




<b>Approved by:</b> Juan Williams, Commissioner	<b>Policy Number:</b> 12-050 (Rev. 08/26/19)
<b>Signature:</b> 	<b>Supersedes:</b> 12-050
<b>Application:</b> Human Resources Officers, State Employees	<b>Effective Date:</b> October 3, 2012
<b>Authority:</b> T.C.A. § 8-30-104, T.C.A. § 8-30-105, T.C.A. § 8-30-313	<b>Rule:</b> 1120-08

## Mandatory Learning and Development Workshops

The purpose of this policy is to outline mandatory professional and employee development workshops required for all employees, managers and supervisors within the Executive Branch of State Government. This policy sets forth the State’s commitment to ensuring compliance with state and federal laws, while developing and sustaining a high performing workforce to achieve the State’s strategic business goals and objectives.

### Mandatory Courses for Employees

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

All employees shall complete the following required courses within three (3) months of hire:

- Respectful Workplace for Staff (non-supervisory personnel);
- Open Records and Open Meetings (online);
- Performance Management 2.0 Webinar for Employees (online); and
- G.R.E.A.T. Customer Service.

All employees shall complete the following required courses within six (6) months of hire:

- G.R.E.A.T. Customer Service Phase Two: STAR Principles of Service (online).

The following course is required for all employees participating in alternative workplace solutions (AWS) and should be completed prior to participating in the AWS arrangement:

- Alternative Workplace Solutions (AWS) Awareness Information for Employees (online).

The State of Tennessee is committed to ensuring that all employees are kept abreast of any changes under state and federal discrimination and harassment laws. To maintain the highest level of

compliance, employees are required to annually complete the online Respectful Workplace Refresher course.

### **Mandatory Courses for Managers/Supervisors**

All managers and supervisors are required to participate in the following required workshops within three (3) months of hire or promotion:

- Respectful Workplace for Managers;
- Sexual Harassment (online);
- Proactive Onboarding (online);
- Open Records and Open Meetings (online);
- Performance Management 2.0 Webinar for Supervisors (online)<sup>1</sup>;
- S.M.A.R.T. Performance Planning; and
- G.R.E.A.T. Customer Service.

All managers and supervisors are required to participate in the following required workshops within six (6) months of hire or promotion:

- Performance Coaching;
- Get SMARTer: Coaching for Higher Performance;
- Developing Direct Reports and Others
- Supervisor Essentials (for new supervisors only); and
- G.R.E.A.T. Customer Service Phase Two: STAR Principles of Service (online).

Managers and supervisors who have at least one (1) employee participating in AWS shall attend or complete the following courses prior to the start of the AWS arrangement:

- Alternative Workplace Solutions (AWS) Awareness Information for Supervisors (online);
- AWS Change Management;
- Effective Communication;
- Change Leadership for AWS; and
- Teaming and Engaging in the AWS Culture.

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<sup>1</sup> This course will suffice for both the Performance Management 2.0 Webinar for Employees (online) and Performance Management 2.0 Webinar for Supervisors (online).

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If an agency has already started the AWS arrangement, supervisors shall attend or complete these courses within six (6) months of the AWS arrangement.

The State of Tennessee is committed to ensuring that all managers and supervisors are kept abreast of any changes under state and federal discrimination and harassment laws. To maintain the highest level of compliance, managers and supervisors are required to annually complete the online Respectful Workplace Refresher course.

Questions regarding this policy may be directed to the Strategic Learning Solutions Division.