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PD5099 – The Respectful Workplace
PD5090 – Working on a Team

PD4001 – Effective Communication Skills

Description

In order to develop more engaged employees and citizens, it is vital that effective communication strategies be used. This course develops the methods to ensure that communication is more accurate and sensitive to different perspectives. The participants will explore the obstacles to effective communication and techniques to overcome them. (full day, offered three times a year)

Objectives

- Understanding sources of messages
 - Learn how to use active listening
 - Practice communicating with plain language
 - Applying skills to improve relationships with citizens and colleagues
-

PD1047 – Effective Meetings

Description

Participants will learn how to

- Prepare for the meeting
- Set goals and expectations (What do you want to achieve?)
- Deal with difficult attendees
- Keep the meeting on track
- Record decisions and actions

Objectives

- Set expectations and goals
- Determine the key participants to include
- Identify process and content issues
- Identify the three meeting types and know when to use them

PD4002 – Effective Presentations

Description

This class focuses on delivering effective presentations. We'll talk about learning styles, the audience, and the adult learner in preparing for the presentation. We'll videotape and review two participant presentations. The class also includes a hands-on PowerPoint mini-course.

Objectives

- Identify preparation skills for effective presentations
 - Develop new skills using presentation software
 - Learn delivery techniques to be effective
-

PD4003 – Facilitating Groups

Description

Facilitation means to “make easy”, and the facilitator’s role is to help a group reach agreement. The facilitator is usually the neutral party in the process. This hands-on class will teach the tools and techniques to facilitate groups. Participants will practice the skills in class.

Objectives

- Understand the principles of consensus
 - Develop techniques to task achievement
 - Practice skills of identifying solutions
-

PD4019 – Generations in the Workplace

Description

For the first time, four generations are working side-by-side in the workplace. Different values, experiences, styles, and activities create misunderstandings and frustrations. This workshop will explore the influencing events and trends of each generation and discuss how we can better communicate.

Objectives

- Understand the cultural influences of each generation
- Identify ways to communicate effectively
- Understand and appreciate the differences

PD4005 – Male/Female Communication

Description

This class explores the influence of gender on communication behavior. We'll discuss techniques to bridge the differences so we can understand and appreciate each other better.

Objectives

- To understand the differences
 - To focus on overcoming confusion
 - To manage with clarity
 - To understand communication styles
-

PD1017 – Managing Conflict (part of the Effective Management Series)

Description

Disagreements are often based in miscommunication and/or a lack of communication. Differing values, opposing objectives, different work styles, and personality types can set the stage for conflict. In this class, we'll explore the roots of conflict and how to communicate clearly to understand and resolve differences.

Objectives

- Understand your own conflict approach
 - Discuss the five conflict approaches
 - Describe the nature of conflict
 - Identify ways to work through situations
-

PD3009 – Meeting Minutes

Description

Minutes fill both practical and legal needs in organizations. The minute taker is the historical record keeper for the organization. This class will discuss what information we should record and what we should leave out. Participants will acquire the tools needed to take effective notes and to write meaningful minutes.

Objectives

- Know what the law says about minutes
- Know what to record and what to leave out
- Identify tips and techniques to improve skills

PD5089 – Office Communication (Part of the Office Success Strategies series)

Description

Designed for administrative support personnel, this course offers practical tips and tools for persons whose main job is helping others. Administrative support staff manages the communication flow at work. Active listening is an important part of that communication along with being clear. We'll discuss the communication process and look at the differences between aggressive, assertive, and passive communication.

Objectives

- To understand sources of messages
- To improve relationships with citizens and colleagues
- To improve listening skills

PD5056 – Robert's Rules of Order

Description

There are some basic principles and procedures that apply to all decision-making processes, whether one is a manager trying to lead a work team or an officer in an organization trying to conduct a meeting. These principles and procedures are referred to formally as parliamentary procedure. This class will offer Robert's Rules of Order, one man's discussion of parliamentary procedure that has become the leading authority in most organizations today.

Objectives

- Learn how to make a main motion
- Identify the ten rules for meetings
- Discuss the types of motions and how they are made
- Review commonly asked questions about parliamentary procedure

PD5099 – The Respectful Workplace

Description

We can't handpick the people with whom we must work. It would be naive to expect a friendly, helpful, accommodating person every time. Very often, we come across someone who seems - to us, at least - difficult to deal with. It's just as naive not to recognize that we may be difficult ourselves. Our partner in communication has to deal with our character quirks and may be hard pressed to find a productive way to interact with us. This class will benefit anyone who must deal routinely with others who seem difficult. It focuses on several types of difficult people, as well as providing tips on recognizing and coping with them.

Objectives

- To examine our own interactions with others
- To learn strategies for dealing with difficult people
- To recognize what you can and cannot change

PD5090 – Working on a Team (Part of the Office Success Strategies series)

Description

How employees interact ultimately affects the successful operation of every organization. Creating an effective team requires certain leadership skills. In teams, we all take on leadership roles, regardless of our position. We will discuss communication skills, credibility, common purpose, and the stages necessary to build an effective team.

Objectives

- To identify the stages of team building
- To understand team dynamics
- To communicate effectively with others



PD5064 – Excel 2016: Beginning

PD5065 – Excel 2016: Intermediate

PD5067 – Excel 2016: Advanced

PD5062 – PowerPoint 2016: Beginning

PD5063 – PowerPoint 2016: Advanced

PD5126 – Microsoft Access

PD5064 – Excel 2016: Beginning Description

This is a beginning course for those who are unaccustomed to using spreadsheets or who have had very little experience with Excel 2016. Participants will become familiar with the Excel 2016 program screen and have a better understanding of the “ribbon.” Editing and formatting worksheet basics with an overview of formulas will be reviewed.

Objectives

- Navigate the basics of Excel
- Edit and format worksheets
- Understand formulas

PD5065 – Excel 2016: Intermediate Description

Excel 2016’s user interface and features will start the class off followed by an in-depth look at managing workbooks. Students will learn how to split and freeze workbook windows, hide rows, columns, worksheets and windows, and protect worksheets. Page layout, page break and adjustments to margins and size will be covered. Functions and formulas, working with data ranges and learning how to sort and filter data will be reviewed. Inserting clip art, pictures and graphics files is also covered.

