

**State of Louisiana**  
**DIVISION OF ADMINISTRATION**  
Comprehensive Public Training Program

**M. J. "MIKE" FOSTER**  
GOVERNOR

**MARK C. DRENNEN**  
COMMISSIONER OF ADMINISTRATION

<h2 style="margin:0"><b>CPTP SCHEDULE OF CLASSES</b></h2> <h3 style="margin:0"><b>AUGUST 2001 – JANUARY 2002</b></h3>
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The following classes are being offered during the August 2001 – January 2002 time frame through the Comprehensive Public Training Program. For information about additional classes that may be added to the schedule, please check the CPTP web site (<http://www.state.la.us/cptp/cptp.htm>) regularly, or call your agency CPTP Coordinator or the CPTP office.

As we noted in the spring schedule, the curriculum offered through CPTP has undergone some major changes during the past few months. The most dramatic change is the elimination of Management in State Government, Levels I, II, and III, and the phasing out of the Certificate in Supervisory Techniques (CST) by July 1, 2003.

We replaced the CST with four new functional certificates that have a series of classes designed with the specific goal of achieving immediate improvement in job skills. Most of the new classes have no prerequisites. We encourage all supervisors and managers, regardless of what CPTP classes they have taken in the past, to register for some of the new classes. Individuals and/or agencies may choose to take or require individual classes from any of the four functional certificates in any sequence they wish.

Agencies should develop internal policies to guide employees into the training suited to their needs. CPTP will work with agencies when requested to help develop customized training plans for their employees.

To register for classes, complete a CPTP class registration form and send it to your agency CPTP Coordinator. CPTP class registration forms can be accessed and printed from the CPTP Web site, or actually filled in electronically and emailed to your agency CPTP coordinator for processing. Participants will receive written confirmation of registration approximately three weeks before the class begins. Applicants are not considered officially enrolled in a CPTP class unless they have received written confirmation of their registration from this office.

For further information about either the revised curriculum or the registration procedures, please visit our web site, call the CPTP office at (225) 342-4739, or contact your agency's CPTP Coordinator.

## CERTIFICATE FOR BUILDING EFFECTIVE TEAMS

The following classes are being offered as part of the Certificate for Building Teams:

### **DEVELOPING EFFECTIVE TEAMS, PART I (1½ days)**

*This 1 1/2-day class will help participants improve their communication and feedback strategies. Participants will learn how to overcome barriers to communication, use nonverbal communication effectively, listen actively, use effective feedback techniques, determine when various communication strategies should be used, consider the necessary factors when selecting the most effective message type, and apply supportive communication response strategies. **This class is open to all levels of management and to those employees with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
August 6-7 (? day a.m. on 7 <sup>th</sup> )	Baton Rouge	Sept. 17-18 (? day a.m. on 18 <sup>th</sup> )	Baton Rouge
August 8-9 (? day a.m. on 9 <sup>th</sup> )	Pineville	Sept. 26-27 (? day a.m. on 27 <sup>th</sup> )	Lafayette
August 27-28 (? day a.m. on 28 <sup>th</sup> )	Baton Rouge	Oct. 4-5 (? day p.m. on 4 <sup>th</sup> )	Baton Rouge
Sept. 5-6 (? day a.m. on 6 <sup>th</sup> )	Baton Rouge	Oct. 9-10 (? day a.m. on 10 <sup>th</sup> )	Lafayette
Sept. 6-7 (? day p.m. on 6 <sup>th</sup> )	Baton Rouge	Nov. 13-14 (? day a.m. on 14 <sup>th</sup> )	Baton Rouge
Sept. 12-13 (? day a.m. on 13 <sup>th</sup> )	Baton Rouge	Jan. 7-8 (? day a.m. on 8 <sup>th</sup> )	Baton Rouge
Sept. 13-14 (? day p.m. on 13 <sup>th</sup> )	Baton Rouge		

### **DEVELOPING EFFECTIVE TEAMS, PART 2 (1½ days)**

*This 1 1/2-day class helps participants deal with the many interpersonal communication challenges they face at work. Participants will learn how to analyze personal communication styles, confront issues rather than people, apply strategies to minimize defensiveness in interactions with others, and demonstrate effective feedback techniques in a given situation. **This class is open to all levels of management and to those with special permission from their agencies.***

