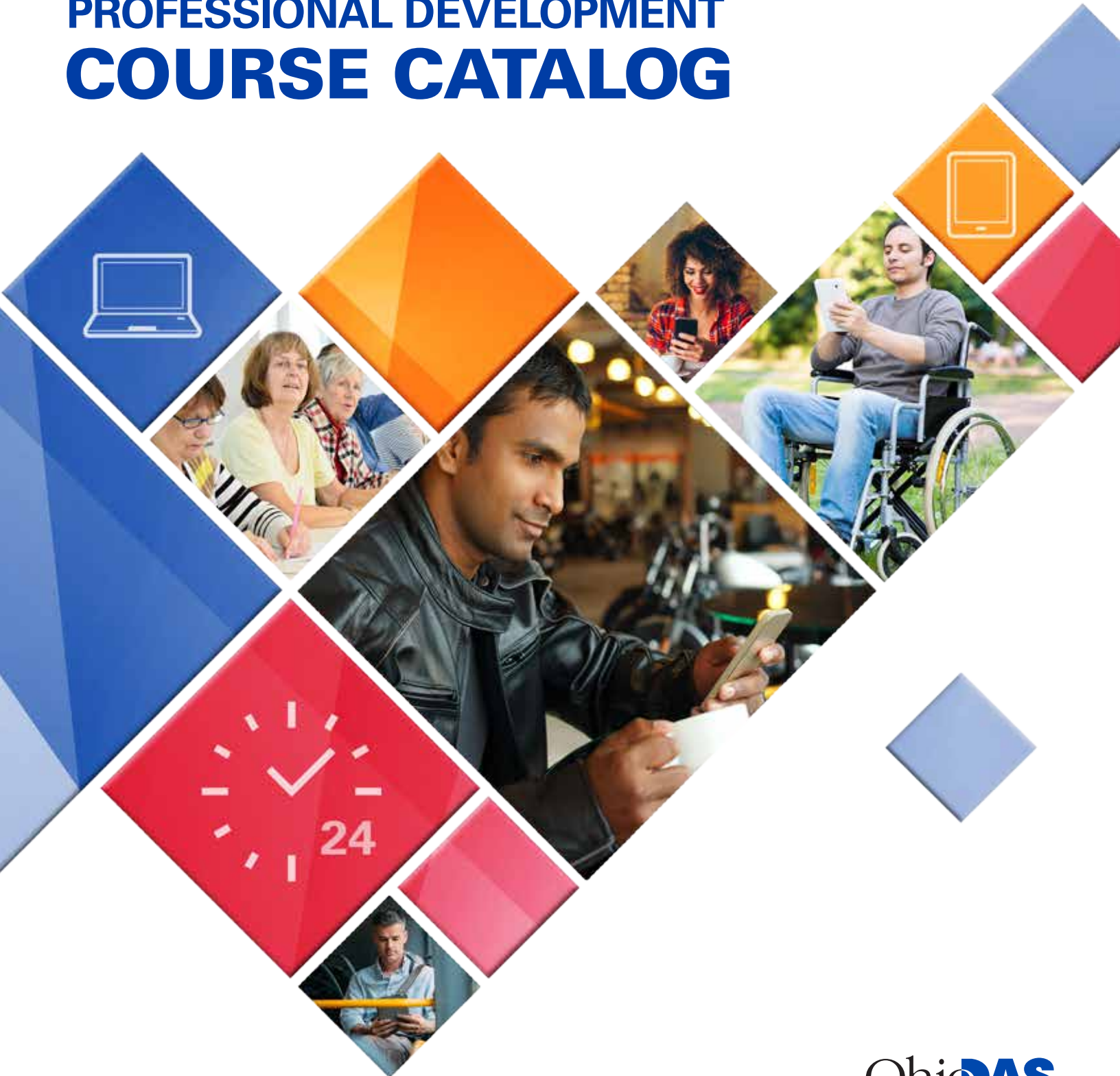


JULY 2017 - JUNE 2018

STATE OF OHIO

# ANNUAL LEARNING AND PROFESSIONAL DEVELOPMENT COURSE CATALOG





Dear State of Ohio Employee:

The courses featured in the annual 2018 Learning and Professional Development catalog are designed to enhance employee knowledge, develop competencies and a variety of skills, at all levels of experience, while meeting your individual learning needs.

Available to you, as a State of Ohio employee, are instructor-led training and e-learning resources. You may choose the course offerings that best meet your needs. As always, there is no cost for you to participate in any of the courses. However, you are encouraged to consult with your immediate supervisor to determine the appropriate course options that may enhance your job performance and specific skill development.

Also, the catalog list contains courses provided by the DAS Office of Collective Bargaining (OCB) and the Ohio Employee Assistance Program (OEAP). As a supplement to the OEAP courses, the catalog will continue to offer new courses from Optum Behavioral Solutions. Please look for "OCB," "OEAP" and "Optum" next to the course title in the **At a Glance** section of the catalog.

In addition, the State Library offers a variety of learning opportunities to all state employees, which are found on pages 14-15. Also included is information about the Ohio Office of Budget and Management (OBM) Fiscal Academy on pages 16 and 17, and the Ohio Public Employee Retirement System (OPERS) on page 18.

Also, Learning and Professional Development will continue to focus its efforts on the development of supervisors, managers and leaders via the Lead Ohio: Foundations of Supervision and Inspirational Leaders programs. A number of blended learning courses (online and instructor-led), resources and tools are available to facilitate the schedule of supervisors and managers. To learn more, visit [Lead Ohio](#).

The catalog includes a selection of [Learning on Demand \(LOD\)](#) courses and videos. LOD is available to State of Ohio exempt employees of agencies participating in the Employee Development Fund (EDF), as well as all information technology (IT) professionals. In addition, you can now register for e-learning programs that can help you earn professional certifications and sharpen your professional skills. The following are just a few of the many online certification and certificate programs that can help to enhance your career:

- LOD Online Supervision Program - Certificate
- Human Resources Certification Institute (HRCI)
  - HRCI-Professional in Human Resources (PHR) - Certification
  - HRCI-Senior Professional in Human Resources (SPHR) - Certification
- Certified Associate in Project Management (CAPM) Certification

For more information, see pages 20-58 of the catalog to get started on reshaping your career by taking advantage of these user-friendly and easily accessible resources.

For questions regarding State of Ohio Learning and Professional Development programs, please contact the Human Resources Division, Office of Talent Management, Learning and Professional Development at: 1-614-387-6183 or visit [das.ohio.gov/learning](http://das.ohio.gov/learning).

We appreciate your continued participation in the learning and development opportunities offered to State of Ohio employees.

Sincerely,

Robert Blair, Director, DAS

Jessica Schuster, Assistant Deputy Director

DAS Human Resources Division, Office of Talent Management

# Learning and Professional Development Course Catalog

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## Course Registration and Instructor-Led Course Locations

The catalog provides details about registering for the elective courses offered at the following four State Agency locations:

Office of Collective Bargaining (OCB)  
Conference Center  
Located on the ODOT property adjacent to I-70 on West Broad Street. (Not the Hilltop location.)  
1610 W. Broad St., Columbus, OH 43223  
614-466-0570  
[Directions](#)

Ohio Department of Administrative Services  
4200 Surface Road, Columbus, Ohio 43228  
614-387-6183  
[Directions](#)

Rhodes State Office Tower  
30 E. Broad St., Columbus, OH 43215  
614-387-6183  
[Directions](#)

Ohio Department of Health  
35 E. Chestnut Street, Columbus, Ohio 43215  
614-466-6629  
[Directions](#)

### Course Registration Instructions

Register now for any of the course offerings via Enterprise Learning Management (ELM) by following the steps below:

Go to [myOhio.gov](http://myOhio.gov), click on **Career Resources** and select **All Learning** under the **MyLearning ELM** drop-down menu. From here you can search or browse ELM catalog using the navigational links on the left side.

**Please note:** Course offerings are subject to change. Please check ELM for catalog updates.



## At a Glance: State of Ohio Learning and Professional Development Courses

The elective learning and development courses in this catalog are available at **no cost** to you.

Course name, description, competency, time and location can be found on the noted pages below.

