140-0004

June 18, 2008 — Class Times: 8:30-4:00
Participant Fee: $132 — Nomination Deadline: 5/31/08
Selection Date: 6/3/08 — Cancellation Deadline: 6/11/08

Revised!

Managing Performance 2039-0152

May 28 - 29, 2008 — Class Times: 8:30-4:00 each day
Participant Fee: $0 — Nomination Deadline: 5/11/08
Selection Date: 5/14/08 — Cancellation Deadline: 5/22/08

Managing Performance 2039-0156

July 9 - 10, 2008 — Class Times: 8:30-4:00 each day
Participant Fee: $0 — Nomination Deadline: 6/22/08
Selection Date: 6/25/08 — Cancellation Deadline: 7/3/08

Revised!

Organizational Policies and Practices 3085-0040

May 1 - 2, 2008 — Class Times: 8:30-4:00 & 8:30-11:30
Participant Fee: $0 — Nomination Deadline: 4/14/08
Selection Date: 4/17/08 — Cancellation Deadline: 4/25/08

Organizational Policies and Practices 3085-0050

July 24 - 25, 2008 — Class Times: 8:30-4:00 & 8:30-11:30
Participant Fee: $0 — Nomination Deadline: 7/7/08
Selection Date: 7/10/08 — Cancellation Deadline: 7/18/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0557

May 15, 2008 — Class Times: 8:30-4:00
Participant Fee: $118 — Nomination Deadline: 4/28/08
Selection Date: 5/1/08 — Cancellation Deadline: 5/9/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0568

July 17, 2008 — Class Times: 8:30-4:00
Participant Fee: $118 — Nomination Deadline: 6/30/08
Selection Date: 7/3/08 — Cancellation Deadline: 7/11/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment 5044-1494

June 19, 2008 — Class Times: 8:30-12:30
Participant Fee: $79 — Nomination Deadline: 6/1/08
Selection Date: 6/4/08 — Cancellation Deadline: 6/12/08

Time Management 4126-0135

July 18, 2008 — Class Times: 8:30-12:30
Participant Fee: $179 — Nomination Deadline: 7/1/08
Selection Date: 7/3/08 — Cancellation Deadline: 7/12/08

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Jackson

Dealing With Difficult People 1023-0426

June 6, 2008 — Class Times: 8:30-4:00
Participant Fee: $150 — Nomination Deadline: 5/19/08
Selection Date: 5/22/08 — Cancellation Deadline: 5/30/08

Revised!

Lifestyle Planning 4140-0006

May 7, 2008 — Class Times: 8:30-4:00
Participant Fee: $132 — Nomination Deadline: 4/30/08
Selection Date: 5/3/08 — Cancellation Deadline: 5/11/08

Revised!

Managing Performance 2039-0155

June 26 - 27, 2008 — Class Times: 8:30-4:00 each day
Participant Fee: $0 — Nomination Deadline: 6/8/08
Selection Date: 6/11/08 — Cancellation Deadline: 6/19/08

Revised!

Organizational Policies and Practices 3085-0039

April 24 - 25, 2008 — Class Times: 8:30-4:00 & 8:30-11:30
Participant Fee: $0 — Nomination Deadline: 4/7/08
Selection Date: 4/10/08 — Cancellation Deadline: 4/18/08

Organizational Policies and Practices 3085-0051

July 30 - 31, 2008 — Class Times: 8:30-4:00 & 8:30-11:30
Participant Fee: $0 — Nomination Deadline: 7/13/08
Selection Date: 7/16/08 — Cancellation Deadline: 7/24/08

Pre-Supervisory Leadership Development 2045-0039

May 5 - 6, 2008 — Class Times: 8:30-4:00 each day
Participant Fee: $241 — Nomination Deadline: 4/18/08
Selection Date: 4/21/08 — Cancellation Deadline: 4/29/08

Project Management 4127-0067

July 7 - 8, 2008 — Class Times: 8:30-4:00 each day
Participant Fee: $376 — Nomination Deadline: 6/20/08
Selection Date: 6/23/08 — Cancellation Deadline: 7/1/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0561

June 6, 2008 — Class Times: 8:30-4:00
Participant Fee: $118 — Nomination Deadline: 5/19/08
Selection Date: 5/22/08 — Cancellation Deadline: 5/30/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0567

July 14, 2008 — Class Times: 8:30-4:00
Participant Fee: $118 — Nomination Deadline: 6/27/08
Selection Date: 6/30/08 — Cancellation Deadline: 7/8/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0556

May 15, 2008 — Class Times: 8:30-4:00
Participant Fee: $118 — Nomination Deadline: 4/28/08
Selection Date: 5/1/08 — Cancellation Deadline: 5/9/08