Objectives

- Work with page layouts
- Learn functions and formulas
- Sort and filter data

PD5067 – Excel 2016: Advanced Description

The class begins with a review of creating and working with charts and tables. By the end of the class, students will be familiar with creating pivot tables, using data validation, working with data tables, consolidating data using formulas, and working with basic macros.

Objectives

- Understanding macros
 - Consolidating data with formulas
 - Creating pivot tables
-

PD5062 – PowerPoint 2016: Beginning Description

In this session, we will create backgrounds from design templates, use watermarks with text, insert pictures and text, customize bullets, add slide transitions and animations, and create handouts with notes. We'll discuss the "do's and don'ts" of effective presentation visuals. Students may bring their own presentation information or work from a class handout.

Objectives

- Create and change background designs
- Learn how to work with pictures and text
- Work with transitions and animations
- Understand slide design

PD5063 – PowerPoint 2016: Advanced Description

PowerPoint has become a “standard” for presentations, but many are stale and boring. This hands-on course is designed for anyone who wants to create a more exciting and graphically pleasing presentation. In this class, we will learn,

- To customize a design template
- To create and save a design template
- The rule of thirds
- Slide layouts and slide masters
- WordArt and SmartArt
- Text and shape effects
- Pictures (crop, ungroup, recolor, effects)
- Hyperlinks
- Animations (entrance, exit, motion paths)
- Audio and video features
- Slide transitions and numbers, loop presentations
- To compress pictures
- To create handouts.

Objectives

- Learn design elements
- Navigate the features on the ribbon
- Practice skills learned in class

PD5126 – Microsoft Access Description

This is a beginning course designed for students who are new to Access. To be successful in this course, students need an understanding of Microsoft Excel. Topics covered include basic relational database theory, creating database objects (i.e., tables, queries, forms and reports), and importing/exporting data.

Objectives

- Understand database theory, including relationships, primary and foreign keys
- Navigate the basics of Access
- Create basic tables, queries, forms and reports



PD5107 – The Customer Service Climate

PD5112 – Challenges in Customer Service

PD5111 – Principles of Customer Service

PD5123—Communication Skills for Customer Service

PD5107 – The Customer Service Climate

Description

Common human resource challenges for the 21st Century include energy, morale, attitude, accountability, creativity, innovation, teamwork and engagement. Solutions to these challenges may best be served when organizations can reinvent their culture to meet such challenges. Catching the FISH![®] Philosophy is one such solution. This course is designed to provide participants with energetic tools for new culture development. Topics to this course will include an overview to the FISH![®] Philosophy, being there, play, making their day, and choosing your attitude. The course also addresses the role of accountability in quality customer service.

Objectives

- Appraise organizational culture and identify potential opportunities for change
 - Practice the four constructs of Being There, Play, Making their Day, and Choosing your Attitude
 - Develop strategies for cultural resistance
 - Understand the role of accountability
 - Articulate a personal journey action plan
-

PD5111 – Principles of Customer Service

Description

A common challenge for customer service planning is excessive focus on front line communication techniques and strategies while ignoring underlying foundations. These foundations include adhering to basic marketing principles and understanding the social psychology of customer service. This course is designed to provide participants basic principles in approaching the subject of customer service. Topics to this course will include basic marketing principles, customer service selling, customer attunement, resilience, and clarity in message.

Objectives

- Write and articulate a customer service plan and evaluate alternative strategies
- Describe selling within a customer service framework
- Evaluate the customer service strategies of customer synching, resilience, and message clarity

PD5112 – Challenges in Customer Service

Description

Whenever we are working with the public there will be times when we must deal with difficult customers. These range from the uninformed client to the angry citizen. This course explores methods and skills needed to handle the tough situations. The goal is to maintain constructive relationships as much as possible while not compromising professional responsibilities.

Objectives

- Illustrating skills needed to defuse a difficult situation
- Understanding the techniques of clarifying roles
- Developing a relationship strategy of customer service

D5123 – Communications Skills for Customer Service

Description

In order to develop more engaged customers and citizens, it is vital that effective communication strategies be used. This is much more than simply using the right words. This course develops the methods to ensure that communication is more accurate and sensitive to different perspectives. The participants will explore the obstacles to effective communication and techniques to overcome them. Special attention is paid to the role of the receiver.

Objectives

- Understanding sources of messages
- Practice communicating with plain language
- Applying skills to improve relationships with citizens and customers

PD5126—Accountability in Customer Service

Description

The most important sources of customer service are the employees. In that respect, everyone who works in an organization is a leader. If we want quality service to be a part of our focus/mission then we must have employees who see themselves as owning successful customer service. The accountable employee is one who seeks to put the best qualities of the organization up front. This course emphasizes the concept of employee accountability as the only way to get to quality customer service.

Objectives

- Recognizing what accountability looks like
- Identifying practices that demonstrate accountability
- Connecting the principles of accountability to good customer service



- PD2009 – Creating a Motivating Environment**
- PD1007 – Decision Making**
- PD1043 – Developing Coaching Skills for Effective Leadership**
- PD4019 – Generations in the Workplace**
- PD5093 – Improving Employee Accountability**
- PD5075 – Leadership in Action**
- PD1015 – Managing Change**
- PD1032 – Teambuilding**
- PD5066 – The Leadership Challenge®**
- PD5085 – Vision and Change**

PD2009 – Creating a Motivating Environment (part of the Everyday Leadership Series)

Description

What drives human needs is key to any energized and successful team. This course is designed highlight popular motivational theories and strategies for application. Topics will include motivational assessment tools, popular theoretical models, strength based motivation, and moving to a climate of intrinsic rewards.

Objectives

- Describe what motivation is and how it can be applied to the work environment
 - Summarize and synthesize several different motivational theories and appraise which ones are applicable to personal and work situations
 - Assess talents using Clifton Strengthsfinder 2.0® develop action plan for strength building
-

PD1007 – Decision Making (Part of the Excellent Public Manager series)

Description

Decision making is something we do every day. Some decisions we make without thinking. However, there are those decisions that require some reflection and forethought. How do we decide? This class offers insights into how we make decisions and some tools we can use to make better ones.