### AT A GLANCE COURSE SCHEDULE BY COURSE NAME

COURSE	DATES OFFERED	PAGE
ABC's of OEAP (Ohio Employee Assistance Program)	Aug. 22, Nov. 30, April 24	35
A Balanced Retirement (Optum)	Oct. 24	35
Absence Management (OCB)*	Nov. 8, April 23	35
Actively Engaged in My Performance	Sept. 15, Dec. 13, March 16, June 13	36
Administrative Investigations (OCB)*	Sept. 5, March 16	36
Arbitration School (OCB)*	Sept. 25-29, March 26-30	36
Assertiveness	Aug. 15, Jan. 16, May 11	37
Caregiver: Basic Caregiver Benefits	N/A	33
Caregiver: Dementia 101	Aug. 15, Sept. 5, Sept. 12	34
Caregiver: Knowing When to Ask for Help	July 6, July 11	33
Caregiver: My Aging Parents: Maintaining Their Independence	Oct. 11, Nov. 3, Nov. 9	34
Caregiver: My Aging Parents: What Do I Need to Help Them Plan?	July 13, Aug. 14, Aug. 17	33
Caregiver: Powerful Coping Tactics for the Caregiver	Sept. 21, Oct 3, Oct. 5	34
Class Change and Working Out-of-Class Grievances (OCB)*	Aug. 30	37
Communications and Difficult Conversations	Aug. 23, Feb. 23, June 8	37
Communication Skills for the Workplace (Optum)	Feb. 6	38
Confronting Workplace Violence and Bullying (OEAP)	Sept. 12, Dec. 14, March 8, June 14	38
Conquering Fear and Anxiety (Optum)	Sept. 28, May 22	38
Coping for Caregivers (Optum)	July 19, Jan. 17	38
Creating a Healthy Workplace (Optum)	Sept. 12, April 12	39
Critical Conversations on Domestic Violence (OEAP)	Oct. 20, March 16	39
Critical Thinking (Optum)	Dec. 5, June 7	39
Customer Service 101	Sept. 22, April 18	40
Customer Service in a Compliance Environment	Oct. 20, Feb. 14	40
Customer Service: Taking C.A.R.E. of Ohio	Sept. 19, Jan. 31	40
Dealing with Challenging People (Optum)	Nov. 7	41
Developing a Labor-Management Committee (OCB)*	Oct. 24	41

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## AT A GLANCE COURSE SCHEDULE BY COURSE NAME

COURSE	DATES OFFERED	PAGE
Disciplinary Principles (OCB)*	Sept. 19	41
Diversity in the Workplace (Optum)	July 25, Jan. 11	42
Drug Testing Training (OCB)*	Nov. 16	42
ePerformance Manager (Rater) Overview	Sept. 12, Sept. 21, Sept. 27, Oct. 3, Oct. 19, March 8, March 13, March 28, April 3, April 12	43
ePerformance Administrator Refresher	Sept. 15, Sept. 29, Oct. 27, March 30, April 13, April 27	43
From Diversity to Inclusion	Oct. 25, April 16	44
Generations in the Workplace	Dec. 1, April 10	44
Growing Healthy Families (Optum)	Aug. 10	44
Interpersonal Skills	Nov. 17, May 18	44
Is Supervising For Me?	Oct. 17, March 9, June 22	45
Leadership (Optum)	April 24	45
Life Matters: Suicide Awareness (OEAP)	July 27, Jan. 25, May 22	46
Making the Most of a Multi-generational Workforce (Optum)	Sept. 21, March 15	46
Managers Supporting Caregivers in the Workplace	July 12, Aug. 18	47
Managing Career Success (Optum)	March 20	47
Managing Change for Employees (Optum)	May 3	47
Managing Conflict	Sept. 20, May 23	48
Mediation (OCB)*	Oct. 3, April 9	48
More than a Bad Day: An Overview of Mental Health Issues (OEAP)	Sept. 28, Feb. 22, June 26	49
Non-Traditional Arbitration (OCB)*	Oct. 11, April 20	49
Position Description Writing	Oct. 5, April 11	49
Pre-Disciplinary Meeting Officer (OCB)*	Sept. 13, March 19	49
Reduction in Workforce (OCB)*	Nov. 21	50
Resiliency for Working Parents (Optum)	Aug. 22	50
Respect and Positive Interaction in the Workplace (Optum)	Oct. 12, March 8	50
Screening and Selection (OCB)*	Oct. 18	50
See the Signs: Domestic Violence Bystander Intervention (OEAP)	Oct. 20, March 16	51
Settlement Writing (OCB)*	Nov. 2	51
Stress: Putting it to Rest (OEAP)	Aug. 10, Nov. 7, Feb. 6, May 3	51

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\* Courses Offered to Exempt Employees (Non-Bargaining Unit)

## AT A GLANCE COURSE SCHEDULE BY COURSE NAME

COURSE	DATES OFFERED	PAGE
Substance Abuse 101 (OEAP)	Oct. 24, March 20	52
Temperature's Rising: Lessons in Anger Management (Optum)	June 14	52
The Jerk at Work: Bullying in the Workplace (OEAP)	July 11, Oct. 12, Jan. 9, April 12	52
Time Management	Nov. 8, Feb. 7	52
Understanding Alzheimer's Disease and Other Dementias (Optum)	July 19, Jan. 17	53
Workplace Engagement (Optum)	Feb. 22	53

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**EAP**

**OHIO EMPLOYEE ASSISTANCE PROGRAM**

800-221-6327 / 614-644-8545  
[das.ohio.gov/eap](https://das.ohio.gov/eap)

**Ohio Employee Assistance Program (OEAP)** offers confidential help for personal problems and concerns. If you've been putting off taking action to solve a personal issue that is affecting you or a member of your family, give OEAP a call today.



## AT A GLANCE COURSE SCHEDULE BY DATE

MONTH	DATES OFFERED	COURSE	PAGE
JULY	6	Caregiver: Knowing When to Ask for Help	33
	11	Caregiver: Knowing When to Ask for Help	33
	11	The Jerk at Work: Bullying in the Workplace (OEAP)	52
	12	Managers Supporting Caregivers in the Workplace	47
	13	Caregiver: My Aging Parents: What Do I Need to Help Them Plan?	33
	19	Coping for Caregivers (Optum)	38
	19	Understanding Alzheimer's Disease and Other Dementias (Optum)	53
	25	Diversity in the Workplace (Optum)	42
	27	Life Matters: Suicide Awareness (OEAP)	46
AUG.	10	Growing Healthy Families (Optum)	44
	10	Stress: Putting it to Rest (OEAP)	51
	14	Caregiver: My Aging Parents: What Do I Need to Help Them Plan?	33
	15	Assertiveness	37
	15	Caregiver: Dementia 101	34
	17	Caregiver: My Aging Parents: What Do I Need to Help Them Plan?	33
	18	Managers Supporting Caregivers in the Workplace	47
	22	ABC's of OEAP (Ohio Employee Assistance Program)	35
	22	Resiliency for Working Parents (Optum)	50
	23	Communications and Difficult Conversations	37
	30	Class Change and Working Out-of-Class Grievances (OCB)*	37
	SEPT.	5	Administrative Investigations (OCB)*
5		Caregiver: Dementia 101	34
12		Caregiver: Dementia 101	34
12		Confronting Workplace Violence and Bullying (OEAP)	38
12		Creating a Healthy Workplace (Optum)	39
12		ePerformance Manager (Rater) Overview	43
13		Pre-Disciplinary Meeting Officer (OCB)*	49
15		Actively Engaged in My Performance	36

\* Courses Offered to Exempt Employees (Non-Bargaining Unit)

## AT A GLANCE COURSE SCHEDULE BY DATE

MONTH	DATES OFFERED	COURSE	PAGE
SEPT.	15	ePerformance Administrator Refresher	43
	19	Customer Service: Taking C.A.R.E. of Ohio	40
	19	Disciplinary Principles (OCB)*	41
	20	Managing Conflict	48
	21	Caregiver: Powerful Coping Tactics for the Caregiver	34
	21	ePerformance Manager (Rater) Overview	43
	21	Making the Most of a Multi-generational Workforce (Optum)	46
	22	Customer Service 101	46
	25	Arbitration School (OCB)* (Sept. 25-29)	36
	27	ePerformance Manager (Rater) Overview	43
	28	Conquering Fear and Anxiety (Optum)	38
	28	More than a Bad Day: An Overview of Mental Health Issues (OEAP)	49
	29	ePerformance Administrator Refresher	43
OCT.	3	Caregiver: Powerful Coping Tactics for the Caregiver	34
	3	ePerformance Manager (Rater) Overview	43
	3	Mediation (OCB)*	48
	5	Caregiver: Powerful Coping Tactics for the Caregiver	34
	5	Position Description Writing	49
	11	Caregiver: My Aging Parents: Maintaining Their Independence	34
	11	Non-Traditional Arbitration (OCB)*	49
	12	Respect and Positive Interaction in the Workplace (Optum)	50
	12	The Jerk at Work: Bullying in the Workplace (OEAP)	52
	17	Is Supervising for Me?	45
	18	Screening and Selection (OCB)*	50
	19	ePerformance Manager (Rater) Overview	43
	20	Critical Conversations on Domestic Violence (OEAP)	39
	20	Customer Service in a Compliance Environment	40
	20	See the Signs: Domestic Violence Bystander Intervention (OEAP)	51
	24	A Balanced Retirement (Optum)	35