Time Management 4126-0125

April 23, 2008 — Class Times: 8:30-12:30
Participant Fee: $179 — Nomination Deadline: 4/6/08
Selection Date: 4/9/08 — Cancellation Deadline: 4/17/08

Employee Learning & Development Division

Course Announcement

April 2008—July 2008

State of Tennessee
Department of Human Resources
505 Deaderick Street
James K. Polk Building, 1st Floor
Nashville, TN 37243
Phone: 615.741.3673 Fax: 615.532.0728
www.state.tn.us/dohr/training

Memphis

3 T's of Communication 4128-0105

May 9, 2008 | Class Times: 8:30-12:30
Participant Fee: $120 | Nomination Deadline: 4/22/08
Selection Date: 4/25/08 | Cancellation Deadline: 5/3/08

Customer Service In Government 1037-0176

May 8, 2008 | Class Times: 8:30-4:00
Participant Fee: $143 | Nomination Deadline: 4/21/08
Selection Date: 4/24/08 | Cancellation Deadline: 5/2/08

Dealing With Difficult People 1023-0427

July 15, 2008 | Class Times: 8:30-4:00
Participant Fee: $150 | Nomination Deadline: 6/28/08
Selection Date: 7/1/08 | Cancellation Deadline: 7/9/08

Effective Training Techniques 4110-0154

May 15, 2008 | Class Times: 8:30-4:00
Participant Fee: $117 | Nomination Deadline: 4/28/08
Selection Date: 5/1/08 | Cancellation Deadline: 5/9/08

New!

Introduction to ADA 5045-0011

July 3, 2008 | Class Times: 8:30-12:30
Participant Fee: $79 | Nomination Deadline: 6/16/08
Selection Date: 6/19/08 | Cancellation Deadline: 6/27/08

Revised!

Lifestyle Planning 4140-0009

June 30, 2008 | Class Times: 8:30-4:00
Participant Fee: $132 | Nomination Deadline: 6/14/08
Selection Date: 6/16/08 | Cancellation Deadline: 6/24/08

Making Effective Presentations 4102-0161

July 10 - 11, 2008 | Class Times: 8:30-12:30 & 8:30-4:00
Participant Fee: $194 | Nomination Deadline: 6/23/08
Selection Date: 6/26/08 | Cancellation Deadline: 7/4/08

Revised!

Managing Performance 2039-0151

May 19 - 20, 2008 | Class Times: 8:30-4:00 each day
Participant Fee: $0 | Nomination Deadline: 5/3/08
Selection Date: 5/6/08 | Cancellation Deadline: 5/14/08

Managing Performance 2039-0158

July 16 - 17, 2008 | Class Times: 8:30-4:00 each day
Participant Fee: $0 | Nomination Deadline: 6/29/08
Selection Date: 7/2/08 | Cancellation Deadline: 7/10/08

Revised!

Organizational Policies and Practices 3085-0047

June 19 - 20, 2008 | Class Times: 8:30-4:00 & 8:30-11:30
Participant Fee: $0 | Nomination Deadline: 6/1/08
Selection Date: 6/4/08 | Cancellation Deadline: 6/12/08

Plain Language Writing 4123-0111

April 21, 2008 | Class Times: 8:30-4:00
Participant Fee: $140 | Nomination Deadline: 4/4/08
Selection Date: 4/7/08 | Cancellation Deadline: 4/15/08

Project Management 4127-0064

May 22 - 23, 2008 | Class Times: 8:30-4:00 each day
Participant Fee: $376 | Nomination Deadline: 5/5/08
Selection Date: 5/8/08 | Cancellation Deadline: 5/16/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0537

April 22, 2008 | Class Times: 8:30-4:00
Participant Fee: $118 | Nomination Deadline: 4/5/08
Selection Date: 4/8/08 | Cancellation Deadline: 4/16/08

Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment 3077-0565

June 24, 2008 | Class Times: 8:30-4:00
Participant Fee: $118 | Nomination Deadline: 6/6/08
Selection Date: 6/9/08 | Cancellation Deadline: 6/17/08

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment 5044-1480

May 21, 2008 | Class Times: 8:30-12:30
Participant Fee: $79 | Nomination Deadline: 5/4/08
Selection Date: 5/7/08 | Cancellation Deadline: 5/15/08

Employee Learning & Development Division

Course Announcement

April 2008—July 2008

State of Tennessee
Department of Human Resources
505 Deaderick Street
James K. Polk Building, 1st Floor
Nashville, TN 37243
Phone: 615.741.3673 Fax: 615.532.0728
www.state.tn.us/dohr/training

