

State of Louisiana
DIVISION OF ADMINISTRATION
Comprehensive Public Training Program

M. J. "MIKE" FOSTER
GOVERNOR

MARK C. DRENNEN
COMMISSIONER OF ADMINISTRATION

CPTP SCHEDULE OF CLASSES

JANUARY - JULY 2002

The following classes are being offered during the January – July, 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.

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 two to 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) 219-4528, 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>
February 25-26 (? day a.m. on 26 th)	Metairie	April 29-30 (? day a.m. on 30 ^h)	Baton Rouge
March 18-19 (? day a.m. on 19 th)	Baton Rouge	June 4-5 (? day p.m. on 4 ^h)	Baton Rouge
April 10-11 (? day a.m. on 11 th)	Baton Rouge	July 24-25 (? day p.m. on 25 th)	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>
March 6-7 (? day a.m. on 7 th)	Baton Rouge	May 6-7 (? day a.m. on 7 th)	Baton Rouge
April 2-3 (? day a.m. on 3 rd)	Metairie	May 28-29 (? day a.m. on 29 th)	Baton Rouge
April 11-12 (? day p.m. on 11 th)	Baton Rouge	July 30-31 (? day a.m. on 31 st)	Baton Rouge
April 30-May 1 (? day p.m. on 30 th)	Baton Rouge		

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>
March 11-12 (? day a.m. on 12 th)	Baton Rouge	May 22-23 (? day a.m. on 23 rd)	Baton Rouge
April 2-3 (? day a.m. on 3 rd)	Baton Rouge	June 5-6 (? day a.m. on 6 th)	Baton Rouge
April 8-9 (? day a.m. on 9 th)	Metairie	June 12-13 (? day a.m. on 13 th)	Baton Rouge
May 2-3 (? day a.m. on 3 rd)	Baton Rouge	June 19-20 (? day a.m. on 20 th)	Baton Rouge
May 13-14 (? day a.m. on 14 th)	Baton Rouge	June 27-28 (? day a.m. on 28 th)	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>
January 29-30 (? day a.m. on 30 th)	Baton Rouge	June 6-7 (? day a.m. on 7 th)	Baton Rouge
April 15-16 (? day a.m. on 16 th)	Baton Rouge	June 24-25 (? day a.m. on 25 th)	Baton Rouge
April 25-26 (? day a.m. on 26 th)	Metairie	July 15-16 (? day a.m. on 16 th)	Baton Rouge

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>
February 14-15 (? day a.m. on 15 th)	Baton Rouge	July 9-10 (? day a.m. on 10 th)	Metairie
March 13-14 (? day a.m. on 14 th)	Baton Rouge	July 17-18 (? day a.m. on 18 th)	Baton Rouge
April 15-16 (? day a.m. on 16 th)	Baton Rouge	July 23-24 (? day a.m. on 24 th)	Baton Rouge
May 20-21 (? day a.m. on 21 st)	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>
January 24	Baton Rouge	May 16*	Bossier City
March 26	Baton Rouge	May 16*	New Orleans
April 9	Baton Rouge	May 16*	Pineville
April 24	Baton Rouge	May 30	Baton Rouge
May 16*	Baton Rouge		

(*Denotes compressed video distance learning site.)

INDIVIDUAL DIFFERENCES AND DIVERSITY IN THE WORKPLACE (1½ days)

*This 1 1/2-day class will look at the value of individual differences and identify obstacles to achieving diversity in the workplace. Participants will learn how to apply basic requirements of employment laws to work situations, compare and contrast different cultures, examine the diversity climate of the work group or organization, plan and implement organizational practices to maximize the advantages of diversity, and create a climate in which all employees' contributions are recognized. **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>
February 27-28 (? day a.m. on 28 th)	Baton Rouge	April 10-11 (? day a.m. on 11 th)	Metairie
April 2-3 (? day a.m. on 3 rd)	Baton Rouge	May 6-7 (? day a.m. on 7 th)	Baton Rouge
April 8-9 (? day a.m. on 9 th)	Baton Rouge	Aug. 13-14 (? day a.m. on 14 th)	Baton Rouge

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>
January 22-23	Metairie	May 30-31*	Baton Rouge
March 27-28	Baton Rouge	May 30-31*	Lafayette
April 9-10	Baton Rouge	May 30-31*	Monroe
May 9-10*	Baton Rouge	June 11-12*	Baton Rouge
May 9-10*	Bossier City	June 11-12*	Lake Charles
May 9-10*	New Orleans	June 11-12*	New Orleans
May 9-10*	Pineville	June 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>
March 14*	Monroe	April 25	Baton Rouge
March 14*	New Orleans	May 9	Baton Rouge
March 14*	Pineville	June 4	Baton Rouge
April 5*	Baton Rouge	June 20	Baton Rouge
April 5*	Bossier City	June 25	Baton Rouge
April 5*	Lafayette	July 16	Metairie
April 5*	Monroe		