## AT A GLANCE COURSE SCHEDULE BY DATE

MONTH	DATES OFFERED	COURSE	PAGE
<b>OCT.</b>	24	Developing a Labor-Management Committee (OCB)*	41
	24	Substance Abuse 101 (OEAP)	52
	25	From Diversity to Inclusion	44
	27	ePerformance Administrator Refresher	43
<b>NOV.</b>	2	Settlement Writing (OCB)*	51
	3	Caregiver: My Aging Parents: Maintaining Their Independence	34
	7	Dealing with Challenging People (Optum)	41
	7	Stress: Putting it to Rest (OEAP)	51
	8	Absence Management (OCB)*	35
	8	Time Management	52
	9	Caregiver: My Aging Parents: Maintaining Their Independence	34
	16	Drug Testing Training (OCB)*	42
	17	Interpersonal Skills	44
	21	Reduction in Workforce (OCB)*	50
	30	ABC's of OEAP (Ohio Employee Assistance Program)	35
	<b>DEC.</b>	1	Generations in the Workplace
5		Critical Thinking (Optum)	39
13		Actively Engaged in My Performance	36
14		Confronting Workplace Violence and Bullying (OEAP)	38
<b>JAN.</b>	9	The Jerk at Work: Bullying in the Workplace (OEAP)	52
	11	Diversity in the Workplace (Optum)	42
	16	Assertiveness	37
	17	Coping for Caregivers (Optum)	38
	17	Understanding Alzheimer's Disease and Other Dementias (Optum)	53
	25	Life Matters: Suicide Awareness (OEAP)	46
	31	Customer Service: Taking C.A.R.E. of Ohio	40

\* Courses Offered to Exempt Employees (Non-Bargaining Unit)

## AT A GLANCE COURSE SCHEDULE BY DATE

MONTH	DATES OFFERED	COURSE	PAGE
<b>FEB.</b>	6	Communication Skills for the Workplace (Optum)	38
	6	Stress: Putting it to Rest (OEAP)	51
	7	Time Management	52
	14	Customer Service in a Compliance Environment	40
	22	More than a Bad Day: An Overview of Mental Health Issues (OEAP)	49
	22	Workplace Engagement (Optum)	53
	23	Communications and Difficult Conversations	37
<b>MARCH</b>	8	Confronting Workplace Violence and Bullying (OEAP)	38
	8	ePerformance Manager (Rater) Overview	43
	8	Respect and Positive Interaction in the Workplace (Optum)	50
	9	Is Supervising for Me?	45
	13	ePerformance Manager (Rater) Overview	43
	15	Making the Most of a Multi-generational Workforce (Optum)	46
	16	Actively Engaged in My Performance	36
	16	Administrative Investigations (OCB)*	36
	16	Critical Conversations on Domestic Violence (OEAP)	39
	16	See the Signs: Domestic Violence Bystander Intervention (OEAP)	51
	19	Pre-Disciplinary Meeting Officer (OCB)*	49
	20	Managing Career Success (Optum)	47
	20	Substance Abuse 101 (OEAP)	52
	26	Arbitration School (OCB)* (March 26-30)	36
	28	ePerformance Manager (Rater) Overview	43
	30	ePerformance Administrator Refresher	43
<b>APRIL</b>	3	ePerformance Manager (Rater) Overview	43
	9	Mediation (OCB)*	48
	10	Generations in the Workplace	44
	11	Position Description Writing	49
	12	Creating a Healthy Workplace (Optum)	39
	12	ePerformance Manager (Rater) Overview	43

## AT A GLANCE COURSE SCHEDULE BY DATE

MONTH	DATES OFFERED	COURSE	PAGE
APRIL	12	The Jerk at Work: Bullying in the Workplace (OEAP)	52
	13	ePerformance Administrator Refresher	43
	16	From Diversity to Inclusion	44
	18	Customer Service 101	40
	20	Non-Traditional Arbitration (OCB)*	44
	23	Absence Management (OCB)*	35
	24	ABC's of OEAP (Ohio Employee Assistance Program)	35
	24	Leadership (Optum)	45
	27	ePerformance Administrator Refresher	43
MAY	3	Managing Change for Employees (Optum)	47
	3	Stress: Putting it to Rest (OEAP)	51
	11	Assertiveness	37
	18	Interpersonal Skills	44
	22	Conquering Fear and Anxiety (Optum)	38
	22	Life Matters: Suicide Awareness (OEAP)	46
	23	Managing Conflict	48
JUNE	7	Critical Thinking (Optum)	39
	8	Communications and Difficult Conversations	37
	13	Actively Engaged in My Performance	36
	14	Confronting Workplace Violence and Bullying (OEAP)	38
	14	Temperature's Rising: Lessons in Anger Management (Optum)	52
	22	Is Supervising for Me?	45
	26	More than a Bad Day: An Overview of Mental Health Issues (OEAP)	49

\* Courses Offered to Exempt Employees (Non-Bargaining Unit)



## What is the State Library of Ohio?

[library.ohio.gov](http://library.ohio.gov)

Founded in 1817, the State Library of Ohio is the state agency where every state employee and Ohio citizen can access the necessary resources to participate in the workforce, excel at their jobs and pursue their passions and interests.

### Among the services available to state employees are:

A **current awareness** service providing you with the latest articles on any work-related subject you choose via email. State employees have access to print and online journals, magazines, newspapers, ebooks, resources and materials from both the State Library and the academic consortium of **OhioLINK** libraries.

### How do I access the resources at the State Library of Ohio?

The first step to accessing resources and services from the State Library of Ohio is to get a library card. You can fill out the **form** on our website.

### Resources for state employees:

On the next page are a few of our most popular state employee resources. If you are unable to find what you are looking for, please do not hesitate to **ask us**. You will need a State Library of Ohio library card to access resources from your home or office.

Note: Bargaining unit and exempt employees can utilize Gale Courses.

# GALE COURSES

Gale Courses includes a catalog of more than 300 highly interactive online courses. These courses are led by expert instructors, many of whom are nationally known authors. Gale online courses are fun, fast, convenient and geared just for you. Some examples of Gale Courses offered: **Microsoft** Excel, Word, PowerPoint; **Project Management**; **Business Writing** among just a few.

### To access Gale Courses, follow these easy steps:

1. **Get a card** from the State Library of Ohio.
2. Go to [library.ohio.gov](http://library.ohio.gov) and click on Databases A to Z.
3. Choose Gale Courses (Remote Access) from the alphabetical list.
4. Create an account using your name, email, password and the last nine digits of your library card number.



### Mango Languages

Mango Languages helps people learn new languages and connect with other cultures. Mango includes more than 71 languages and specialized courses such as American Sign Language, German, Swahili and Mandarin Chinese.

### To access Mango Languages, follow these easy steps:

1. **Get a card** from the State Library of Ohio.
2. Go to [library.ohio.gov](http://library.ohio.gov) and click on Databases A to Z.
3. Choose Mango Languages (Remote Access) from the alphabetical list.
4. Create a profile using your name, email and password.

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### Gale Legal Forms

Gale Legal Forms helps you understand common legal procedures through access to authentic, professional legal documents—and it's the only electronic reference to offer legal forms that are truly state-specific.

### To access Gale Legal Forms, follow these easy steps:

1. **Get a card** from the State Library of Ohio.
2. Go to [library.ohio.gov](http://library.ohio.gov) and click on Databases A to Z.
3. Choose Gale Legal Forms (Remote Access) from the alphabetical list.
4. Log in with your Name and Library Card.

Also, the State Library of Ohio supports state employees by giving access to items concerning health and wellness. Here are some examples:

**Gale Courses:** Lose Weight and Keep it Off, Introduction to Natural Health and Healing and other titles. Print, eBook, eAudiobooks from the **State Library of Ohio Collection** and the **Ohio Digital Library**.

### Contact info:

State Library of Ohio  
274 E. First Avenue, Columbus, Ohio 43201  
[refhelp@library.ohio.gov](mailto:refhelp@library.ohio.gov)  
614-644-7061  
Monday – Friday, 8 a.m. – 5 p.m.





## The Ohio Fiscal Academy (OFA)

The **Ohio Fiscal Academy (OFA)** is a robust, three-tiered program that provides operational, theoretical and hands-on experiences for State of Ohio fiscal professionals.

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Each year, OBM accepts OFA applications from State of Ohio employees employed in the following classifications:

- Financial Analyst
- Sourcing Analyst
- Financial Manager
- Fiscal Specialist
- Budget Analyst
- Employed in a fiscal or budgetary capacity

Note: Other positions may be considered for entry into the program at the discretion of the OBM training director.

Registration will open in Fall 2017. Selection will be limited to 25 participants.

To learn more or apply, please visit [obm.ohio.gov/OFA](http://obm.ohio.gov/OFA).

## The FIN SOURCE

**The FIN SOURCE** for Ohio is an online, single-source repository where you'll find State of Ohio financial policies and procedures. "The FIN SOURCE" provides complete and easy access to information by:

- Offering the current version of a fiscal process or procedure;
- Providing easy key-word search functionality; and
- Publishing dynamic content to a user-friendly web-based location.

This online, searchable help site is a "one-stop-shop" providing users with:

- A glossary -- financial terminology from the Account ChartField to Zero-Base Budgeting
- The "SAFE Policy Manual" -- policy and guidance on revenue and expenditure transactions and the payment process
- The "OAKS FIN Account Code Table" -- quickly and easily find the right Account Code to enter into OAKS FIN
- The "OAKS FIN Online Process Manual" -- step-by-step procedures for FIN functions in OAKS

Find "The FIN SOURCE" online at:

<http://finsource.ohio.gov>.