Memphis

Respectful Workplace: A Staff Guide to Preventing Workplace Harassment **5044-1498**

July 18, 2008 — Class Times: 8:30-12:30
Participant Fee: $79 — Nomination Deadline: 7/1/08
Selection Date: 7/3/08 — Cancellation Deadline: 7/12/08

Time Management **4126-0132**

June 25, 2008 — Class Times: 8:30-12:30
Participant Fee: $179 — Nomination Deadline: 6/7/08
Selection Date: 6/10/08 — Cancellation Deadline: 6/18/08

Department of Human Resources Employee Learning and Development Division

"Integrating Knowledge and Performance"

2008 Catalog of Learning Opportunities

GENERAL INFORMATION

WHOM TO CONTACT ABOUT TRAINING

Every agency in State government has a training coordinator who is charged with handling the training function in that agency. The Employee Learning and Development Division (EL&D) coordinates all training through these agency training coordinators. These individuals are familiar with the special needs and circumstances of their agency, as well as State training policies and procedures.

The staff of the Employee Learning and Development Division is always ready to answer questions, provide information and meet training needs. Please contact EL&D at (615) 741-3673, or visit www.state.tn.us/dohr/training

ENROLLMENT PROCEDURES

Employees who desire to enroll in courses should contact their Agency's training coordinator for specific information.

MINIMUM AND MAXIMUM ENROLLMENT

To promote a more effective learning environment, minimum and maximum numbers are established for all training programs. The minimum number of participants for a training seminar is 12 and the maximum is 20; however, based on agency needs, departmental classes are available to address lower or higher enrollment.

CANCELLATION POLICY

If it becomes necessary to withdraw from a class or seminar for which one is registered, the agency training coordinator must approve the withdrawal. In addition, the agency training coordinator must notify the EL&D Division at least five (5) working days prior to the date of the class or seminar. Cancellations can only be accepted when made by the agency training coordinator.

Agencies will be billed the full cost of the course for all cancellations made after the five (5) day period.

SUBSTITUTION POLICY

Substitutions are permitted; however, notifications must be made to, and approval received from, the EL&D Division by the agency training coordinator at least one (1) day prior to the start of the class. Substitutions should be used only in emergency situations and when appropriate information such as pre-reading, times, dates and location can be disseminated to the substitute.

Substitutes will not be allowed for participants who have completed pre-work surveys or assessments.

CONFIRMATIONS

Training Coordinators are notified by e-mail if the class is going to make or be cancelled based on minimum and maximum enrollment requirements. EL&D makes every effort to ensure that there are minimal cancellations and depends upon Training Coordinators to enroll participants by the selection date. Training Coordinators still must access the Training Information System (TIS) 14 days before the class start date to validate acceptance of their nominee(s). Nominees should be notified of acceptance by the agency training coordinator after the verification date.

DEPARTMENTAL CLASSES

When agencies have a group of employees requesting the same catalog course, arrangements can be made to provide a special departmental class based on a minimum of 12 participants. Contact EL&D at 615 741-3673 for more information.

OUT-SERVICE TRAINING

Out-Service training should be used to meet technical training needs specific to each agency. The following general policy guidelines apply:

- Out-Service training requests will not be approved for training which duplicates current Department of Human Resources programs.
- One-day nationally sponsored workshops that focus on generic training (effective supervision, communication skills, time management, etc.) will not be approved.
- Annual seminars/retreats will not be approved as an out-service training event.

CONTINUING EDUCATION UNITS (CEUS)

A Continuing Education Unit (CEU) is "ten contact hours of participation in an organized, continuing education adult or extension experience under responsible sponsorship, capable direction, and qualified instruction."

The Division of EL&D has been approved by the International Association for Continuing Education and Training to award CEUs for training programs that meet the Council's criteria. All of the programs sponsored meet the criteria. CEUs are awarded to participants who successfully complete such programs.

Departments that would like to award CEUs for an in-house program may submit an application to the State Continuing Education Unit Committee. If the program meets the criteria, CEUs will be awarded.

CEUs are recorded in the State Employee Training Information System (TIS). This system maintains the number of CEUs awarded to each state employee. Transcripts are available upon request from either the participant's agency training coordinator or the Employee Learning and Development Division.