Objectives

- Recognizing how people make decisions
- Choosing a method based on circumstances
- Describing formal tools for making decisions
- Discussing natural decision making

PD1043 – Developing Coaching Skills for Effective Leadership

Description

The successful leader is one who can coach others to reach their potential while maintaining team accountability. This course is designed to explore the foundations of effective coaching and develop skills for developing trusting relationships. Topics in this course will include developing expectations and evaluation of performance, relationship building, and underlying trust building behaviors. Additional topics will include situational factors to coaching and coaching practice.

Objectives

- Identify when a coaching opportunity exists and how to structure coaching conversations
- Synthesize coaching ingredients into a working model
- Identify the coaching dynamics that call for situational approaches
- Practice in applying coaching principles to actual work related challenges

PD4019 – Generations in the Workplace

Description

For the first time, four generations are working side by side in the workplace. Different values, experiences, styles, and activities create misunderstandings and frustrations. This class will explore the influencing events and trends of each generation and discuss how we can better communicate.

Objectives

- Understand the cultural influences of the generations
- Identify ways to communicate effectively
- Understand the differences

PD5093 – Improving Employee Accountability

Description

This course will consider the concept of accountability from a perspective of ensuring that all of us need to be appropriately accountable. That means that we should learn to accept responsibility for what is actually ours but also learn to not take it for what is not. It also emphasizes the idea and techniques for moving to adult-adult relationships in the workplace. After all, it is an adult behavior to own our own successes and failures. The course also passes on techniques for creating a culture of accountability in the workplace.

Objectives

- Developing personal accountability
 - Taking responsibility as a leader
 - Understanding how to increase employee accountability
 - Applying Transactional Analysis
 - Explaining how to achieve adult-adult relationships
-

PD5075 – Leadership in Action (part of the Everyday Leadership Series)

Description

Leadership is a process, not a position that deals with people and their dynamics. We'll explore leadership principles that anyone can apply to their own personal growth. We begin with a clear definition of what a leader is and how to become one. From there we will examine the idea of influence and empowering others to become leaders.

Objectives

- To provide a clear picture of leadership
- To examine how leadership works
- To create a plan for leadership development

PD1015 – Managing Change

Description

Change can often be viewed as a frightening process. This class will explore the challenges and opportunities of change both at the personal and organizational level. Topics will include reasons for resistance at the individual and team level, viewing change from alternative perspectives, and coaching for change.

Objectives

- Discussing how people respond to change
- Describing the obstacles to change
- Recognizing how to facilitate change in organizations
- Identifying strategies for constructive change

PD1032 – Teambuilding (Part of the Everyday Leadership series)

Description

How employees interact ultimately affects the successful operation of every organization. Creating an effective team requires certain leadership skills. We will discuss communication skills, credibility, common purpose, and the stages necessary to build an effective team.

Objectives

- To identify the stages of team building
- To understand team dynamics
- To communicate effectively with others

PD5066 – The Leadership Challenge® Series

Description

A course that will challenge the way we look at leadership. All of us are called to be leaders at some point. Leaders inspire us, seize opportunities, and make a difference. The Leadership Challenge® takes an introspective look at leadership strengths and weaknesses. We will identify ways to build collaboration, teamwork, and trust. A core component of the Leadership Challenge® is the Leadership Practices Inventory, which identifies behaviors around the Five Practices

Objectives

- To develop an ability to guide others
- To understand what true leadership is
- To identify strengths and weaknesses to lead

PD5085 – Vision and Change (Part of the Everyday Leadership series)

Description

This class will explore how to create a vision of the future and engage others in a conversation around exciting possibilities. We'll explore the challenges and opportunities of change both at the individual and the organizational level. Topics include understanding change and coaching for change solutions.

Objectives

- Understanding how people respond to change
- Identifying the obstacles to change
- Facilitating change in organizations
- Recognizing strategies for constructive change



- PD5032 – Advanced Purchasing Methods and Issues**
- PD5031 – Basic Purchasing Methods and Issues**
- PD5094 – Contract Management**
- PD2010 – Documenting Disciplinary Action**
- PD5103 – HR Topics**
- PD5018 – Initiating and Navigating the RFP Process**
- PD1036 – Managing Multiple Priorities**
- PD2028 – Performance Management**
- PD1022 – Basic Project Management**
- PD1023 – Remote Management**
- PD5059 – State Budget Process**
- PD5049 – Strategic Planning**
- PD1002 – Supervision for the 21st Century**

MANAGEMENT CLASSES

PD5032 – Advanced Purchasing Methods and Issues

Description

This session covers building, writing, opening, and awarding Requests for Proposals, Invitations for Bids, or Requests for Information. It also focuses on advanced procurement issues such as leasing versus buying, public access, protests, grants, and ethics.

Objectives

- Creating a Request for Proposals/Invitation for Bids
- Explaining the various tools for procurement
- Evaluating proposals for selection

PD5031 – Basic Purchasing Methods and Issues

Description

Procuring equipment and services for the agency can be a harrowing experience if managers don't have the right tools. This session covers procurement ethics, resources, levels of authority, and delegation. It also covers the procurement tools used for small purchases, limited solicitation, sole source, and sole brand.

Objectives

- Understanding the tools for various purchases
- Recognizing the appropriate tool for basic purchases
- Describing process for planning a purchase

PD5094 – Contract Management

Description

Successful contract management ensures that contracts are completed on time and on budget. This course will provide purchasing officers and contract managers the skills necessary to ensure contract compliance, knowledge on what to do when a breach of contract occurs, and the ability to handle contract disputes effectively.

Objectives

- Constructing contract compliance
 - Understanding contract breaches
 - Facilitating contract dispute resolutions
-

PD2010 – Documenting Disciplinary Action (part of the Effective Management Series)

Description

There are times when coaching, mentoring or other leadership techniques fail to achieve the desired conduct behaviors. This class develops the proper ways to carry out discipline, including oral warnings, written warnings and the further steps in progressive discipline. The goal in all cases is a successful employee.