## Statewide Fiscal Orientation

If you're a new fiscal employee and you've found yourself asking, "Why do we do it that way?" this is the course for you. OBM's **Statewide Fiscal Orientation** will help new fiscal employees get up to speed during the first 90 to 120 days on the job. This virtual training program gives a "big picture" overview of the following five areas:

- Budget and Allotments;
- Transactional Tools;
- Minority Business Enterprise (MBE)/Encouraging Diversity, Growth and Equity (EDGE) programs;
- Procurement; and
- Revenue

If you are interested in attending the Statewide Fiscal Orientation, please email

[obm.trainingacademy@obm.ohio.gov](mailto:obm.trainingacademy@obm.ohio.gov).

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# OBM



## Training Academy

## OHIO PUBLIC EMPLOYEE RETIREMENT SYSTEM (OPERS)

### Educational Opportunities Video

This video will introduce you to the variety of information made available to OPERS members. You will learn about the types of education OPERS offers as well as our delivery formats.

[Click here](#) to watch the video.

### How to Select a Retirement Plan

The OPERS “How To Select A Retirement Plan” seminar is for new members within their 180-day selection period. It will provide you with an overview and comparison of the three retirement plans, additional education and resources to help you select a plan, and a chance to have your questions answered by OPERS staff.

[Click here](#) to watch a video of this seminar or register to attend a live webinar.

### Education Today for Retirement Tomorrow

The OPERS “Education Today For Retirement Tomorrow” seminar is for members in the Traditional Pension Plan who are more than five years from retirement. This includes Group B members eligible to retire after Jan. 7, 2018, but on or before Jan. 7, 2023, or who had 20 years by Jan. 7, 2013, and Group C members eligible to retire under current eligibility requirements after Jan. 7, 2023, or members hired on or after Jan. 7, 2013. Information will be provided about your pension benefits and health care in retirement. You will learn useful tips and information from experienced OPERS educators to help you plan for retirement.

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[Click here](#) for more information about this seminar and register to attend an in-person event or live webinar.

### Ready to Retire Pension and Health Care

The OPERS “Ready to Retire” seminar is for members in the Traditional Pension Plan who are within five years of retirement eligibility. This includes Group A Members eligible to retire on or before Jan. 7, 2018, and Group B members eligible to retire after Jan. 7, 2018, but on or before Jan. 7, 2023, or who had 20 years by Jan. 7, 2013. Information will be provided about your pension benefits and health care in retirement. You will learn useful tips and information from experienced OPERS educators to help you plan for retirement.

[Click here](#) for more information about this seminar and register to attend an in-person event or live webinar.





# Welcome to the State of Ohio Learning On Demand

### What is Learning on Demand?

Learning on Demand is the State of Ohio's e-learning portal. It is a just-in-time e-learning resource and support tool that will enhance your professional development and technical skills.

The program is your gateway to learning when and where you need it. You can learn new skills to apply to your daily work activities to improve performance.


Learning on Demand offers a wide variety of online learning resources. These include: more than 3,500 courses, 31,000 books, 35,000 videos, simulations, test preps, SkillBriefs, express guides and various job aids. Also, online real time assistance (e.g., project management, Six Sigma and mentoring) is available for certification-oriented courses.

### Who can access Learning on Demand content?

State of Ohio exempt employees with agencies participating in the Employee Development Fund (EDF), as well as all information technology (IT) professionals (both exempt and bargaining unit).

### How do I access Learning on Demand?

Follow these simple steps:

1. Log in at: [learningondemand.skillport.com/skillportfe/login.action](http://learningondemand.skillport.com/skillportfe/login.action).
2. Enter your State of Ohio User ID as your user name.
3. Enter the password: "welcome" (not case sensitive).
4. You will be prompted to change your password and create a security question/answer.  
Your password must be at least eight characters long, include at least four letters and four numbers.
5. At the top of the What's New page, enter a word, phrase or library ID in the Search box, then click .

**Note:** Please review and adhere to your agency's training guidelines, policies and procedures regarding use of these e-learning tools and resources.



### LOD Online Supervision Program (Certificate)

This new online supervision program is designed to provide learning resources to enhance the knowledge, skills and confidence of new supervisors. The curriculum focuses on supervisory skills that complement both professional knowledge and technical skills. Completion of this curriculum sets the stage for improved team effectiveness.

- **LOD Online Supervision Program - Certificate**

### Human Resources Certification Institute (HRCI)

- HRCI-Professional in Human Resources (PHR) - Certification
- HRCI-Senior Professional in Human Resources (SPHR) - Certification

Are you a Human Resources (HR) professional who implements policies and strategies, serves as the point of contact for staff and stakeholders, delivers HR services and performs operational HR functions? If so, you may want to consider this certification program if you are pursuing a career in human resources management. This program will help you prepare for the examination.

### Certified Associate in Project Management (CAPM) Certification

This program is geared toward Information Technology professionals interested in learning to manage larger projects and gain more responsibility or add project management skills to their current role. This program will prepare you for the CAPM exam as well as enhance your effectiveness when working with project teams.

To learn more about these programs, please visit **LOD** at [LearningOnDemand@das.ohio.gov](mailto:LearningOnDemand@das.ohio.gov).

# BUSINESS ANALYSIS

## Introduction to Business Analysis

This course provides an overview of business analysis, foundational terms and concepts used by business analysts who work in the field.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Analyzing Data or Information</li></ul>	Library ID: <a href="#">ib_cbap_a01_it_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Individual Contributor

## Business Analysis Planning and Monitoring

In this course, you will explore an overview of the inputs, guidelines and techniques that are used to plan and monitor a business analysis approach as prescribed in *A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide) – Version 3 by the International Institute of Business Analysis (IIBA®)*.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Analyzing Data or Information</li></ul>	Library ID: <a href="#">ib_cbap_a02_it_enus</a> Length: 90 Minutes Type: Skillsoft Course Audience: Individual Contributor

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## Business Analysis Competencies: Professional Effectiveness

In this course, you'll learn about competencies fundamental to business analysis, including behavioral characteristics, business knowledge, and understanding of tools and technology as prescribed in *A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide) – Version 3 by the International Institute of Business Analysis (IIBA®)*.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Analyzing Data or Information</li></ul>	Library ID: <a href="#">ib_cbbp_a02_it_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Individual Contributor



## LEARNING ON DEMAND COURSES

### COMMUNICATION SKILLS

#### Public Speaking Strategies: Preparing Effective Speeches

This course teaches you how to prepare for public speaking, including determining your objective and audience profile, choosing your topic and defining the theme of your speech. Also, this course covers best practices to follow when planning, researching and writing your speech.

##### State Competency Support:

- Communicating with People Outside the Organization

##### Offered:

Library ID: [pd\\_23\\_a01\\_bs\\_enus](#)  
Length: 60 Minutes  
Type: Skillsoft Course  
Audience: Individual Contributor, Manager

#### Public Speaking Strategies: Confident Public Speaking

This course looks at the methods you can employ to deliver an effective speech, such as making a good first impression and building rapport with your audience, and introduces strategies you can use to overcome public speaking anxiety.

##### State Competency Support:

- Communicating with People Outside the Organization

##### Offered:

Library ID: [pd\\_23\\_a02\\_bs\\_enus](#)  
Length: 60 Minutes  
Type: Skillsoft Course  
Audience: Individual Contributor, Manager

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#### Using Business Etiquette to Build Professional Relationships

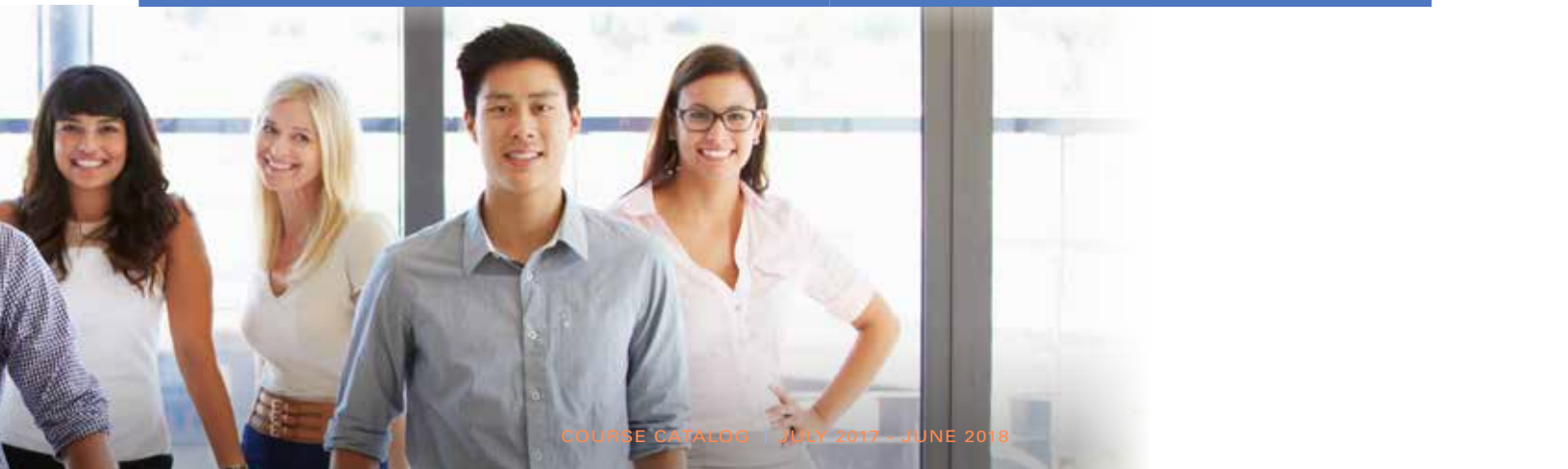
This course demonstrates how to put business etiquette to work for you. You'll learn how to make a positive first impression by practicing the appropriate code of behavior. Also, it teaches how to diffuse conflict when it occurs so you can maintain a positive relationship with others.