TRAIN-THE-TRAINER (T-4-T) PROGRAMS

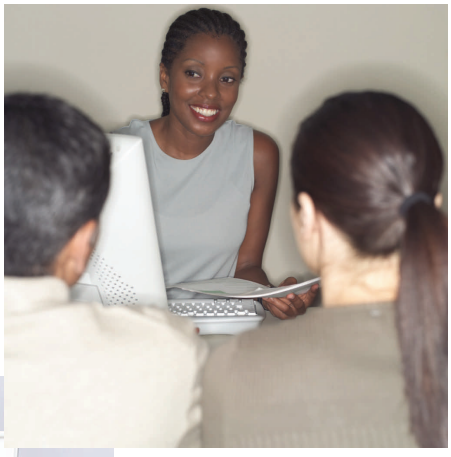
The Employee Learning and Development Division offers trainer certification workshops to certify employees in specific courses so they may conduct classes in their respective departments. The following requirements are applicable for trainer certification:

- Nominees must successfully complete the course they plan to facilitate.
- Nominees must have current documented facilitative experience, or complete Effective Training Techniques prior to T-4-T certification.

CONSULTATIVE SERVICES

In addition to the courses described in this catalog, the Division of Employee Learning and Development offers a wide range of training and consultant services. These services are designed to meet training and development needs that are not met by regularly scheduled course offerings. The Employee Learning and Development Division is available to develop and design workshops or special seminars, consult with agencies in planning retreats, and contract with external resources when necessary to meet the special needs of departments.

Course Descriptions



3 T'S OF COMMUNICATION: TECHNIQUES, TOOLS & TIPS

Course Description

The communication options available today are numerous and often confusing. Which form of communication one should use in a particular situation requires analyzing the audience, the situation, and the communication goal(s). This course instructs participants on how to choose the best medium of communication for various situations.

Objectives

Upon completion of this course, participants will be able to:

- List communication methods used by State government.
- Assess the needs of the audience and choose optimum communication methods.
- Conduct telephone communication that promotes a positive image of the State.
- Use an efficient and effective format for messages, emails and other non-verbal communications.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	4 hours: One half day
Continuing Ed. Units:	0.4

New! CHANGE MANAGEMENT

Course Description

In organizational change, it is important for leaders to be able to manage change and the transition process. Change is like a jump into the unknown. For example, when a person is about to skydive, he or she can experience fear, apprehension, and/or anxiety. The question skydivers most often ask themselves is "Where am I actually going to land?" Often times change is like a leap into the unknown and people wonder, "Where will we actually land?" Good leaders prepare themselves and their department by understanding the stages of change, the transition process, and their responsibilities. Change is an external factor. An encounter with the ever-changing process requires participation from leaders rather than taking a hands-off approach. Forces outside a leaders control (external) rather than by invitation often impose change.

Course Objectives

Upon completion of this course, participants will be able to:

- Develop strategies for implementing change with positive results.
- Internalize and apply the three stages of change, the three phases of transition, and the four supervisory responsibilities of change when developing a change management plan.

Who Should Attend:	All Supervisors and Managers
Prerequisite:	None
Course Length:	9 hours: One and one half days
Continuing Ed. Units:	0.9

COMPLETING HARASSMENT INTAKE/REFERRAL FORMS

WEB-BASED COURSE

Course Description

Completing Harassment Intake/Referral Forms provides supervisors, managers, and any department designee with the proper instruction on completing the Harassment Intake/Referral Forms successfully. Participants will learn how to respond to the questions of confidentiality and retaliation and the proper way to complete an Intake/Referral form.

Objectives

The course includes instruction on the following topics::

- Overview of Workplace Harassment
- Addressing the Issue of Confidentiality
- Overview of the Policy of Retaliation
- The Intake/Referral Process
- Completing the Intake/Referral Form

Who Should Attend: All supervisors, managers, and/or department designees who are responsible for the Intake/Referral Process and the forms required for the process.
Prerequisite: None
Course Length: 1 hour
Continuing Ed. Units: 0.0

CUSTOMER SERVICE IN GOVERNMENT

Course Description

This workshop is designed to provide participants with the knowledge and skills required to deliver excellent customer service and consistently achieve high levels of customer satisfaction.

Objectives

Upon completion of this course, participants will be able to:

- Identify the relevant job, service, and customer knowledge needed to consistently deliver excellent customer service.
- Assess the importance of customer service from the customer's point of view.
- Identify the 7 service mistakes.
- Describe *SIPOC* and the internal, next-step customer.
- Identify the factors that influence customer satisfaction and dissatisfaction.
- Define the elements of appropriate customer communication.
- Apply the five core steps to deliver excellent service.
- Use the customer service model to successfully create customer value.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	6 hours: One full day
Continuing Ed. Units:	0.6

DEALING WITH DIFFICULT PEOPLE

Course Description

This course demonstrates how conflict, when handled constructively, can strengthen relationships, increase productivity, and renew enthusiasm. This course provides a positive approach to managing anger, emotional tension, and confrontation.