Objectives

- Demonstrating how to write appropriate statements
 - Recognizing how to use documents as a tool for success
 - Understanding the practice of progressive discipline
-

PD5103 – Interviewing & Onboarding (Part of the Effective Management series)

Description

Interviewing for Fit is designed to prepare hiring managers and potential interview panel members for the interview process. The goal of the interview is to establish the goodness of fit for the candidate to improve the likelihood of success. The onboarding process is crucial for overall success since it sets the tone for the employment experience. In this process, we focus on orienting the new employee to the mission and values of the organization as well as its culture.

Objectives

- Understanding the purpose and limits of the interview process
- Developing and communicating a clear understanding of the requirements for the position
- Creating effective interview questions around position and organizational requirements
- Performing the actual interview
- Orienting the new employee for success
- Evaluating the results

PD5018 – Initiating and Navigating the RFP Process

Description

This seminar is intended for anyone with actual or potential responsibility for developing, soliciting, and evaluating Requests for Proposals (RFP). It will identify when to use the RFP process, how to establish proposal requirements, criteria, evaluation committees, proposal conferences, negotiations, and proposal awards and monitoring.

Objectives

- Identifying the steps in the Request for Proposals (RFP) process
- Explaining the principles associated with an effective RFP
- Reviewing the elements of a proper RFP

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PD1036 – Managing Multiple Priorities (Part of the Office Success Strategies series)

Description

In the workplace today, everyone seems to want something now. That's why we need to manage multiple priorities. This class provides insight into our personal mode of dealing with priorities and tools to reduce the stress to do our best.

Objectives

- Identify strategies to manage priorities
- Discuss time management styles
- Discover where you put your energy

PD2028 – Performance Management (part of the Effective Management Series)

Description

A critical part of effective management includes delivering expectations, observing performance, and providing accurate feedback. This course is designed to provide participants with an overview of managing and developing work performance. Topics in this course will include an introduction to performance management, analysis of appraisal types, assessing instrument validity and reliability, and quantitative and qualitative issues. Additional topics will include an introduction to performance management coaching.

Objectives

- Describe how performance management integrates with other critical human resource topics
 - Evaluate performance appraisals for type, validity/reliability, and potential effectiveness.
 - Differentiate between the managerial evaluative process and the leadership developmental aspects of performance management
-

PD1022 – Basic Project Management

Description

This course introduces the participants to the essential concepts of Project Management. The purpose of project management is to enable those responsible for a complex venture to organize the steps, set priorities, identify resources, and anticipate problems. Skills that focus attention on the truly important elements of a project lead to greater efficiency and a much greater likelihood of a successful outcome.

Objectives

- Understand the difference between a project and project management
 - Develop a working knowledge of how to properly scope a project for success
 - Schedule project activities using a Gantt chart or PERT chart.
-

PD1023 – Remote Management

Description

Supervising employees remotely brings unique challenges. This course is designed to provide participants the basics to supervising remote teams. Topics will include benefits and costs to remote work, research on remote work and engagement, and technological resources. Additional topics will include trust building strategies for remote teams. (half day)

Objectives

- Identify the benefits and challenges to remote management
 - Critique multiple remote technological tools
 - Summarize attributes of successful remote managers
 - Review underlying basic supervision practices which transcend remote management
-

PD5059 – State Budget Process

Description

This one-day course looks at the state budgeting process from planning to perusing reports. It's valuable for all state employees. Topics included in the class:

- The Executive Planning Process
- Budget preparation
- OBPP and LFA analysis of budget requests
- Preparing for the Legislature
- Legislative Session
- Projecting Expenditures
- Managing the Budget
- Management Tools in SABHRS

Objectives

- Summarizing the Executive Planning Process
- Understanding the various steps in budget preparation and approval
- Recognizing the tools available to develop a budget



PD5049 – Strategic Planning (part of the Effective Management Series)

Description

This class begins with understanding where you spend your time. We'll focus on setting goals, planning the work, and determining priorities in the work unit. We'll explore creating a vision and a strategic plan at work. We will also discuss the elements of a well-managed meeting.

Objectives

- Discuss how to tie work plans to goals
- Learn how a SWOT analysis can help set plans
- Identify tools for effective meetings

PD1002 - Supervision for the 21st Century (part of the Effective Management Series)

Description

This course explores the challenges and changes in 21st century supervision. We'll discuss the management and leadership skills needed to become a successful supervisor. We'll look at the role the supervisor plays in workforce engagement and the problems that typically face new supervisors.

Objectives

- Differentiate and describe management and leadership characteristics
- Assess and analyze personal and group engagement levels using Gallup Q12[®] survey
- Describe supervisory behaviors that enhance work group employee engagement



Computer Skills-

- PD5064 – Excel 2016: Beginning
- PD5065 – Excel 2016: Intermediate
- PD5067 – Excel 2016: Advanced
- PD5062 – PowerPoint 2016: Beginning
- PD5063 – PowerPoint 2016: Advanced

Customer Service Skills-

- PD5107 – The Customer Service Climate
- PD5112 – Challenges in Customer Service
- PD5101 – Customer Service Synthesis
- PD5111 – Principles of Customer Service
- PD5123 – Communication Skills for Customer Service

Communication Skills-

- PD1036 – Managing Multiple Priorities
- PD5089 – Office Communication
- PD5090 – Working on a Team

Writing-

- PD5095 – Effective E-mail Writing
- PD5096 – Grammatically Correct
- PD3009 – Meeting Minutes
- PD5097 – Punctuation for Clarity
- PD5098 – Writing Clearly and Concisely
- PD5088 – Writing for Work

PD5064 – Excel 2016: Beginning Description

This is a beginning course for those who are unaccustomed to using spreadsheets or who have had very little experience with Excel 2016. Participants will become familiar with the Excel 2010 program screen and have a better understanding of the “ribbon.” Editing and formatting worksheet basics with an overview of formulas will be reviewed.