*Developing Effective Work Teams Part I is a prerequisite to this course.*

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
August 9-10 (? day p.m. on 9 <sup>th</sup> )	Pineville	Oct. 30-31 (? day a.m. on 31 <sup>th</sup> )	Baton Rouge
Sept. 19-20 (? day a.m. on 20 <sup>th</sup> )	Baton Rouge	Nov. 15-16 (? day a.m. on 16 <sup>th</sup> )	Baton Rouge
Oct. 3-4 (? day a.m. on 4 <sup>th</sup> )	Baton Rouge	Nov. 27-28 (? day p.m. on 27 <sup>th</sup> )	Baton Rouge
Oct. 9-10 (? day a.m. on 10 <sup>th</sup> )	Baton Rouge	Jan. 8-9 (? day p.m. on 8 <sup>th</sup> )	Baton Rouge
Oct. 11-12 (? day a.m. on 12 <sup>th</sup> )	Baton Rouge	Jan. 15-16 (? day p.m. on 15 <sup>th</sup> )	Metairie
Oct. 11-12 (? day a.m. on 12 <sup>th</sup> )	Lafayette	Jan. 29-30 (? day p.m. on 29 <sup>th</sup> )	Baton Rouge
Oct. 17-18 (? day a.m. on 18 <sup>th</sup> )	Lafayette		

### **DEVELOPING EFFECTIVE TEAMS, PART 3 (1½ days)**

*This 1 1/2-day class discusses strategies and techniques for developing effective teams. Participants will learn about the stages of team development, skills essential to working in a team environment, strategies for managing team conflict, strategies for creating common ground, and strategies for establishing trust and credibility to build a community in the workplace. Team skills will be presented in the context of typical work groups found in state government. **This class is open to all levels of management and to those with special permission from their agencies.***

*Developing Effective Work Teams Parts 1 and 2 are prerequisites to this course.*

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
August 14-15 (? day a.m. on 15 <sup>th</sup> )	Metairie	Oct. 30-31 (? day a.m. on 31 <sup>st</sup> )	Baton Rouge
August 22-23 (? day a.m. on 23 <sup>rd</sup> )	Pineville	Nov. 1-2 (? day a.m. on 2 <sup>nd</sup> )	Lafayette
Sept. 12-13 (? day a.m. on 13 <sup>th</sup> )	Metairie	Nov. 29-30 (? day a.m. on 30 <sup>th</sup> )	Baton Rouge
Oct. 22-23 (? day a.m. on 23 <sup>rd</sup> )	Baton Rouge	Jan. 10-11 (? day a.m. on 11 <sup>th</sup> )	Baton Rouge
Oct. 24-25 (? day a.m. on 25 <sup>th</sup> )	Baton Rouge	Jan. 17-18 (? day a.m. on 18 <sup>th</sup> )	Metairie
Oct. 24-25 (? day a.m. on 25 <sup>th</sup> )	Lafayette	Jan. 31-Feb. 1 (? day a.m. on 1 <sup>st</sup> )	Baton Rouge

### **DEVELOPING A MOTIVATED WORK GROUP (1½ days)**

*This 1 1/2-day class examines motivation and goal setting as components of managing work group performance. Participants will learn how to link goal setting with individual action plans, strategies, objectives, and goals of the agency. Participants will be able to diagnose motivation-related performance problems. Class exercises will enable participants to use practical techniques to improve and maintain motivation. **This class is open to all levels of management and to those with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
Oct. 4-5 (? day a.m. on 5 <sup>th</sup> )*	Baton Rouge	Oct. 4-5 (? day a.m. on 5 <sup>th</sup> )*	Bossier City
Oct. 4-5 (? day a.m. on 5 <sup>th</sup> )*	Pineville	Nov. 19-20 (? day a.m. on 20 <sup>th</sup> )	Baton Rouge
Oct. 4-5 (? day a.m. on 5 <sup>th</sup> )*	Lafayette	Jan. 29-30 (? day a.m. on 30 <sup>th</sup> )	Baton Rouge