Participants will complete a Personal Profile Survey to identify their behavioral style. By understanding and identifying their own behavioral style, participants have the opportunity to increase their personal effectiveness.

Objectives

Upon completion of this course, participants will be able to:

- Recognize difficult people and explain why they display difficult behavior.
- Employ coping as an alternative to trying to change the difficult behavior.
- Practice interpersonal skills that create an environment where people are less defensive, more cooperative, and more open to discussion.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	6 hours: One full day
Continuing Ed. Units:	0.6

EFFECTIVE TRAINING TECHNIQUES

Course Description

This course is designed to teach the skill set needed to equip adult learners to transfer the knowledge gained to workplace application.

Objectives

Upon completion of this course, participants will be able to:

- Apply adult learning principles and theory.
- Use involvement techniques.
- Define activities that are appropriate for a variety of situations.
- Choose the most appropriate techniques to effectively handle participant problems.
- Choose appropriate training room arrangements.
- Prepare appropriate audio visuals.
- Apply presentation skills and techniques that motivate learners.

Who Should Attend:	Employees who deliver training
Prerequisite:	None
Course Length:	6 hours: One full day
Continuing Ed. Units:	0.6

ENGLISH REVIEW, PART I

Course Description

This course provides a review of the basics of English grammar. Parts of speech, types of sentences, sentence style, choosing the right word, and punctuation are covered.

Objectives

Upon completion of this course, participants will be able to correctly use the parts of speech, including adjectives, adverbs, gerunds, subjects, verbs, etc., in written and oral communications.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	20 hours: Four hours each day for five days
Continuing Ed. Units:	2.0

ENGLISH REVIEW, PART II

Course Description

Employees participating in this program will have the opportunity to improve their ability to construct easily understood and grammatically correct sentences with proper spelling and punctuation.

The course will explore punctuation, spelling rules and vocabulary building for correct word usage. ***English Review, Part II*** builds on the material covered in ***English Review Part I***.

Objectives

Upon completion of this course, participants will be able to:

- Identify and correctly apply punctuation marks.
- Choose the correct word for clarity and preciseness in written and oral communications.
- Use correct principles of English grammar in written and oral communications.

Who Should Attend:	Employees who desire to build upon skills attained in ***English Review, Part I***.
Prerequisite:	Successful completion of ***English Review Part I***
Course Length:	20 hours: Five one half days
Continuing Ed. Units:	2.0

***Note: The text book used in English Review, Part I will be used in English Review, Part II. Participants enrolling in English Review, Part II will need to bring that text book with them. If the participant does not have the required materials, their agency will be charged for the replacement text book.**

FILING MADE EASY

Course Description

This course will offer participants the opportunity to learn basic principles and procedures for filing and files systems through written text, class discussion and activities. Field trips will be taken to the State Library and Archives and to the Department of Human Resources' filing center. In addition, a speaker from the Department of General Services, Records Management Division will present to the class information on proper retention and disposition of state records.

The course covers the basic filing rules set forth by the Association of Records Managers and Administrators, Inc. (ARMA), retrieving files efficiently and effectively, organizing files in an efficient manner, as well as State rules and regulations regarding the State's records management system.

Objectives:

While attending this class, participants will learn to:

- Use the basic filing guidelines practiced in class to create an accurate and efficient filing system.
- Code and categorize materials for proper retention and quick retrieval by all staff.
- Be able to understand and comply with State Records Management Division guidelines as they pertain to individual office files or records.

Who Should Attend:	Any employee who has the responsibility of filing or maintaining office records
Prerequisite:	None
Course Length:	16 hours: Two full days and one half day
Continuing Ed. Units:	1.6

New!

GENERATIONS:
M.E.E.T. ON COMMON GROUND FOR STAFF

Course Description

This course applies the M.E.E.T. (**M**ake time to discuss, **E**xplore differences, **E**ncourage respect, and **T**ake personal responsibility) approach to enable participants to effectively work in a multi-generational workplace. Employees gain insights, strategies, and skills that help minimize generational conflict and strengthen collaboration.

Objectives:

Upon completion of this course, participants will be able to:

- Identify the defining characteristics of the four generations in the workplace.
- Recognize issues and situations that may be influenced by generational differences.
- Apply techniques for working successfully in a multi-generational workplace.

Who Should Attend:	Non-supervisory Employees
Prerequisite:	None
Course Length:	4 hours: One half day
Continuing Ed. Units:	0.4

New!

GENERATIONS:
M.E.E.T. ON COMMON GROUND FOR SUPERVISORS/ MANAGERS

Course Description

This course will provide managers with a strong application and practice component of the M.E.E.T. (**M**ake time to discuss, **E**xplore differences, **E**ncourage respect, and **T**ake personal responsibility) using case studies, video vignettes, and group discussions.