##### State Competency Support:

- Communicating with Supervisors, Peers and Subordinates

##### Offered:

Library ID: [pd\\_25\\_a04\\_bs\\_enus](#)  
Length: 60 Minutes  
Type: Skillsoft Course  
Audience: Individual Contributor, Manager



## LEARNING ON DEMAND COURSES

### COMMUNICATION SKILLS

#### Interpersonal Communication that Builds Trust

Communication works best when your intention is clear, your audience is engaged, and your verbal and nonverbal behavior is respectful. In this course, you'll explore how a clear intention drives a communication, and how understanding your audience ensures that the message gets delivered.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Communicating with Supervisors, Peers and Subordinates</li></ul>	Library ID: <a href="#">comm_35_a01_bs_enus</a> Length: 30 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

#### Forming Peer Relationships and Alliances at Work

Developing a healthy network of peers you trust plays a major role in your success at work. This course explores how to leverage social and communication skills in building peer relationships.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Communicating with Supervisors, Peers and Subordinates</li></ul>	Library ID: <a href="#">pd_17_a03_bs_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

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### CUSTOMER SERVICE

#### Creating and Sustaining a Customer-focused Organization

To create a customer-focused organization, you need an in-depth understanding of what types of customer-focused tools and solutions are available. This course will help you to create stronger, more valuable, lasting relationships and experiences for your customers.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Customer Focus</li></ul>	Library ID: <a href="#">cust_10_a02_bs_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Manager



## LEARNING ON DEMAND COURSES

### CUSTOMER SERVICE



#### Developing Your Customer Focus

Customers have the power – the power of choice. So how can you make it an easy decision for them to choose you and your company? This Challenge Series exercise explores how to know, meet and anticipate what your customers are looking for.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Customer Focus</li></ul>	Library ID: <a href="#">pc_ch_pach009</a> Length: 15 Minutes Type: Skillsoft Challenge Series Audience: Individual Contributor

#### Customer Advocacy: Communicating to Build Trusting Customer Relationships

Customer advocacy is an approach to customer management that seeks to generate exceptional value for customers by focusing on their success. This course describes how to find out what customers value by using effective questioning techniques and then drawing on this feedback to drive improvements in the customer experience.

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State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Customer Focus</li></ul>	Library ID: <a href="#">cust_11_a01_bs_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

### DESKTOP/COMPUTER SKILLS

#### Microsoft Excel 2016 Essentials: Formulas and Functions

Being able to use formulas to complete calculations not only simplifies your work, but also helps to reduce the number of errors that can arise with such complex tasks.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Working with Computers</li></ul>	Library ID: <a href="#">mo_beel_a04_dt_enus</a> Length: 68 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

## LEARNING ON DEMAND COURSES

### DESKTOP/COMPUTER SKILLS

#### Microsoft Office 2016 Intermediate Excel: Macros and Advanced Queries

Using macros in Excel 2016 lets you save time when performing repetitive tasks.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Working with Computers</li></ul>	Library ID: <a href="#">mo_inel_a04_dt_enus</a> Length: 71 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

#### Microsoft Office 2016: Identify New Features in Office 2016

After watching this video, you will be able to recognize the new cross-platform features in Office 2016 and use enhanced features in Word 2016 and Outlook 2016.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Working with Computers</li></ul>	Library ID: <a href="#">102256</a> Length: 11 Minutes Type: Skillsoft Video Audience: Individual Contributor, Manager

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#### Microsoft Office 365: Applications

In this course, you'll be introduced to the online applications and their uses. This course is one of a series in the Skillsoft learning path that includes Microsoft Office 365.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Working with Computers</li></ul>	Library ID: <a href="#">_mo_oonf_a01_dt_enus</a> Length: 40 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

#### Microsoft Office 365: Document Management

In this course, you'll learn how to share, collaborate on, print and manage documents and e-mail using Office 365 applications. This course is one of a series in the Skillsoft learning path that includes Microsoft Office 365.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Working with Computers</li></ul>	Library ID: <a href="#">_mo_oonf_a02_dt_enus</a> Length: 45 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

## LEARNING ON DEMAND COURSES

### DESKTOP/COMPUTER SKILLS

#### Using the Microsoft Office Online Applications

You will work with content in each of the Office Online applications. You'll also learn about the keyboard shortcuts you can use in each of the online applications. This course is one of a series in the Skillssoft learning path that covers Microsoft Office Online and Office 365.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Working with Computers</li></ul>	Library ID: <a href="#">mo_oone_a02_dt_enus</a> Length: 74 Minutes Type: Skillsoft Course Audience: Individual Coordinator, Manager

### FINANCE AND ACCOUNTING

#### Principles of Accounting and Finance for Non-Financial Professionals

Finance and accounting are at the heart of every business. This course aims at familiarizing non-financial professionals with basic accounting and financial concepts.

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State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Monitoring and Controlling Resources</li></ul>	Library ID: <a href="#">fin_02_a01_bs_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Individual Contributor

#### Basic Accounting Concepts for Non-Financial Professionals

In today's work world, financial acumen is expected at every organizational level. This course covers some of the methods for analyzing financial statements from the perspective of a non-financial professional. In this course, you'll learn about using common financial ratios for profitability, efficiency, liquidity and solvency in your analysis.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Monitoring and Controlling Resources</li></ul>	Library ID: <a href="#">fin_08_a01_bs_enus</a> Length: 30 Minutes Type: Skillsoft Course Audience: Individual Contributor

## LEARNING ON DEMAND COURSES

### FINANCE AND ACCOUNTING

#### Key Accounting Concepts and Principals

This course covers the basic concepts and practices of accounting. You'll learn about the accounting equation and its components, and learn to use the rule of debits and credits.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Monitoring and Controlling Resources</li></ul>	Library ID: <a href="#">fin_09_a01_bs_enus</a> Length: 24 Minutes Type: Skillsoft Course Audience: Individual Contributor

### PROFESSIONAL EFFECTIVENESS

#### Business Writing: How to Write Clearly and Concisely

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This course describes ways to make your writing more clear. Specifically, it covers the importance of using short, familiar words, appropriate connotations, concrete and specific language, and transitional words and phrases. The course also discusses ways to be more concise and explains some best practices for organizing content logically and appropriately.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Communicating with Supervisors, Peers and Subordinates</li></ul>	Library ID: <a href="#">comm_19_a02_bs_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

#### Business Writing: Editing and Proofreading

This course highlights the importance of editing and proofreading your business documents. It describes some key areas to consider when editing – like tone, structure, clarity and accuracy. Also, you will explore ways to proofread effectively. In particular, you will find out about some of the most common grammatical, punctuation and spelling mistakes that people make.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Communicating with Supervisors, Peers and Subordinates</li></ul>	Library ID: <a href="#">comm_19_a03_bs_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

## LEARNING ON DEMAND COURSES

### PROFESSIONAL EFFECTIVENESS

#### Solving Problems: Generating and Evaluating Alternatives

In this course, you'll first learn how to elicit descriptions of ideal states. Next, you'll find out how to use basic techniques for generating and evaluating alternative solutions to a problem. Finally, you'll learn to recognize and avoid common pitfalls that can occur while generating and evaluating alternatives.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"><li>Making Decisions and Solving Problems</li></ul>	Library ID: <a href="#">pd_29_a02_bs_enus</a> Length: 38 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

#### Problem-Solving Using Informal Networks

Presenting problems to informal networks generates valuable support for problem-solving.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"><li>Making Decisions and Solving Problems</li></ul>	Library ID: <a href="#">113429</a> Length: 6 Minutes Type: Skillsoft Video Audience: Individual Contributor, Manager

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### TIME MANAGEMENT



#### Time Management: Quit Making Excuses and Make Time Instead

Learn what you can do to spend your time more wisely and productively. Also, you'll learn to block the time stealers that interfere with your productivity, use to-do lists and schedules to organize your time and tasks and develop a regular habit of checking your plans to make sure you're getting them done.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"><li>Organizing, Planning and Prioritizing Work</li></ul>	Library ID: <a href="#">pd_20_a02_bs_enus</a> Length: 32 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager



## LEARNING ON DEMAND COURSES

### TIME MANAGEMENT

#### Time Management: Ready, Set, FOCUS

You'll find out how to manage your internal focus deficiencies, make your environment work for you, gracefully decline requests when you need to and refocus when circumstances change. Get ready to get things done.