*(\*Denotes compressed video distance learning site.)*

### **EFFECTIVE CONFLICT RESOLUTION STRATEGIES (1½ days)**

*This 1 1/2-day class explores strategies for managing interpersonal and intra-group conflict. Participants will learn about causes of conflict, individual conflict management styles, appropriate use of management styles and principles of complaint management. Emphasis will be placed on creating win-win situations in the workplace. Participants will be able to apply skills learned to their work situations. **This class is open to all levels of management and to those with special permission from their agencies.** A separate class, *Handling Interpersonal Conflict in the Workplace*, is available for other employees.*

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
Sept. 4-5 (? day a.m. on 5 <sup>th</sup> )	Baton Rouge	Jan. 3-4 (? day a.m. on 4 <sup>th</sup> )	Baton Rouge
Sept. 10-11 (? day a.m. on 11 <sup>th</sup> )	Baton Rouge		

### **ENCOURAGING CREATIVITY IN TEAMS (1 day)**

*This 1-day class discusses strategies and techniques for encouraging creativity and innovation in teams. Participants will learn how to apply techniques to overcome mental blocks and break mental models; set expectations based on varied methods of thinking; implement models for innovation; apply strategies to foster innovation; and apply strategies and techniques that empower employees. **This class is open to all levels of management and to those with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
September 4	Baton Rouge	November 14*	Baton Rouge
October 1	Baton Rouge	November 14*	New Orleans
October 8	Baton Rouge	November 14*	Bossier City
October 19	Baton Rouge	November 14*	Lafayette
November 2*	New Orleans	November 29	Baton Rouge
November 2*	Monroe	January 14	Baton Rouge
November 2*	Lake Charles	January 22	Baton Rouge
November 2*	Baton Rouge	January 24	Baton Rouge

(\*Denotes compressed video distance learning site.)

## **CERTIFICATE FOR MANAGING PEOPLE**

The following classes are being offered as part of the Certificate for Managing People:

### **BUILDING BETTER PERFORMANCE THROUGH EMPLOYEE SKILL DEVELOPMENT (2 days)**

*This 2-day class explores ways for supervisors to incorporate on-the-job training into work activities. Participants will learn how to develop a plan to create work unit orientation programs, identify employee training needs, incorporate employee skill development into PPR, and develop a plan to enhance the employees' transfer of learning to improve job performance. Participants will learn the importance of their roles in developing the employees they supervise. **This class is open to all levels of management and to those with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
October 1-2*	Baton Rouge	October 31-Nov. 1*	Monroe
October 1-2*	Bossier City	October 31-Nov. 1*	New Orleans
October 1-2*	Lafayette	October 31-Nov. 1*	Lake Charles
October 1-2*	Pineville	January 3-4	Baton Rouge
October 31-Nov. 1*	Baton Rouge	January 17-18	Baton Rouge

(\*Denotes compressed video distance learning site.)

### **CONDUCTING PRODUCTIVE EMPLOYEE PERFORMANCE REVIEWS (1 day)**

*This 1-day class will teach participants how to conduct performance reviews in a way that is productive and helpful to work group performance. Participants will learn how to use performance feedback to reinforce or improve job performance, use PPR to develop employee behavioral expectations, conduct a performance feedback interview, and apply tools and procedures to negotiate an employee performance improvement plan. **This class is open to current supervisors and managers only.***

*Note: This course is designed to complement, not substitute for, the Performance Planning and Review course taught by the Department of Civil Service.*

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
September 21	Pineville	October 30*	Monroe
October 3*	Baton Rouge	October 30*	Lake Charles
October 3*	Pineville	November 16*	Baton Rouge
October 3*	Lafayette	November 16*	Bossier City
October 3*	Bossier City	November 16*	New Orleans
October 15	Baton Rouge	November 16*	Lafayette
October 29	Baton Rouge	December 4	Baton Rouge
October 30*	Baton Rouge	January 11	Baton Rouge
October 30*	New Orleans	January 25	Baton Rouge