Objectives

- Navigate the basics of Excel
- Edit and format worksheets
- Understand formulas

PD5065 – Excel 2016: Intermediate Description

Excel 2016’s user interface and features will start the class off followed by an in-depth look at managing workbooks. Students will learn how to split and freeze workbook windows, hide rows, columns, worksheets and windows, and protect worksheets. Page layout, page break and adjustments to margins and size will be covered. Functions and formulas, working with data ranges and learning how to sort and filter data will be reviewed. Inserting clip art, pictures and graphics files is also covered.

Objectives

- Work with page layouts
- Learn functions and formulas
- Sort and filter data

PD5067 – Excel 2016: Advanced Description

The class begins with a review of creating and working with charts and tables. By the end of the class, students will be familiar with creating pivot tables, using data validation, working with data tables, consolidating data using formulas, and working with basic macros.

Objectives

- Understanding macros
 - Consolidating data with formulas
 - Creating pivot tables
-

PD5062 – PowerPoint 2016: Beginning Description

In this session, we will create backgrounds from design templates, use watermarks with text, insert pictures and text, customize bullets, add slide transitions and animations, and create handouts with notes. We'll discuss the "do's and don'ts" of effective presentation visuals. Students may bring their own presentation information or work from a class handout.

Objectives

- Create and change background designs
- Learn how to work with pictures and text
- Work with transitions and animations
- Understand slide design

PD5063 – PowerPoint 2016: Advanced Description

PowerPoint has become a “standard” for presentations, but many are stale and boring. This hands-on course is designed for anyone who wants to create a more exciting and graphically pleasing presentation. In this class, we will learn,

- To customize a design template
- To create and save a design template
- The rule of thirds
- Slide layouts and slide masters
- WordArt and SmartArt
- Text and shape effects
- Pictures (crop, ungroup, recolor, effects)
- Hyperlinks
- Animations (entrance, exit, motion paths)
- Audio and video features
- Slide transitions and numbers, loop presentations
- To compress pictures
- To create handouts.

Objectives

- Learn design elements
 - Navigate the features on the ribbon
 - Practice skills learned in class
-

PD5107 – The Customer Service Climate Description

Common human resource challenges for the 21st century include recruitment, retention, energy, morale, attitude, accountability, creativity, innovation, teamwork and engagement. Solutions to these challenges may best be served when organizations can reinvent their culture to meet such challenges. Catching the FISH!® Philosophy is one such solution. This course is designed to provide participants with energetic tools for new culture development. Topics to this course will include an overview to the FISH!® Philosophy, being there, play, making their day, and choosing your attitude. The course also addresses the role of accountability in quality customer service.

Objectives

- Appraise organizational culture and identify potential opportunities for change
 - Practice the four constructs of Being There, Play, Making their Day, and Choosing your Attitude
 - Develop strategies for cultural resistance
 - Understanding the role of accountability
 - Articulate a personal journey action plan.
-

PD5112 – Challenges in Customer Service

Description

Whenever we are working with the public there will be times when we must deal with difficult customers. These range from the uninformed client to the angry citizen. This course explores methods and skills needed to handle the tough situations. The goal is to maintain constructive relationships as much as possible while not compromising professional responsibilities.

Objectives

- Illustrating skills needed to defuse a difficult situation
- Understanding the techniques of clarifying roles
- Developing a relationship strategy of customer service

PD5111 – Principles of Customer Service

Description

A common challenge for customer service planning is excessive focus on front line communication techniques and strategies whilst ignoring underlying foundations. These foundations include adhering to basic marketing principles and understanding the social psychology of customer service. This course is designed to provide participants basic principles in approaching the subject of customer service. Topics to this course will include basic marketing principles, customer service selling, customer attunement, resilience, and clarity in message.

Objectives

- Write and articulate a customer service plan and evaluate alternative strategies
- Describe selling within a customer service framework
- Evaluate the customer service strategies of customer synching, resilience, and message clarity

PD5123 – Communications Skills for Customer Service

Description

In order to develop more engaged customers and citizens, it is vital that effective communication strategies be used. This is much more than simply using the right words. This course develops the methods to ensure that communication is more accurate and sensitive to different perspectives. The participants will explore the obstacles to effective communication and techniques to overcome them.

Objectives

- Understanding sources of messages
- Practice communicating with plain language
- Applying skills to improve relationships with citizens and customers

PD1036 – Managing Multiple Priorities

Description

In the workplace today, everyone seems to want something now. That's why we need to manage multiple priorities. This class provides insight into our mode of dealing with priorities and tools to reduce the stress to do our best.

Objectives

- Identify strategies to manage priorities
- Discuss time management styles
- Discover where you put your energy

PD5089 – Office Communication (Part of the Office Success Strategies series)

Description

Designed for administrative support personnel, this series offers practical tips and tools for persons whose main job is helping others. Administrative support staff manages the communication flow at work. Active listening is an important part of that communication along with being clear. We'll discuss the communication process and look at the differences between aggressive, assertive, and passive communication.

Objectives

- To understand sources of messages
- To improve relationships with citizens and colleagues
- To improve listening skills

PD5090 – Working on a Team (Part of the Office Success Strategies series)

Description

How employees interact ultimately affects the successful operation of every organization. Creating an effective team requires certain leadership skills. We will discuss communication skills, credibility, common purpose, and the stages necessary to build an effective team.

Objectives

- To identify the stages of team building
- To understand team dynamics
- To communicate effectively with others

PD5095 – Effective E-mail Writing

Description

How you write gives the reader an indication of your professionalism and attitude. Your email needs to engage the reader’s interest quickly. It must be concise, but still contain enough content so that it is not ambiguous or misleading. In this half-day workshop, we’ll cover the following topics:

- Striking the right tone in e-mail
- Using bullet points to help the reader zoom in
- Using subject lines: What works, what doesn’t
- Keeping sentences short
- Answering every reader’s top question: “What’s the point?”
- Recognizing the biggest e-mail etiquette mistakes
- Using plain language for e-mail communication
- Presenting complex information without causing readers to wonder, “Huh?”
- Writing for people who scan instead of read—in other words, everybody
- Practicing editing skills



PD5096 – Grammatically Correct

Description

Grammar provides the structure to the string of words that form sentences. Grammatical errors interfere with the message, distract the reader, and reflect poorly on the writer.