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<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>Organizing, Planning and Prioritizing Work</li> </ul>	Library ID: <a href="#">pd_20_a03_bs_enus</a> Length: 32 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

#### Time Management: Too Much to Do and Too Little Time

You'll learn how to get clarity around what's most important – your goals – by ensuring they're aligned with those of your organization, so you can prioritize your work based on those goals.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>Organizing, Planning and Prioritizing Work</li> </ul>	Library ID: <a href="#">pd_20_a01_bs_enus</a> Length: 32 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

#### Getting Time Under Control

This exercise explores the symptoms of poor time management and looks at the techniques and tools that can be used to handle the problem.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>Organizing, Planning and Prioritizing Work</li> </ul>	Library ID: <a href="#">_pc_ch_pach021</a> Length: 15 Minutes Type: Challenge Series Audience: Individual Contributor, Manager

## LEARNING ON DEMAND COURSES

### WORK/LIFE BALANCE

#### Optimizing Your Work/Life Balance: Analyzing Your Life Balance

This course highlights techniques you can use to analyze your current level of balance between work and life responsibilities. It covers ways to assess your current work/life balance and overcome internal and external obstacles to achieving balance.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Developing Objectives and Strategies</li></ul>	Library ID: <a href="#">pd_06_a01_bs_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

#### Optimizing Your Work/Life Balance: Maintaining Your Life Balance

This course focuses on techniques for maintaining work/life balance. It includes recognizing the behaviors of passiveness, aggressiveness and assertiveness and how those affect a person's ability to find balance in life.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Developing Objectives and Strategies</li></ul>	Library ID: <a href="#">pd_06_a02_bs_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

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#### Optimizing Your Work/Life Balance: Taking Control of Your Stress

This course will explain how the signs and symptoms of stress could be of physiological, behavioral and psychological in nature and where these stresses can come from.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Developing Objectives and Strategies</li></ul>	Library ID: <a href="#">pd_06_a03_bs_enus</a> Length: 60 Minutes Type: Skillsoft Course Audience: Individual Contributor, Manager

#### Managing Workplace Stress

Workplace stress will remain a reality of modern business for the foreseeable future, but there are strategies to consider when evaluating how best to anticipate and manage work-related pressures.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Developing Objectives and Strategies</li></ul>	Library ID: <a href="#">_pc_bi_hrbi006</a> Length: Six Minutes Type: Skillsoft Business Impact Series Audience: Individual Contributor, Manager

## ENTERPRISE LEARNING MANAGEMENT (ELM) WEB-BASED COURSES

### COURSE

Business Intelligence Overview

Data Classification Training

Data Classification Worksheet Training

Equal Employment Opportunity Training

Human Trafficking Awareness


Securing the Human

Understanding Employee Workplace Mediation

What Every Manager Should Know – Barbara Warner Workplace Domestic Violence Training

What Every Employee Should Know – Barbara Warner Workplace Domestic Violence Training

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A photograph of a middle-aged Black man with glasses, wearing a light blue button-down shirt, smiling as he interacts with a tablet computer. The background is a bright, out-of-focus indoor setting. In the bottom left corner of the page, there is a decorative graphic consisting of several overlapping triangles in shades of orange, red, and yellow.

To register go to [myOhio.gov](https://myOhio.gov), choose **Career Resources**, select **All Learning** in the **MyLearning ELM** drop-down menu. From here you can search or browse the Enterprise Learning Management (ELM) catalog using the navigational links on the left.





# Caregiver Resources

## CAREGIVER RESOURCES EDUCATIONAL EVENTS

### Basic Caregiver Benefits

If you're a State of Ohio employee who also is caring for an older or disabled adult, it is important that you understand the existing employee benefits available to you, as well as the resources and support available to you.

#### State Competency Support:

- Assisting and Caring for Others
- Making Decisions and Solving Problems

#### Offered:

Requires the completion of an onsite agency training request.

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### Knowing When to Ask for Help

Caring for a loved one is hard work and it is okay to ask for help. However, some caregivers struggle with the idea of asking for help due to guilt or lack of knowledge of where to go. This educational event will help you identify sources for help and where to access services.

#### State Competency Support:

- Assisting and Caring for Others
- Making Decisions and Solving Problems

#### Offered:

July 6 at 35 Chestnut Street, 11:30 a.m. to 12:30 p.m. or  
July 11 at 4200 Surface Road, 1 to 2 p.m.

### My Aging Parents: What Do I Need to Help Them Plan?

Helping our aging parents with future planning is easier when done in advance of a problem. This session will help you to know where to start, what needs to be in a plan and how to approach this discussion with your parents.

#### State Competency Support:

- Assisting and Caring for Others
- Making Decisions and Solving Problems

#### Offered:

July 13 at Rhodes Tower, 1 to 2 p.m. or  
Aug. 14 at 35 Chestnut Street, 11:30 a.m. to 12:30 p.m. or  
Aug. 17 at 4200 Surface Road, 10 to 11 a.m.

## CAREGIVER RESOURCES EDUCATIONAL EVENTS

### Dementia 101

Dementia is the general term for a severe decline in mental abilities due to the brain's physical deterioration. This educational event will cover the basics of dementia and will outline communication and environmental strategies that promote quality of life to your loved one and to the person caring for someone living with a dementia disease.

#### State Competency Support:

- Assisting and Caring for Others
- Making Decisions and Solving Problems

#### Offered:

Aug. 15 at Rhodes Tower, 10 to 11 a.m. or  
Sept. 5 at 35 Chestnut Street, 11:30 a.m. to 12:30 p.m. or  
Sept. 12 at 4200 Surface Road, 1 to 2 p.m.

### Powerful Coping Tactics for the Caregiver

Caregiving can be both rewarding and stressful; and when you combine it with your day-to-day responsibilities – including work – it can become more challenging. Taking care of yourself means taking the time to learn proven strategies to manage stress, handle difficult situations and deal with guilt.

#### State Competency Support:

- Assisting and Caring for Others
- Making Decisions and Solving Problems

#### Offered:

Sept. 21 at Rhodes Tower, 1 to 2 p.m. or  
Oct. 3 at 35 Chestnut Street, 11:30 a.m. to 12:30 p.m. or  
Oct. 5 at 4200 Surface Road, 10 to 11 a.m.

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### My Aging Parents: Maintaining Their Independence

We all want to keep our aging loved ones safe within their homes and communities for as long as possible. This educational event will cover the basics of keeping your loved one safe within his or her home, and provide the caregiver with helpful resources.

#### State Competency Support:

- Assisting and Caring for Others
- Making Decisions and Solving Problems

#### Offered:

Oct. 11 at Rhodes Tower, 10 to 11 a.m. or  
Nov. 3 at 4200 Surface Road, 1 to 2 p.m. or  
Nov. 9 at 35 Chestnut Street, 11:30 a.m. to 12:30 p.m.





## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### ABC's of OEAP (Ohio Employee Assistance Program)

This course is designed to make employees aware of the OEAP benefits and services available to them and their families. It also includes information on the importance of early intervention and how to access services through OEAP. The services are confidential.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>• Making Decisions and Solving Problems</li> <li>• Getting Information</li> <li>• Assisting and Caring for Others</li> </ul>	Aug. 22 at Rhodes Tower, 1 to 3 p.m. or Nov. 30 at Rhodes Tower, 9 a.m. to 11 a.m. or April 24 at Rhodes Tower, 9 to 11 a.m.

### A Balanced Retirement (Optum)

The goal of this course is to help people ask the right questions to make decisions that are right for them as they approach retirement. Participants will learn more about the issues to consider for future planning or to help in evaluating their current road map with a focus on the positive aspects of retirement — not just the challenges.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>• Making Decisions and Solving Problems</li> <li>• Monitoring and Controlling Resources</li> <li>• Organizing, Planning and Prioritizing Work</li> </ul>	Oct. 24 at Rhodes Tower, 1 to 2 p.m.

### Absence Management (OCB) (Offered to Exempt Employees)

This course explains the various types of leave benefits provided by the State of Ohio and the Family Medical Leave Act as well as strategies for absence management.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>• Making Decisions and Solving Problems</li> <li>• Getting Information</li> <li>• Assisting and Caring for Others</li> </ul>	Nov. 8 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or April 23 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Actively Engaged in My Performance

Are you actively engaged with your supervisor in managing your performance? Do you want to be more engaged in your performance development? Learn how to collaborate with your supervisor to plan, observe and assess your performance throughout the year.

During this course, you will learn the elements of the performance management process, how to set SMART goals, request and accept feedback in a positive way, and discuss how to achieve more open and constructive communication in supervisor and peer relationships.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Developing Objectives and Strategies</li><li>Organizing, Planning and Prioritizing Work</li></ul>	Sept. 15 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or Dec. 13 at Rhodes Tower, 8:30 a.m. to 12:30 p.m. or March 16 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or June 13 at Rhodes Tower, 12:30 p.m. to 4:30 p.m.