Objectives:

Upon completion of this course, participants will be able to:

- Identify the defining characteristics of the four generations in the workplace.
- Recognize issues and situations that may be influenced by generational differences.
- Apply techniques for successfully managing a multi-generational workplace.

Who Should Attend:	Supervisors and Managers
Prerequisite:	None
Course Length:	6 hours: One full day
Continuing Ed. Units:	0.6

New!

HAPPINESS: PRINCIPLES FOR POSITIVE PERFORMANCE

Course Description

The focus of this course is to enable participants to maximize happiness for personal and professional development. Research indicates that happy employees work better with others, are more creative and productive, have more energy, are more optimistic, learn faster, take fewer sick days and are more likely to stay with their jobs.

Objectives

Upon completion of this course, participants will be able to:

- Assess level of happiness and how it affects work.
- Distinguish between the factors of happiness that are and are not controllable.
- Link the four traits of happy people to themselves in order to maximize their level of happiness.
- Apply methods of creating personal and workplace happiness.
- Develop a plan to enhance a sense of control in the workplace for greater job satisfaction.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	6 hours: One full day
Continuing Ed. Units:	0.6

New!

INTRODUCTION TO THE AMERICANS WITH DISABILITIES ACT

INTRODUCTION TO ADA

Course Description

Introduction to the Americans with Disabilities Act will help participants understand the basic tenets of ADA policy. The focus of the course is to inform state employees about the ADA and its basic application in the workplace. The ADA applies to private entities and is designed to remove barriers which prevent qualified individuals with disabilities from enjoying the same employment opportunities that are available to persons without disabilities.

Objectives

Upon completion of this course, participants will be able to understand the ADA and its ramifications in order to promote equality in the workplace.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	4 hours: One half day
Continuing Ed. Units:	0.4

Revised!

LIFESTYLE PLANNING

Course Description

This is a revised course offering that combines the previous courses of ***Beginning Lifestyle Planning*** and ***Advanced Lifestyle Planning***. Whether a state employee is just starting on a career or anticipating retirement, the information in the course can help the participant develop an effective plan. This course is designed to help employees analyze their current personal financial situation to better prepare for the future. It will provide information as to how to develop and follow financial goals including estate planning, as well as explanations of the State-offered benefits, BEST Program, Deferred Compensation, insurance options, State Retirement, and Social Security.

Objectives

Upon completion of this course, participants will be able to:

- Recognize and write values, goals, and action steps in building a life plan.
- Evaluate the five fundamental building blocks of financial planning.
- Review State-offered benefits, including flexible benefits, the BEST Program, and Deferred Compensation.
- Identify specific legal issues in estate planning and the documents needed.
- Prepare long-term plans concerning the Tennessee Consolidated Retirement System and Social Security.
- Anticipate and plan for health and wellness, medical insurance, and long-term care needs.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	6 hours: One full day
Continuing Ed. Units:	0.6

INVESTIGATIONS: DISCRIMINATION AND HARASSMENT CLAIMS

Course Description

Participants will learn the basic legal foundation for harassment and discrimination claims and will apply that knowledge during this intensive and practical course.

Objectives

Using an interactive format, participants will learn the following procedures:

- Take an initial complaint,
- Turn that information into an investigation plan,
- Interview parties involved in a claim, and
- Reduce the information gathered into an investigative memorandum.

Who Should Attend: Anyone responsible for investigating Intake Referral Forms

Prerequisites:
(1) Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment
(2) Completing Harassment Intake Referral Forms Web-based Course

Course Length: 12 hours: Two full days

Continuing Ed. Units: 1.2

MAKING EFFECTIVE PRESENTATIONS

Course Description

This course offers a skill set to increase the ability to express ideas and transfer information so that the speaker gains audience understanding and support.

Objectives

Upon completion of this course, participants will be able to:

- Research and develop the presentation content.
- Apply proven methods to increase presentation quality.
- Deliver presentations with confidence.

Who Should Attend:	Employees whose work requires them to plan, organize and deliver information to small or large groups.
Prerequisite:	None
Course Length:	10 hours: One full day and one half day
Continuing Ed. Units:	1.0

Revised!

MANAGING PERFORMANCE

Course Description

Managing Performance will provide supervisors and managers with the knowledge and skills necessary to effectively manage employee performance.

Objectives

Upon completion of this course, participants will be able to:

- Define performance.
- Review the basic principles of motivation.
- Define the performance management cycle.
- Identify the steps for performance counseling.
- Identify ways to reinforce effective performance.