Outline

- Identifying subject-verb agreement (patterns)
- Understanding pronoun agreement with its antecedent
- Using verb tenses correctly
- Keeping related words together to prevent ambiguity
- Making the right choice between confusing words like the following: affect or effect, comprise or compose, insure, ensure, or assure
- Recognizing when to violate “two stodgy” rules of grammar to make your point clearly
- Knowing when and how to use abbreviations and acronyms in business writing
- Correcting run-on sentences
- Avoiding capitalization mistakes
- Recognizing hypercorrections

Objectives

- Recognizing common errors in grammar
- Developing skills in choosing words

PD3009 – Meeting Minutes

Description

Minutes fill both practical and legal needs in organizations. The minute taker is the historical record keeper for the organization. This class will discuss what information we should record and what we should leave out. Participants will acquire the tools needed to take effective notes and to write meaningful minutes.

Objectives

- Know what the law says about minutes
- Know what to record and what to leave out
- Identify tips and techniques to improve skills

.....

PD5097 – Punctuation for Clarity

Description

Punctuation helps organize the content of writing for the reader. Proper punctuation increases the clarity of written communication and avoids problems of ambiguity and misinterpretation.

Outline

- When to use commas for clarity
- How to use colons and semicolons correctly
- Where to properly place quotation marks
- How to use apostrophes carefully
- When to properly use hyphens, dashes, and parentheses
- When to use punctuation with “that” and “which”

Objectives

- To identify and avoid ambiguity
- To use the rules to provide clarity in writing
- To demonstrate professionalism in writing

PD5098 – Writing Clearly and Concisely

Description

Communicating in plain language helps the reader understand the message easily. It avoids verbose, convoluted language and jargon.

Outline

- Using definite, specific language
- Avoiding passive voice and passive construction
- Understanding parallel structure in complex sentences
- Knowing when to end a sentence
- Avoiding endings that change active verbs to nouns
- Recognizing when to omit needless words
- Placing the emphasis in the right place
- Keeping related words together to prevent ambiguity
- Attacking redundant phrases and negative construction
- Using plain language to communicate clearly

Objectives

- Construct active voice in sentence structure
- Select clear language to communicate
- Recognize and use active verbs in sentences

PD5088 – Writing for Work (Part of the Office Success Strategies series)

Description

In our work, we communicate vast amounts of information through writing. Nearly every job involves some writing responsibilities, but we sometimes feel ill-prepared to meet the task. This class provides basic information on three important areas of writing: punctuation, grammar, and style.

Objectives

- Learn to write clearly and concisely
- Identify common mistakes
- Learn what's important in writing minutes



Human Development-

Course List

- PD5046 – Exploring Emotional Intelligence (EQ)**
- PD2009 – Creating a Motivating Environment**
- PD5071 – From Me to We: Effective Collaboration**
- PD4019 – Generations in the Workplace**
- PD5027 – Myers-Briggs & Communication**
- PD 5122 – Mindfulness in the Workplace**
- PD5115 -- MBTI and Healthy Relationships**
- PD5129 -- An Outward Mindset TM**

PD5046 - Exploring Emotional Intelligence (EQ)

Description

Factual knowledge and how-to-skills are important, but emotional intelligence (EQ), such as flexibility, teamwork, emotional management, communication, conflict, and even enthusiasm have become even more crucial and valuable to the organization. This course is designed to develop EQ for greater performance. Topics in this course will include foundations to EQ and research on how EQ affects organizational productivity. Additional topics will include characteristics of self-awareness, self-management, social-awareness, and social-management for effectiveness.

Objectives

- Summarize emotional intelligence and its four basic components
- Practice self-awareness, self-management, social-awareness, and social-management strategies and techniques
- Analyze personal emotional intelligence using Talent Smart's EQ Appraisal™ and create action plans for effective change

PD2009 - Creating a Motivating Environment (part of the Everyday Leadership Series)

Description

What drives human needs is key to any energized and successful team. This course is designed to highlight popular motivational theories and strategies for application. Topics will include motivational assessment tools, popular theoretical models, and strength based motivation.

Objectives

- Describe what motivation is and how it can be applied to the work environment
- Synthesize several different motivational theories and appraise which ones are applicable.
- Assess talents using Clifton Strengthfinder 2.0® develop action plan for strength building

PD5071 - From Me to We: Effective Collaboration using Stephen Covey's 7 Habits

Description

Effective collaboration is built on the foundations of character and the resulting trust from one's team. This course is designed to provide participants with an inside-out approach to leadership and team motivation by utilizing Dr. Stephen Covey's 7 Habits of Highly Effective People™. Topics in this course will include character development, paradigm shifts, stages of dependence, and habit creation. Additional topics will include an introduction and synthesis of Covey's 7 Habits into a working model for effectiveness.

Objectives

- Describe Dr. Covey's leadership model and how it can be utilized for development and building collaborative teams
- Practice habit changing behaviors
- Evaluate Dr. Covey's model for effectiveness and develop a personal plan of action

PD4019 – Generations in the Workplace

Description

For the first time, four generations are working side by side in the workplace. Different values, experiences, styles, and activities create misunderstandings and frustrations. This workshop will explore the influencing events and trends of each generation and discuss how we can better communicate.

Objectives

- Understand the cultural influences between the generations
- Identify ways to communicate effectively
- Understand and appreciate the differences

PD5027 – Myers-Briggs & Communication (part of the Effective Management Series)

Description

Based off the original work by Psychiatrist Carl Jung, the Myers-Briggs Type Indicator (MBTI) is one of the most widely used personality assessments in the world. This course is designed to provide participants with a deeper understanding of their psychological self-portrait and develop an appreciation for different personality types. Topics to this course will include MBTI history and theory, assessment for best-fit, and population distributions. Additional topics will include developing self and social awareness of types and developing communication strategies.