### Administrative Investigations (OCB) (Offered to Exempt Employees)

This course will outline a systematic method of conducting administrative investigations, interviewing employees and other witnesses, as well as how to prepare reports.

**Target audience: HR and Labor Relations**

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Getting Information</li></ul>	Sept. 5, 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or March 16, 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

### Arbitration School (OCB) (Offered to Exempt Employees)

This comprehensive, five-day course provides an overview of the labor arbitration process. This highly interactive course utilizes a variety of teaching methods to involve the learner (i.e., lecture, case studies, group discussion and presenting a case to an arbitrator from the state panel).

**Target audience: HR and Labor Relations**

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Resolving Conflicts and Negotiating With Others</li></ul>	Sept. 25-29, 1610 W. Broad St. (OCB), 9 a.m. to 5 p.m. Monday and Friday, 8 a.m. to 5 p.m. Tuesday through Thursday or March 26-30, 1610 W. Broad St. (OCB), 9 a.m. to 5 p.m. Monday and Friday, 8 a.m. to 5 p.m. Tuesday through Thursday

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Assertiveness

Being assertive is a core communication skill. It's not just what you say that's important, but also how you say it. Communication, which is direct and respectful, gives you the best chance of successfully delivering your message.

Assertiveness is defined as standing up for your rights, wants and needs without violating the same rights of others. In this session, we will examine how to communicate more assertively including making requests, giving bad news and saying no.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Coordinating the Work Activities of Others</li><li>• Scheduling Work and Activities</li><li>• Communicating With People Outside the Organization</li><li>• Communicating With Supervisors, Peers and Subordinates</li><li>• Making Decisions and Solving Problems</li></ul>	Aug. 15 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or Jan. 16 at Rhodes Tower, 12:30 to 4:30 p.m. or May 11 at 4200 Surface Road, 12:30 to 4:30 p.m.

### Class Change and Working Out-of-Class Grievances (OCB) (Offered to Exempt Employees)

The course provides a summary of the causes and possible remedies for workplace disagreements involving job duties or work assignments, as well as an overview of the different types of class changes and how they occur.

**Target audience: HR and Labor Relations**

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Resolving Conflicts and Negotiating With Others</li></ul>	Aug. 30 at 1610 W. Broad St. (OCB), 9 a.m. to 12 p.m.

### Communications and Difficult Conversations

Communication skills are multi-dimensional and some of the most important skills you can develop. It is not just what you say, but how you say it that can make a difference.

Difficult conversations become easier when you use the proper technique. It takes practice to make sure you are communicating the proper information in a way that is fully understood – that you say what you mean and mean what you say. You will have an opportunity to practice in the classroom setting.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Communicating With People Outside the Organization</li><li>• Communicating With Supervisors, Peers and Subordinates</li><li>• Resolving Conflicts and Negotiating With Others</li></ul>	Aug. 23 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or Feb. 23 at Rhodes Tower, 12:30 to 4:30 p.m. or June 8 at 4200 Surface Road, 12:30 to 4:30 p.m.

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Communication Skills for the Workplace (Optum)

Communication is perhaps the most important skill to develop in order to be effective in the workplace. This skill can be developed with practice. This course will help participants learn how to determine the goal of a conversation and what to do before, during and after it, in addition to how to identify barriers and use best practices.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"><li>• Communicating with Supervisors, Peers and Subordinates</li><li>• Establishing and Maintaining Interpersonal Relationships</li></ul>	Feb. 6 at Rhodes Tower, 1 to 2 p.m.

### Confronting Workplace Violence and Bullying (OEAP)

Workplace violence can include bullying, hostility, threats, intimidation and revenge. This course provides you with a better understanding of common causes, early warning signs and intervention services available through OEAP.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"><li>• Resolving Conflicts and Negotiating With Others</li><li>• Coaching and Developing Others</li><li>• Selling or Influencing Others</li></ul>	Sept. 12 at Rhodes Tower, 9 a.m. to 12 p.m. or Dec. 14 at 4200 Surface Road, 1 to 4 p.m. or March 8 at Rhodes Tower, 9 a.m. to 12 p.m. or June 14 at 4200 Surface Road, 9 a.m. to 12 p.m.

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### Conquering Fear and Anxiety (Optum)

Fears and anxieties are made up of thoughts that are based upon either personal experiences or beliefs. Pretending that these thoughts/fears don't exist or aren't that bad can actually make them worse. In this course we'll learn how to talk through our thoughts to realize that our fears and anxieties are manageable and controllable.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"><li>• Making Decisions and Solving Problems</li></ul>	Sept. 28 at Rhodes Tower, 11 a.m. to 12 p.m. or May 22 at Rhodes Tower, 11 a.m. to 12 p.m.

### Coping for Caregivers (Optum)

Nearly one out of three Americans is providing care for a family member. This course will cover the issues of self-care, how to assess your family needs and how to maintain balance in your life. Also, we will discuss common emotions caregivers may experience and special situations of caregiving.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"><li>• Assisting and Caring for Others</li></ul>	July 19 at Rhodes Tower, 10 a.m. to 12 p.m. or Jan. 17 at Rhodes Tower, 10 a.m. to 12 p.m.

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Creating a Healthy Workplace (Optum)

This program empowers all employees to take an active role in focusing on the positive by using respectful communication, employing problem-solving skills, valuing differences and actually having fun. Participants will work in teams to develop workplace plans to apply to their situations.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Communicating with Supervisors, Peers and Subordinates</li><li>• Developing and Building Teams</li><li>• Establishing and Maintaining Interpersonal Relationships</li><li>• Making Decisions and Solving Problems</li></ul>	Sept. 12 at Rhodes Tower, 1 to 3 p.m. or April 12 at Rhodes Tower, 10 a.m. to 12 p.m.

### Critical Conversations on Domestic Violence

Domestic Violence, which includes intimate partner/relationship violence as well as child and elder abuse, affects workplace safety and productivity. This course will provide additional information and resources on how to respond when an employee or co-worker is affected by family violence. A pre-requisite for this course is the online training “What Every Manager Should Know – The Impact of Domestic Violence on the Workplace” or “What Every Employee Should Know – The Impact of Domestic Violence on the Workplace.”

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Making Decisions and Solving Problems</li></ul>	Oct. 20 at Rhodes Tower, 9 to 11 a.m. or March 16 at Rhodes Tower, 9 to 11 a.m.

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### Critical Thinking (Optum)

What’s the best approach to problem-solving? How do you choose between viable options? How do we get trapped? Does it matter? These and other questions will be addressed in this program and will teach you how to examine information from an objective, critical vantage point.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Analyzing Data or Information</li><li>• Developing Objectives and Strategies</li><li>• Thinking Creatively</li></ul>	Dec. 5 at Rhodes Tower, 10 to 11 a.m. or June 7 at Rhodes Tower, 10 to 11 a.m.





## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Customer Service 101

Focused on the basics of good customer service, this interactive course presents proven techniques for creating positive customer experiences. Geared toward anyone who has one or more customers (hint: all state employees fit that description), you will leave with skills that can be used in all areas of life. Learn simple, yet powerful tips for communicating effectively and making customers feel valued. Understand the repercussions of not providing good customer service. Share your own customer service experiences and hear about techniques used by Disney, The Ohio State University and State of Ohio agencies.

#### State Competency Support:

- Customer Focus (Statewide Competency)
- Performing for or Working Directly With the Public

#### Offered:

Sept. 22 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or April 18 at Rhodes Tower, 12:30 to 4:30 p.m.

### 40 Customer Service in a Compliance Environment

The definition of customer service is not the same for every department or agency. In various State of Ohio environments, some positions have to navigate enforcing the laws of our state with people who potentially shout, make threats, cry or get angry with us for the information we have to deliver. If you have reached the end of your rope trying to come up with new ways to satisfy customers and cope with these tough situations, attend this course to obtain practical tools to provide great customer service in a compliance environment.

#### State Competency Support:

- Customer Focus (Statewide Competency)
- Performing for or Working Directly With the Public

#### Offered:

Oct. 20 at 4200 Surface Road, 12:30 to 4:30 p.m. or Feb. 14 at Rhodes Tower, 8:30 a.m. to 12:30 p.m.

### Customer Service: Taking C.A.R.E. of Ohio

This course is not just for those who are responsible for front-line customer service. It is designed to help everyone become more engaged in all of their daily interactions. The tools and techniques presented in this course take an inside-out approach to being at the service of others and more engaged in all of your daily interactions.

#### State Competency Support:

- Customer Focus (Statewide Competency)
- Performing for or Working Directly With the Public

#### Offered:

Sept. 19 at 4200 Surface Road, 12:30 to 4:30 p.m. or Jan. 31 at Rhodes Tower, 8:30 a.m. to 12:30 p.m.



## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Dealing with Challenging People (Optum)

We all have different perspectives when defining a “challenging person.” Some people challenge the lives of many others, and then there are types who just get under our skin and push our buttons. Regardless of the particulars, we have two choices: 1) learn how to effectively deal with the challenging person, or 2) remove the possibility of interaction with them. In this course we will learn how to deal with the challenging person.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Communicating with Supervisors, Peers and Subordinates</li><li>• Communicating with People Outside the Organization</li><li>• Customer Focus</li><li>• Resolving Conflict and Negotiating With Others</li></ul>	Nov. 7 at Rhodes Tower, 11 a.m. to 12 p.m.