Who Should Attend:	Supervisors and Managers
Prerequisite:	None
Course Length:	12 hours: Two full days
Continuing Ed. Units:	1.2

***Note: Suggested Sequence – Performance Evaluation**
Organizational Policies and Practices
Managing Performance

NUMBER SKILLS

Course Description

This course is an interactive learning experience on the skills and techniques for effectively working with numbers.

Objectives:

Upon completion of this course, participants will be able to:

- Recognize numbers quickly and accurately.
- Transfer numbers from one document to another with fewer errors.

Who Should Attend:	Any employee whose daily tasks require accuracy in keying, transferring, recording or checking numbers.
Prerequisite:	None
Course Length:	10 hours: Four one half days
Continuing Ed. Units:	1.0

Revised!

ORGANIZATIONAL POLICIES & PRACTICES

Course Description

This course addresses Department of Human Resources and Tennessee Code Annotated policies as they relate to the responsibilities of a manager and supervisor.

Objectives

Upon completion of this course, participants will be able to:

- Supervise and manage responsibly under applicable Federal, State and local laws and policies.
- Apply the policies of the Department of Human Resources.
- Manage the performance evaluation of employees.

Who Should Attend:	Supervisors and Managers
Prerequisite:	None
Course Length:	9 hours: One full day and one half day
Continuing Ed. Units:	0.9

***Note: Suggested Sequence – Performance Evaluation**
Organizational Policies and Practices
Managing Performance

PERFORMANCE EVALUATION

WEB-BASED COURSE

Course Description

Performance Evaluation is designed to assist supervisors and managers in carrying out their responsibilities within the State's Performance Evaluation Program. This course is available through the Department of Human Resources' E-learning Center.

Objective

Upon completion of this course, participants will be able to:

- Develop a job performance plan.
- Provide constructive feedback.
- Complete an interim review.
- Coach during an evaluation cycle.
- Complete the formal evaluation.
- Use specialized forms for Performance Evaluation.

Who Should Attend:	Managers and Supervisors
Prerequisite:	None
Course Length:	6 hours
Continuing Ed Units:	0.6

***Note: Suggested Sequence – Performance Evaluation**
Organizational Policies and Practices
Managing Performance

PRE-SUPERVISORY LEADERSHIP DEVELOPMENT

Course Description

Change is evident in all aspects of the workplace including the workforce. Effective leadership is an integral part of state government. Professional training and workforce development opportunities are the key to one's success as an effective supervisor. Any employee of state government can develop their potential as a supervisor by attending this course. This course provides an overview of supervisory concepts and fundamental skill application designed to prepare employees for the transition to supervisor. Taking on the role of supervisor requires a change in mindset and skill set. The content emphasis of this two-day training is developing foundational skills in leadership, motivation, communication, and ethics. Equipping employees with the proper skills is critical in this day of rapid development and change.

Objectives

Upon completion of this course, participants will be able to:

- Explore concepts of effective leadership and recognize the different leadership approaches.
- Provide foundational concepts in pre-supervisory development focused on critical leadership components.
- Apply practical leadership skills, methods, and techniques to the workplace.
- Enhance personal development in the areas of motivation, communication, and ethics.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	12 hours: Two full days
Continuing Ed. Units:	1.2

PLAIN LANGUAGE WRITING

Course Description

This course instructs on how to produce clear, precise and professional written documents.

Objectives

Upon completion of this course, participants will be able to:

- Follow the four step Plain Language Writing process
- Apply techniques for involving readers and improving clarity in their writing.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	6 hours: One full day
Continuing Ed. Units:	0.6

PROOFAMATICS

Course Description

Proofreading is not the same as normal reading. A good proofreader has found a means of looking at a text rather than reading it for content. Participants will learn how to look at a text to discover errors and an efficient system for this task.

The benefits of attending *Proofamatics* include error-free written communications, increased productivity, reduced organizational costs due to rework, and enhanced professional performance.

Objectives

Upon completion of this course, participants will be able to:

- Utilize an effective proofreading system
- Recognize errors quickly and accurately
- Show improved concentration

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	8 hours: Four one half days
Continuing Ed. Units:	0.8

PROJECT MANAGEMENT

Course Description

The overall purpose of this program is to assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

Objectives

Upon completion of this course, participants will be able to:

- Clarify the practices to be successful as a project manager.
- Transform project objectives into a work plan.
- Identify techniques and steps that strengthen working relationships.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	12 hours: Two full days
Continuing Ed. Units:	1.2

RESPECTFUL WORKPLACE – A MANAGER'S GUIDE FOR PREVENTING WORKPLACE HARASSMENT

Course Description

This course addresses the State's workplace harassment policy and the responsibility of supervisors to enforce this policy.