Objectives

- Appreciate psychological self-portrait and differences in others
- Recognize how type plays a crucial role in communication
- Develop effective communication strategies as it relates to personality

PD 5122 – Mindfulness in the Workplace

Description

For many of us, it seems as if the issues and problems that confront us every day at work are unceasing and sometimes insurmountable. We all know the only thing we really have any say in is our own attitude but sometimes it is all too easy to forget that basic awareness. This class is designed around the understanding that workplaces are complex, work related decisions can be difficult, and we all sometimes feel the burden is too much. We will explore mindfulness as an approach and a tool to help us handle the difficulties that confront us each day. We will look at examples of typical situations and how lack of mindfulness contributes to workplace problems and issues. We will explore ways to move toward a more mindful and aware approach that will enable us to cope better with situations and our roles in those situations.

Objectives

- Develop an understanding of what mindfulness both is and is not
- Learn techniques to become more mindful even in stressful situations
- Increase our self and other awareness
- Develop a more open approach to our work environment emphasizing presence and creativity

PD5115 -- MBTI and Healthy Relationships

Description

The Myers Briggs Type Indicator is a popular tool for increasing both self-understanding and helping us to understand others. This class will be a deeper look into how we can use this tool to enhance our relationships with our colleagues, managers, and customers. Participants will need to complete an extended version of the Myers Briggs Type Indicator survey even if they have done it before. This version will give us finer breakdown of individual preferences which will help us better understand our own complexities and use that understanding to understand what we bring to all of our relationships.

Objectives

- Increased self-understanding
 - A deeper understanding of how our individual preferences affect our behaviors
 - An increased ability to analyze the impact our preferred behaviors have on others
 - The development of approaches that allow us to try other behaviors and evaluate the results and impacts of those changes on ourselves and our work relationships
-

PD5129 -- An Outward Mindset™ (2 days)

Description

In this workshop participants learn the difference between an Inward Mindset and an Outward Mindset and discover the extent to which they have been operating and leading from an Inward Mindset. This discovery awakens within participants a desire to change to an Outward Mindset approach. Participants utilize a series of frameworks, maps, and tools to move to an Outward Mindset way of working. As a result, participants begin working in a far more collaborative manner and become focused on achieving results that are important to the organization as a whole. Participants develop a mentality of responsibility in their work rather than one of blame. Through a collective application across participants throughout the organization is able to achieve breakthrough results and experience substantial and sustainable improvements in key areas such as leadership development, team effectiveness, customer satisfaction, change management, collaboration, and conflict resolution.

Objectives

- Understand the two underlying mindsets and their implications and results
- Learn to honestly assess the extent to which they are working with an Inward Mindset
- Learn ways to move from an Inward to an Outward mindset and work in a way that is more collaborative, fulfilling and effective

- Plan new approaches to achieving individual, team and organizational objectives.
- Learn strategies to eliminate conflict and invite cross-functional collaboration.



PD2003 – Delicate Balance: Privacy and the Right to Know

PD5087 – Engaging Citizens in the 21st Century

PD5077 – Performance-Driven Leadership

PD5078 – Leading Innovation

PD5079 – Governance Web 2.0

PD4001 – Effective Communication Skills

PD5080 – Evidence-Based Management

PD2011 – Ethical Issues in Public Service

PD2016 – State Ethics Law

PD1007 – Decision Making (Part of the Excellent Public Manager series)

Description

Decision making is something we do every day. Some decisions we make without thinking. However, there are those decisions that require some reflection and forethought. How do we decide? This class offers insights into how we make decisions and some tools we can use to make better ones.

Objectives

- Recognizing how people make decisions
 - Choosing a method based on circumstances
 - Describing formal tools for making decisions
 - Discussing natural decision making
-

PD2003 – Delicate Balance: Privacy and the Right to Know

Description

The 1972 Montana Constitution lists the public's right to participate in government, the public's right to know, and the individual's right of privacy. How do we strike the balance among these sometimes competing rights? This seminar explores how legal provisions and court decisions affect the government employee's response in a variety of situations.

Objectives

- Develop an awareness of Montana codes related to privacy
 - Understand the relationship between privacy and the public's right to know
 - Familiarize with case law related to privacy
-

PD5087 – Engaging Citizens in the 21st Century (part of the Excellent Public Manager series)

Description

If citizens feel disempowered they tend to blame the public worker. Attendees will learn some ideas of how to engage citizens in the decision making process in a way that restores the ideals of public service. One of the keys to this engagement is to switch the focus from pushing information out to drawing information into the public decision-making process. The public employee is more engaged if they can have the core values that contribute to Public Service Motivation (PSM) reinforced. One such key value is the recognition of providing an authentic public service.

Objectives

- Describing how to engage citizens more effectively
- Locating core values of administration in a democracy
- Applying the concept of Public Service Motivation to citizen engagement

PD5077 – Performance-Driven Leadership (part of the Excellent Public Manager series)

Description

Since the passage of the Government Performance and Results Act of 1993 (P.L. 103-62), there has arisen an array of performance-driven programs. What is needed is a performance driven leadership that integrates the development of performance measures with actual outcome-centered practices. This course will demonstrate how to draft performance measures and properly carry them out.

Objectives

- Identifying performance driven programs as central to public service
 - Demonstrating how to design performance measures
 - Describing how to identify and measure outcomes
-

PD5078 – Leading Innovation (part of the Excellent Public Manager series)

Description

Public and non-profit organizations continue to face challenges in terms of access to resources and a rapidly changing world. This course develops the means to guide an innovative organization that replaces rule-bound bureaucracy with creative and nimble practices.

Objectives

- Summarizing barriers to innovation found in the public sector
 - Discussing methods to encourage creativity among staff and leaders
 - Explaining effective feedback to increase innovation
-

PD5079 – Governance Web 2.0 (part of the Excellent Public Manager series)

Description

The New Public Service requires that agencies understand and collaborate with information technology services. This seminar explores the way that 21st Century technology changes the way we manage and how to apply appropriate technology.