(*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>
February 13-14 (? day a.m. on 14 th)	Baton Rouge	May 28-29 (? day a.m. on 29 th)	Baton Rouge
March 20-21 (? day a.m. on 21 st)	Baton Rouge	June 26-27 (? day a.m. on 27 th)	Baton Rouge
April 15-16 (? day a.m. on 16 th)	Baton Rouge	July 9-10 (? day a.m. on 10 th)	Baton Rouge
May 7-8 (? day p.m. on 7 th)	Baton Rouge	July 17-18 (? day a.m. on 18 th)	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>
March 25	Baton Rouge	May 17*	Pineville
April 23	Baton Rouge	July 10	Baton Rouge
May 17*	Baton Rouge	July 15	Metairie
May 17*	Bossier City		

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>
January 18	Baton Rouge	February 13	Baton Rouge
January 29	New Orleans	February 20	Pineville

(*Denotes compressed video distance learning site.)

CERTIFICATE FOR MANAGING WORK

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

APPLYING DECISION-MAKING STRATEGIES (1½ days)

*This 1 1/2-day class will help participants learn to apply multiple decision-making strategies. Participants will learn how to gather information for decision making, evaluate the benefits and risks of individual versus group decision-making approaches, distinguish between fact and inference when making decisions, evaluate potential outcomes of making various decisions, and establish decision-making criteria. **This class is open to all levels of management and to those with special permission from their agencies.***

<u>DATES</u>	<u>CITY</u>
April 17-18 (? day a.m. on 18 th)	Baton Rouge

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>
February 4-5 (? day a.m. on 5 th)	Baton Rouge	May 30-31 (? day a.m. on 31 st)	Metairie
March 6-7 (? day a.m. on 7 th)	Baton Rouge	June 3-4 (? day p.m. on 4 th)	Baton Rouge
March 20-21 (? day a.m. on 21 st)	Baton Rouge	July 11-12 (? day a.m. on 12 th)	Baton Rouge
April 29-30 (? day a.m. on 30 th)	Baton Rouge	July 23-24 (? day a.m. on 24 th)	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>
March 15*	Lafayette	May 24*	New Orleans
March 15*	Pineville	June 5	Baton Rouge
March 15*	New Orleans	June 24	Baton Rouge
April 24	Baton Rouge	July 18	Baton Rouge
May 24*	Baton Rouge	August 1	Baton Rouge
May 24*	Bossier City	August 13	Baton Rouge
May 24*	Lake Charles		

(* Denotes compressed video distance learning site.)

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>
March 7-8* (? day p.m. on 8 th)	Lafayette	April 18-19* (? day p.m. on 19 th)	Lake Charles
March 7-8* (? day p.m. on 8 th)	New Orleans	April 18-19* (? day p.m. on 19 th)	Monroe
March 7-8* (? day p.m. on 8 th)	Pineville	May 15-16 (? day p.m. on 16 th)	Baton Rouge
April 18-19* (? day p.m. on 19 th)	Bossier City	June 17-18 (? day p.m. on 18 th)	Baton Rouge

(*Denotes compressed video distance learning site.)

MANAGING & 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>
March 4-5	Baton Rouge	May 22-23	Baton Rouge
April 22-23	Baton Rouge	July 30-31	Baton Rouge

MANAGING WORK TIME EFFECTIVELY (1 day)

*This 1-day class examines the 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>
April 4	Baton Rouge	April 11*	New Orleans
April 11*	Baton Rouge	May 15	Baton Rouge
April 11*	Lafayette	June 26	Metairie
April 11*	Monroe	July 9	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>
March 27	Baton Rouge	July 22	Metairie
May 8	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>
February 4-5 (? day a.m. on 5 th)	Baton Rouge	May 9-10 (? day a.m. on 10 th)	Metairie
April 4-5 (? day a.m. on 5 th)	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>	<u>DATES</u>	<u>CITY</u>
April 12*	Baton Rouge	May 21*	Pineville
April 12*	Lafayette	June 10*	Baton Rouge
April 12*	Monroe	June 10*	Lake Charles
April 12*	New Orleans	June 10*	New Orleans
May 14	Baton Rouge	June 10*	Pineville
May 21*	Baton Rouge	July 8	Baton Rouge
May 21*	Bossier City	July 25	Baton Rouge
May 21*	New Orleans		

(* Denotes compressed video distance learning site.)

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:

EXCELLENCE IN CUSTOMER SERVICE, PART 1 (1/2 day)

Customer interaction skills are crucial to the success of everyone in an agency. This 1/2-day session offers a unique opportunity for participants to learn and/or brush up on the basic techniques and principles that will enable them to sharpen customer communication skills, enhance their job performance and level of professionalism, gain confidence with customers, and help to build their agencies' overall image. Topics include: Four Steps to Excellent Customer Service; Exceptional Telephone Communication – A Dozen Tips for Becoming the Best; and Irate Customers—Serving Their Needs With a Smile. This class is open to all employees.