*(\*Denotes compressed video distance learning site.)*

### **IMPROVING EMPLOYEE PERFORMANCE THROUGH COACHING (1½ days)**

*This 1 1/2-day class presents the coaching process and strategies for improving employee performance. Participants will learn about performance counseling, specific coaching strategies, and motivation techniques. Coaching is presented as an effective tool for improving employee performance while also building employee commitment. Class exercises will enable participants to return to the job ready to implement effective coaching. **This class is open to current supervisors and managers.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
Oct. 23-24 (? day a.m. on 24 <sup>th</sup> )	Pineville	Dec. 19-20 (? day a.m. on 20 <sup>th</sup> )	Baton Rouge
Nov. 5-6 (? day a.m. on 6 <sup>th</sup> )	Baton Rouge	Jan. 7-8 (? day a.m. on 8 <sup>th</sup> )	Metairie

### **PROMOTING LEARNING IN THE WORKPLACE (1 day)**

*This 1-day class will explore principles of adult learning and characteristics of effective leaders and supervisors. Participants will learn how to evaluate managerial and supervisory competencies, gather data for professional development, develop a plan for self-improvement, and create a climate of continual learning in their work group. **This class is open to all levels of management and to those with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
November 5	Baton Rouge	January 28	Baton Rouge
November 6	Pineville		

**PERFORMANCE PLANNING AND REVIEW TRAINING FOR SUPERVISORS (1 day)**

*This 1-day class provides participants with basic information concerning the major components of the Civil Service performance planning and review system: planning, documentation, and evaluation. This class is open to all supervisors and managers and human resources staff.*

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
July 26	Baton Rouge	September 27	Baton Rouge
August 2	Pineville	October 19*	Monroe
August 14	Baton Rouge	October 19*	Bossier City
August 29	Metairie	October 19*	Pineville
September 5	Lafayette	October 19*	Lake Charles
September 11	Baton Rouge	October 19*	Baton Rouge
September 25	Metairie		

*(\*Denotes compressed video distance learning site.)*

**CERTIFICATE FOR MANAGING WORK**

The following classes are being offered as part of the Certificate for Managing Work:

**EFFECTIVE PROBLEM SOLVING (1½ days)**

*This 1 1/2-day class teaches participants effective problem solving skills. The instructor will guide participants through the process of diagnosing problems, identifying root causes of problems, and generating and evaluating solutions to problems. Case situations will be used to help participants learn how to apply the problem solving process to their own work situations. This class is open to all levels of management and to those with special permission from their agencies.*

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
August 29-30 (? day a.m. on 30 <sup>th</sup> )	Pineville	Jan. 7-8 (? day a.m. on 8 <sup>th</sup> )	Baton Rouge
Oct. 1-2 (? day a.m. on 2 <sup>nd</sup> )	Baton Rouge	Jan. 14-15 (? day p.m. on 15 <sup>th</sup> )	Metairie
Nov. 26-27 (? day a.m. on 27 <sup>th</sup> )	Baton Rouge	Jan. 22-23 (? day a.m. on 23 <sup>rd</sup> )	Baton Rouge
Dec. 17-18 (? day a.m. on 18 <sup>th</sup> )	Baton Rouge	Jan. 28-29 (? day a.m. on 29 <sup>th</sup> )	Baton Rouge

### **FACILITATING CHANGE (1 day)**

*This 1-day class will help participants implement strategies and techniques to help themselves and their employees adapt to various changes in their work situations. Participants will learn how to facilitate unlearning, reduce resistance to change, manage conflict resulting from change, and develop a contingency plan to handle unexpected situations. **This class is open to all levels of management and to those with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
November 28	Baton Rouge	December 14	Baton Rouge

### **MANAGING AND IMPROVING WORK PROCESSES (2 days)**

*This 2-day class examines how work processes impact work effectiveness. Participants will learn how to analyze current work processes, develop a process performance tracking system, break down processes into tasks, and apply a process improvement strategy. Skills learned in this class will be applicable to the management of any work process. **This class is open to all levels of management and to those with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
September 18-19	Baton Rouge	Jan. 15-16	Baton Rouge
November 27-28	Metairie		