Objectives

- Summarizing the advantages and drawbacks of using cloud-based applications
 - Identifying opportunities for using social media and security
 - Describing how the public sector might use blogs, texts, and tweets
-

PD5080 – Evidence-Based Management (part of the Excellent Public Manager series)

Description

Managers frequently fall into the trap of buying into the latest fad or technique. Even though there is usually plenty of evidence to discredit some practices, it is not used. Evidence-based management is conducted by managers who recognize the limits of their own knowledge and seek the most effective solutions to problems. This class develops the idea of evidence-based management and the skills needed to adopt it.

Objectives

- Defining evidence-based management as a means to improve effectiveness
- Applying methods of assessing techniques or methods
- Recognizing the role decision models play in applying evidence

PD2011 – Ethical Issues in Public Service

Description

This one-day seminar explores ethical issues from a broad-based perspective. It explores the meaning of ethics, the public interest, and public service. Through case studies and other activities, participants will engage in a lively discussion of pertinent and thought-provoking issues. This seminar will benefit government managers at all levels; however, it is particularly appropriate for mid-and upper-level managers responsible for implementing government policy.

Objectives

- Understand the unique features of working with the public trust
 - Summarizing the code of ethics for the State of Montana and the American Society for Public Administration (ASPA)
 - Explaining the various sources of ethics
-

PD2016 – State Ethics Law

Description

The statutory Code of Ethics applies to all employees of state and local government. It's important for all employees to know what it says. This seminar will provide an overview of the law in plain English.

Objectives

- Describing the background and basic principles of the Montana Ethics Law
- Give examples of issues related to conflict of interest
- Summarize the requirements associated with electoral politics



- PD3002 – Contemporary Writing Skills**
- PD5095 – Effective E-mail Writing**
- PD5096 – Grammatically Correct**
- PD3009 – Meeting Minutes**
- PD5097 – Punctuation for Clarity**
- PD5098 – Writing Clearly and Concisely**
- PD5088 – Writing for Work**
- PD3006 – Writing Job Descriptions**
- PD3005 – WARM: Writing Administrative Rules**

PD5095 – Effective E-mail Writing

Description

How you write gives the reader an indication of your professionalism and attitude. Your e-mail needs to engage the reader's interest quickly. It must be concise, but contain enough content so it's not ambiguous or misleading. In this half-day workshop, we'll cover the following topics:

- Striking the right tone in e-mail
- Using bullet points to help the reader zoom in
- Using subject lines: What works, what doesn't
- Keeping sentences short
- Answering every reader's top question: "What's the point?"
- Recognizing the biggest e-mail etiquette mistakes
- Using plain language for e-mail communication
- Presenting complex information without causing readers to wonder, "Huh?"
- Writing for people who scan instead of read—in other words, everybody
- Practicing editing skills

PD5096 – Grammatically Correct

Description

Grammar provides the structure to the string of words that form sentences. Grammatical errors interfere with the message, distract the reader, and reflect poorly on the writer.

Outline

- Identifying subject-verb agreement (patterns)
- Understanding pronoun agreement with its antecedent
- Using verb tenses correctly
- Keeping related words together to prevent ambiguity
- Making the right choice between confusing words like the following: affect or effect, comprise or compose, insure, ensure, or assure
- Recognizing when to violate "two stodgy" rules of grammar to make your point clearly
- Knowing when and how to use abbreviations and acronyms in business writing
- Correcting run-on sentences
- Avoiding capitalization mistakes
- Recognizing hypercorrections



PD3009 – Meeting Minutes

Description

Minutes fill both practical and legal needs in organizations. The minute taker is the historical record keeper for the organization. This class will discuss what information we should record and what we should leave out. Participants will acquire the tools needed to take effective notes and to write meaningful minutes.

Objectives

- Know what the law says about minutes
- Know what to record and what to leave out
- Identify tips and techniques to improve skills

PD5097 – Punctuation for Clarity

Description

Punctuation helps organize the content of writing for the reader. Proper punctuation increases the clarity of written communication and avoids problems of ambiguity and misinterpretation.

Outline

- When to use commas for clarity
- How to use colons and semicolons correctly
- Where to properly place quotation marks
- How to use apostrophes carefully
- When to properly use hyphens, dashes, and parentheses
- When to use punctuation with “that” and “which”

Objectives

- To identify and avoid ambiguity
- To use the rules to provide clarity in writing
- To demonstrate professionalism in writing

PD5098 – Writing Clearly and Concisely

Description

Communicating in plain language helps the reader understand the message easily. It avoids verbose, convoluted language and jargon.

Outline

- Using definite, specific language
- Avoiding passive voice and passive construction
- Understanding parallel structure in complex sentences
- Knowing when to end a sentence
- Avoiding endings that change active verbs to nouns
- Recognizing when to omit needless words
- Placing the emphasis in the right place
- Keeping related words together to prevent ambiguity
- Attacking redundant phrases and negative construction
- Using plain language to communicate clearly

Objectives

- Construct active voice in sentence structure
- Select clear language to communicate
- Recognize and use active verbs in sentences

PD5088 – Writing for Work (Part of the Office Success Strategies series)

Description

In our work, we communicate vast amounts of information through writing. Nearly every job involves some writing responsibilities, but we sometimes feel ill-prepared to meet the task. This class provides basic information on three important areas of writing: punctuation, grammar, and style.

Objectives

- Learn to write clearly and concisely
 - Identify common mistakes
 - Learn what's important in writing minutes
-

PD3006 – Writing Job Descriptions
Description

Job Descriptions are the basis for many employment decisions. This course will help participants identify the uses for this powerful tool, as well as how to write an effective job description. This workshop is appropriate for managers or supervisors who prepare job descriptions, and is the first of two classes for classifiers-in-training.

Objectives

- Describing the process associated with developing a job description
- Explaining what elements are needed in a proper job description
- Demonstrating the relationship between classification and the job description

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PD3005 - WARM: Writing Administrative Rules
Description

This workshop will explore the ins and outs of writing rules. The content covers the entire rulemaking process, from legislative delegation to replacement pages for ARM. It includes practical exercises on style, reasonable necessity, and responding to comments.

Objectives

- Describing the process of administrative rule development in the State of Montana
 - Reviewing the proper language and elements of an administrative rule
 - Illustrating the development of an administrative rule as an example
-