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
March 18 (8:30 – 11:30 a.m.)	Baton Rouge	April 4 (12:30-3:30 p.m.)*	Baton Rouge
March 18 (12:30 –3:30 p.m.)	Baton Rouge	April 4 (12:30-3:30 p.m.)*	Bossier City
April 4 (8:30-11:30 a.m.)*	Baton Rouge	April 4 (12:30-3:30 p.m.)*	Lafayette
April 4 (8:30-11:30 a.m.)*	Bossier City	April 4 (12:30-3:30 p.m.)*	Monroe
April 4 (8:30-11:30 a.m.)*	Lafayette	April 4 (12:30-3:30 p.m.)*	Pineville
April 4 (8:30-11:30 a.m.)*	Monroe	June 10 (8:30-11:30 a.m.)	Metairie
April 4 (8:30-11:30 a.m.)*	Pineville	June 10 (12:30-3:30 p.m.)	Metairie

(* Denotes compressed video distance learning site.)

EXCELLENCE IN CUSTOMER SERVICE, PART 2 (1/2 day)

Providing customers with effective, efficient, and responsive customer service of the highest quality is the state customer service standard. This ½-day class offers a unique opportunity for participants to learn more about telephone skills, additional techniques for dealing with challenging customers, and tips for providing the best possible service to your “good” customers. This class is open to all employees.

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
April 22 (8:30 – 11:30 a.m.)	Baton Rouge	May 23 (8:30-11:30 a.m.)*	Pineville
April 22 (12:30 –3:30 p.m.)	Baton Rouge	May 23 (12:30-3:30 p.m.)*	Baton Rouge
May 23 (8:30-11:30 a.m.)*	Baton Rouge	May 23 (12:30-3:30 p.m.)*	Bossier City
May 23 (8:30-11:30 a.m.)*	Bossier City	May 23 (12:30-3:30 p.m.)*	Lafayette
May 23 (8:30-11:30 a.m.)*	Lafayette	May 23 (12:30-3:30 p.m.)*	Pineville

(* Denotes compressed video distance learning site.)

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>
March 14	Baton Rouge	June 3	Metairie
April 3	Baton Rouge	June 13	Baton Rouge

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>
January 23-24	Baton Rouge	May 20-21	Baton Rouge
January 31-February 1	Baton Rouge	July 11-12	Baton Rouge
May 6-7	Metairie		

CLASSES TAUGHT BY DEPT. OF CIVIL SERVICE

EMPLOYMENT LAW FOR AGENCY COUNSEL

*This 1-day class includes a presentation and discussion with Robert Boland, General Counsel for the Department of Civil Service, concerning issues related to employment law as it is applied to state government. (This class was previously named Civil Service Practice for Attorneys). **Enrollment in this class is limited to state attorneys.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
April 18	Baton Rouge	May 22	Baton Rouge

COMMON MYTHS THAT AFFECT GOOD SUPERVISION (1 day)

*This 1-day class examines a number of harmful, common myths that exist in the state government workforce. These myths negatively impact productivity and morale. Belief in them can result in supervisors who feel powerless to do a good job. Participants will identify these myths and work with them in common hypothetical situations. Participants will then learn specific courses of action they can apply to correct behavior resulting from these false beliefs. A few of the myths that will be discussed in class include: “A state employee can’t be fired;” “All employees should get a merit increase;” “All employees must be treated the same;” “Employees can take leave whenever they wish;” plus several others. **This class is open to all supervisors and managers.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
March 22	Baton Rouge	May 14	Baton Rouge
April 2	Baton Rouge	May 28	Baton Rouge
April 16	Baton Rouge	June 11	Baton Rouge
April 30	Baton Rouge	June 25	Baton Rouge

HUMAN RESOUE PROFESSIONALS CURRICULUM: HIRING & PAYING EMPLOYEES (2 days)

*This two-day class instructs HR professionals in the processing of appointments, pay options, and classifications issues for both prospective and current employees. The appointments portion covers recruiting, selection, announcements, selective certification, requesting & working certificates, noncompetitive appointments and reemployment; preferred reemployment, and promotions. A review of Chapter 6 of the Civil Service Rules includes operational and flexible pay options available to state managers. A study of the basic theories of position classification and job evaluation is also included. **Open to employees working in Human Resource positions only.***

<u>DATES</u>	<u>CITY</u>	<u>DATES</u>	<u>CITY</u>
February 25-26	Baton Rouge	March 11-12	Baton Rouge

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>
January 18	Baton Rouge	February 13	Baton Rouge
January 29	New Orleans	February 20	Pineville

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>
January 31 (8:30-11:30 a.m.)	New Orleans	February 21 (8:30-11:30 a.m.)	Pineville
January 31 (12:30-3:30 p.m.)	New Orleans	February 21 (12:30-3:30 p.m.)	Pineville