### **MANAGING CUSTOMER SERVICE SYSTEMS (1½ days)**

*This 1 1/2-day class presents strategies and techniques to enhance customer service. Participants will learn how to articulate the mission of government service, develop strategies to motivate employees to high quality public service, lead a customer-driven work group, provide excellent telephone and face-to-face service to the public, illustrate ways an organization can change to better serve customers, and apply strategies to respond to customer complaints and concerns. **This class is open to all levels of management and to those with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
Dec. 10-11* (? day p.m. on 10 <sup>th</sup> )	Baton Rouge	Dec. 10-11* (? day p.m. on 10 <sup>th</sup> )	New Orleans
Dec. 10-11* (? day p.m. on 10 <sup>th</sup> )	Pineville	Dec. 17-18 (? day a.m. on 18 <sup>th</sup> )	Baton Rouge
Dec. 10-11* (? day p.m. on 10 <sup>th</sup> )	Bossier City		

(\*Denotes compressed video distance learning site.)

### **MANAGING WORK TIME EFFECTIVELY (1 day)**

*This 1-day class examines the various approaches that can be used to manage time effectively. Participants will identify the activities that determine their use of time and learn the keys to effective time management. Particular emphasis will be placed on establishing work priorities to maximize effective use of time. The course will present a flexible approach that can be adapted to fit most participants' preferred time management style. During class, participants will develop a prioritization plan to be used on the job. **This class is open to all levels of management and to those with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
October 29*	Baton Rouge	November 13*	Bossier City
October 29*	New Orleans	November 13*	Pineville
October 29*	Monroe	November 13*	New Orleans
October 29*	Lake Charles	November 13*	Hammond
November 13*	Baton Rouge	December 13	Baton Rouge

*(\*Denotes compressed video distance learning site.)*

### **WORKPLACE NEGOTIATION SKILLS (1 day)**

*This 1-day class will help participants learn how to negotiate in the workplace. Participants will learn how to use interest-based negotiating between work groups, clarify points of view, and apply win-win persuasive techniques and apply methods to gain cooperation from others. **This class is open to all levels of management and to those with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
October 15	Baton Rouge	November 15*	Lafayette
November 15*	Baton Rouge	November 15*	New Orleans
November 15*	Bossier City	December 12	Baton Rouge

*(\* Denotes compressed video distance learning site.)*



## CERTIFICATE FOR ADVANCED MANAGERIAL SKILLS

The following classes are being offered as part of the Certificate for Advanced Managerial Skills:

### **CONDUCTING AN EFFECTIVE JOB INTERVIEW (1½ days)**

*This 1 1/2-day class will provide a basic introduction to effective interviewing skills. Participants will learn how to forecast necessary staffing levels based on required skills and changes in technology, perform a job skill analysis, prepare behavior-based interview questions, apply the basic requirements of employment laws to work situations, follow legally required interviewing guidelines, and develop a system to evaluate and select job candidates. **This class is open to all levels of management and to those with special permission from their agencies***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
Aug. 28-29 (? day a.m. on 29 <sup>th</sup> ) Sept. 26-27 (? day a.m. on 27 <sup>th</sup> )	Baton Rouge Pineville	Oct. 8-9 (? day a.m. on 9 <sup>th</sup> )	Baton Rouge

### **DEVELOPING AN EFFECTIVE PLANNING PROCESS (1 day)**

*This 1-day class examines a planning system to help managers and supervisors manage their work groups more effectively by aligning work group goals with their agency's goals. Participants will learn how to apply key goal-setting principles, develop performance indicators to measure the success of their work unit, monitor problems encountered in implementing a plan, and assure that work responsibilities are aligned with the work group's plan. Techniques taught in this class are consistent with the Division of Administration's Office of Planning and Budget requirements for the budget process. **This class is open to all levels of management and to those employees with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>
December 3	Baton Rouge

## CLASSES FOR NON-SUPERVISORY EMPLOYEES

Following is a listing of other classes being offered on the current CPTP schedule, with eligibility statements included for each:

### **HANDLING INTERPERSONAL CONFLICT IN THE WORKPLACE (1 day)**

*This 1-day class explores strategies for handling interpersonal conflict which may arise in the workplace. Participants will learn about causes of conflict, individual conflict management approaches, assessing conflict management approaches, and strategies for handling interpersonal conflict. **This class is open to non-supervisory employees only.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
August 27	Baton Rouge	December 3	Baton Rouge
November 19	Baton Rouge	January 25	Baton Rouge
November 26	Metairie		