Objectives

Upon completion of this course, participants will be able to:

- Define protected classes.
- Define workplace harassment as defined in the State's Policy Statement on Workplace Harassment.
- Describe the responsibilities and liabilities under the State's Policy Statement and State and Federal law.
- Respond appropriately to harassing behaviors.
- Receive and correctly document initial workplace harassment complaints.
- Develop strategies for recognizing and preventing retaliation.

Who Should Attend:	Supervisors and Managers
Prerequisite:	None
Course Length:	6 hours: One full day
Continuing Ed. Units:	0.6

RESPECTFUL WORKPLACE – A STAFF GUIDE FOR PREVENTING WORKPLACE HARASSMENT

Course Description

This course will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

Objectives

Upon complete of this course, participants will be able to:

- Define protected classes.
- Define workplace harassment as set forth in the State's Policy Statement on Workplace Harassment.
- Describe the responsibilities and liabilities under the State's Policy Statement and State and Federal law.
- Recognize and avoid harassing behavior.
- Recognize and promote respectful behaviors.

Who Should Attend:	All Non-supervisory Employees
Prerequisite:	None
Course Length:	4 hours: One half day
Continuing Ed. Units:	0.4

TIME MANAGEMENT

Course Description

This course is designed to equip participants to maximize professional and personal productivity.

Objectives

Upon completion of this course, participants will be able to:

- Assess time management strengths and identify areas for improvement.
- Define and describe personal and organizational values.
- Write measurable and achievable goals and tasks.
- Prioritize daily tasks and activities to achieve personal and organizational goals and objectives.
- Avoid procrastination, minimize interruptions and manage information.

Who Should Attend:	All Employees
Prerequisite:	None
Course Length:	4 hours: One half day
Continuing Ed. Units:	0.4

TENNESSEE GOVERNMENT EXECUTIVE INSTITUTE

Course Description

Since 1984, Tennessee governors have embraced the importance of providing executive training for senior and mid-level management. Such support has sustained the longevity of the Tennessee Government Institute training programs. In three intensive weeks, thirty state government executives are given the opportunity to broaden their perspectives of executive responsibility by studying, analyzing, and discussing the major global changes that are rapidly occurring in the business and political environment; and determine the implications these changes will have on their ability to efficiently manage resources and organizational systems.

The goal of the Tennessee Government Executive Institute is to improve government services by increasing the participants' understanding of the dynamics of change in both a global and local context and by enhancing their ability to anticipate and manage a changing work environment.

Starting in week one and continuing through week three of the TGEI experience, participants will be introduced to the complexities of the legislative process in state government. Executives will participate in simulated activities focused on leadership, team building, conflict resolution, and negotiation methods.

Who Should Attend:	Senior Executives
Prerequisite:	Candidates must complete these State courses prior to submitting an application: (1) Respectful Workplace: A Manager's Guide to Workplace Harassment (2) Organizational Policies and Practices (if applicable to your agency) (3) Managing Performance (4) Performance Evaluation
Course Length:	Three full weeks
Continuing Ed. Units:	12.0

TENNESSEE GOVERNMENT MANAGEMENT INSTITUTE

Course Description

The Tennessee Government Management Institute is an intensive two-week training program for mid-level managers and supervisors to broaden perspectives of management and its responsibility, as well as to examine leadership principles and practices.

TGMI uniquely prepares individuals to think broadly about success for the State of Tennessee and to prepare personally for additional responsibilities. A variety of highly-respected individuals from the University of Tennessee, along with nationally-acclaimed leadership consultants, State executives and TGMI alumni provide provocative sessions that challenge participants to think beyond the "status quo", to gain new perspectives on current and future opportunities, to develop and incorporate creative solutions to problems, and to maximize the capabilities of the State's human resources. TGMI experiences are varied, educational and exhilarating; the networking is invaluable; the added value to the State, immediate and undeniable.

TGMI is focused on the big picture of state government. The purpose of TGMI is to equip mid-managers to grow into outstanding executives for the State of Tennessee. The Institute offers a balanced approach in leadership and management training that enhances operational skill sets.

Key initiatives such as customer service and performance management are two examples of the big picture topics featured. There is also the opportunity for individual professional growth throughout the learning experience. TGMI enables participants to transfer classroom concepts to workplace practices.

Who Should Attend:	Mid-level Managers
Prerequisite:	Candidates must complete these State courses prior to submitting an application: (1) Respectful Workplace: A Manager's Guide to Workplace Harassment (2) Organizational Policies and Practices (if applicable to your agency) (3) Managing Performance (4) Performance Evaluation
Course Length:	Two full weeks
Continuing Ed. Units:	8.0