### **PROFESSIONALISM & PRODUCTIVITY FOR NON-SUPERVISORS (2 days)**

*This 2-day class is designed to provide participants with the tools and strategies necessary to enhance their level of professionalism while also increasing their level of productivity. Elements of professionalism covered include professional behavior, communicating as a professional, managing conflict as a team professional, personal organization and productivity, and personal goal setting. **This class is open to non-supervisory employees only.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
December 4-5	Pineville	January 9-10	Baton Rouge
December 10-11	Metairie	January 23-24	Baton Rouge
December 13-14	Baton Rouge	January 31-February 1	Baton Rouge
December 18-19	Baton Rouge		

### **PUBLIC CONTACT (1 day)**

*This 1-day class emphasizes the employee's role in delivering excellent service to the public and in developing a positive image for state government. Topics include principles of public contact, communication basics, and strategies that will help ensure customer satisfaction. **This class is open to all employees.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
September 11	Metairie	October 18	Baton Rouge
September 18	Metairie	November 6	Lafayette
October 16	Baton Rouge	November 7	Lafayette
October 17	Baton Rouge		

**FOR EMPLOYEES WHO HAVE COMPLETED LEVELS I AND II  
IN THE FORMER CURRICULUM, BUT NOT LEVEL III**

**MANAGEMENT IN STATE GOVERNMENT, LEVEL III (4.5 days)**

*Until July 1, 2003, CPTP will combine the following new courses and offer them as Level III – Developing Effective Teams, Part 2, Developing Effective Teams, Part 3, and Effective Problem Solving.*

*During this window of time, employees who have completed Levels I and II in the former curriculum may take this “Level III” and the associated tests, complete the project, and take Civil Service Rules & Regulations for Supervisors if they have not already taken it, and become eligible to earn the Certificate in Supervisory Techniques. These classes will be offered in all areas of the state after January 1, 2002, so there will be ample time to complete Level III without having to travel to Baton Rouge or Metairie.*

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
Jan. 7-11 (? day a.m. on 11 <sup>th</sup> )	Baton Rouge	Jan. 28-Feb. 1 (? day a.m. on 1 <sup>st</sup> )	Baton Rouge
Jan. 14-18 (? day a.m. on 18 <sup>th</sup> )	Metairie		

**CLASSES TAUGHT BY DEPT. OF CIVIL SERVICE**

**PERFORMANCE PLANNING & REVIEW FOR SUPERVISORS (1 day)**

*This 1-day class provides participants with basic information concerning the major components of the Civil Service performance planning and review system: planning, documentation, and evaluation. **This class is open to all supervisors and managers. This course is required for participants working toward the Certificate in Managing People.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
July 26	Baton Rouge	September 27	Baton Rouge
August 2	Pineville	October 19*	Monroe
August 14	Baton Rouge	October 19*	Bossier City
August 29	Metairie	October 19*	Pineville
September 5	Lafayette	October 19*	Lake Charles
September 11	Baton Rouge	October 19*	Baton Rouge
September 25	Metairie		

*(\*Denotes compressed video distance learning site.)*

**PPR REFRESHER (1/2 day)**

*This half-day class provides supervisors who are already familiar with the Performance Planning & Review system with updated information about planning, documentation, and evaluation for PPR. **This class is open to all supervisors and managers and human resources staff.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
October 15* (8:30-11:30)	Baton Rouge	October 15* (8:30-11:30)	Bossier City
October 15* (8:30-11:30)	Pineville	October 15* (8:30-11:30)	Monroe

*(\* Denotes compressed video distance learning site.)*

**CIVIL SERVICE RULES & REGULATIONS FOR SUPERVISORS**

*The Department of Civil Service is in the process of redesigning this course. As soon as new offerings are made available, the dates will be posted on the CPTP web site ([www.state.la.us/cptp/cptp.htm](http://www.state.la.us/cptp/cptp.htm)).*

**KEY ELEMENTS OF CIVIL SERVICE DISCIPLINARY ACTIONS**

*The Department of Civil Service is in the process of redesigning this course. As soon as new offerings are made available, the dates will be posted on the CPTP web site ([www.state.la.us/cptp/cptp.htm](http://www.state.la.us/cptp/cptp.htm)).*