### Developing a Labor-Management Committee (OCB) (Offered to Exempt Employees)

This course affords a comprehensive overview of Labor-Management Committees and how they promote a climate of constructive employee/employer relations as well as the contractual and practical need for managing labor-management committees.

**Target audience: HR and Labor Relations**

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Resolving Conflicts and Negotiating with Others</li><li>• Developing and Building Teams</li><li>• Establishing and Maintaining Interpersonal Relationships</li></ul>	Oct. 24 at 1610 W. Broad St., (OCB), 9 a.m. to 4 p.m.

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### Disciplinary Principles (OCB) (Offered to Exempt Employees)

This course gives an overview of the underlying principles of discipline and outlines your leadership role in addressing different types of discipline and supervising an employee who was formerly your peer. The course will specifically focus on the OCSEA and 1199 contracts.

**Target audience: HR and Labor Relations**

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Establishing and Maintaining Interpersonal Relationships</li><li>• Guiding, Directing and Motivating Subordinates</li></ul>	Sept. 19 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.



## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Diversity in the Workplace (Optum)

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This course is not meant to fulfill a diversity requirement. It is meant to be an honest and open exchange of how detrimental and unacceptable certain demeaning behaviors are to groups that are different from the majority. The goal is not to attempt to change people’s beliefs on diversity, but instead to change their behavior and reactions to situations.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>• Coaching and Developing Others</li> <li>• Developing and Building Teams</li> <li>• Establishing and Maintaining Interpersonal Relationships</li> </ul>	<p>July 25 at Rhodes Tower, 10 to 11 a.m. or Jan. 11 at Rhodes Tower, 10 to 11 a.m.</p>

### Drug Testing Training (OCB) (Offered to Exempt Employees)

This course explains the guidelines of both federal and state drug and alcohol policies and procedures.

**Target audience: HR and Labor Relations**

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>• Evaluating Information to Determine Compliance with Standards</li> </ul>	<p>Nov. 16 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.</p>

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### ePerformance Manager (Rater) Overview

This course will provide attendees with hands-on experience in the ePerformance system as a supervisor/manager. During the course, you will learn how to create and complete a performance review.

Note: This course is only available to those exempt employees who supervise others.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Documenting/Recording Information</li><li>• Guiding, Directing and Motivating Subordinates</li><li>• Working with Computers</li></ul>	Sept. 12 at Rhodes Tower, 9 a.m. to 12 p.m. or Sept. 12 at Rhodes Tower, 1 to 4 p.m. or Sept. 21 at 4200 Surface Road, 9 a.m. to 12 p.m. or Sept. 21 at 4200 Surface Road, 1 to 4 p.m. or Sept. 27 at 4200 Surface Road, 9 a.m. to 12 p.m. or Sept. 27 at 4200 Surface Road, 1 to 4 p.m. or Oct. 3 at 4200 Surface Road, 9 a.m. to 12 p.m. or Oct. 3 at 4200 Surface Road, 1 to 4 p.m. or Oct. 19 at Rhodes Tower, 9 a.m. to 12 p.m. or Oct. 19 at Rhodes Tower, 1 to 4 p.m. or March 8 at Rhodes Tower, 9 a.m. to 12 p.m. or March 8 at Rhodes Tower, 1 to 4 p.m. or March 13 at 4200 Surface Road, 9 a.m. to 12 p.m. or March 13 at 4200 Surface Road, 1 to 4 p.m. or March 28 at 4200 Surface Road, 9 a.m. to 12 p.m. or March 28 at 4200 Surface Road, 1 to 4 p.m. or April 3 at 4200 Surface Road, 9 a.m. to 12 p.m. or April 3 at 4200 Surface Road, 1 to 4 p.m. or April 12 at Rhodes Tower, 9 a.m. to 12 p.m. or April 12 at Rhodes Tower, 1 to 4 p.m.

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### ePerformance Administrator Refresher

This session is an overview of the ePerformance module for HR ePerformance Administrators. It includes hands-on practice along with policy information and guidance.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Documenting/Recording Information</li><li>• Guiding, Directing and Motivating Subordinates</li><li>• Working with Computers</li></ul>	Sept. 15 at 4200 Surface Road, 9 a.m. to 4 p.m. or Sept. 29 at Rhodes Tower, 9 a.m. to 4 p.m. or Oct. 27 at 4200 Surface Road, 9 a.m. to 4 p.m. or March 30 at 4200 Surface Road, 9 a.m. to 4 p.m. or April 13 at Rhodes Tower, 9 a.m. to 4 p.m. or April 27 at 4200 Surface Road, 9 a.m. to 4 p.m.

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### From Diversity to Inclusion

From gender to culture and across multiple generations, our workforce is a very diverse place. During this course you will learn ways to understand and talk about human differences, which in turn helps to promote healthy relationships through the growth of interpersonal understanding and appreciation within your team.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Developing and Building Teams</li><li>Establishing and Maintaining Personal Relationships</li></ul>	Oct. 25 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or April 16 at Rhodes Tower, 8:30 a.m. to 4 p.m.

### Generations in the Workplace

People communicate based on their gender, culture and generational backgrounds. Each generation has distinct attitudes, behaviors, expectations, habits and motivation. It is important to understand, acknowledge and appreciate these human differences in the workplace. You will learn practical tips for working successfully in a multigenerational, diverse workplace.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Developing and Building Teams</li><li>Establishing and Maintaining Personal Relationships</li></ul>	Dec. 1 at 4200 Surface Road, 12:30 to 4:30 p.m. or April 10 at Rhodes Tower, 8:30 a.m. to 12:30 p.m.

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### Growing Healthy Families (Optum)

Raising children in today's environment can be a real challenge. With so many competing values, it's important to know how to parent so that our children can thrive. This course will cover basic information about parenting issues for toddlers, children and adolescents. The majority of information will deal with children and adolescents.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Making Decisions and Solving Problems</li><li>Assisting and Caring for Others</li></ul>	Aug. 10 at Rhodes Tower, 1 to 2 p.m.

### Interpersonal Skills

The goal of this interactive workshop is to practice "people skills" aimed at being assertive without becoming aggressive, negotiating win-win outcomes, building trust and respect, and enhancing the quality of personal and work relationships.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Communicating With Supervisors, Peers and Subordinates</li><li>Resolving Conflicts and Negotiating With Others</li><li>Establishing and Maintaining Interpersonal Relationships</li></ul>	Nov. 17 at 4200 Surface Road, 12:30 to 4:30 p.m. or May 18 at Rhodes Tower, 12:30 to 4:30 p.m.



## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Is Supervising for Me?

Have you thought about taking a position as a supervisor or a manager? Are you curious if supervising would align with your current skills and abilities?

Supervisors that possess the necessary skills can make everyone's job more enjoyable. When employees understand the skills it takes to be a great supervisor, they can prepare themselves for this important role. Attend this interactive session to discover if supervising is a good career fit for you.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Communicating With Supervisors, Peers and Subordinates</li> <li>Interpreting the Meaning of Information for Others</li> </ul>	Oct. 17 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or March 9 at 4200 Surface Road, 8:30 a.m. to 4 p.m. or June 22 at Rhodes Tower, 8:30 a.m. to 4 p.m.

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### Leadership (Optum)

Leadership is a critical skill that every professional should possess in order to be successful in today's work environment. In this interactive workshop, we will discuss essential skills to enhance your leadership abilities, such as motivating employees, as well as strategies to strengthen communication skills. Through discussion and role-playing, we will explore the five components of an emotionally intelligent leader.

State Competency Support:	Offered:
<ul style="list-style-type: none"> <li>Coaching and Developing Others</li> <li>Coordinating the Work Activities of Others</li> <li>Guiding, Directing and Motivating Subordinates</li> </ul>	April 24 at Rhodes Tower, 1 to 2 p.m.

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Life Matters: Suicide Awareness (OEAP)

This course provides an overview of the warning signs, risk factors and impact of suicide as well as resources and tools for individuals and families to prevent suicide.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Making Decisions and Solving Problems</li><li>• Assisting and Caring for Others</li></ul>	July 27 at Rhodes Tower, 1 to 3 p.m. or Jan. 25 at Rhodes Tower, 1 to 3 p.m. or May 22 at 4200 Surface Road, 1 to 3 p.m.

### Making the Most of a Multi-Generational Workforce (Optum)

This is an exciting topic and the new “diversity” topic of today. This is the first time in history it’s possible for four generations to work together. This workshop will help you understand why each generation has certain identifiable characteristics and how to best work with each generation.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>• Communicating with Supervisors, Peers and Subordinates</li><li>• Developing and Building Teams</li><li>• Establishing and Maintaining Interpersonal Relationships</li></ul>	Sept. 21 at Rhodes Tower, 10 to 11 a.m. or March 15 at Rhodes Tower, 10 to 11 a.m.

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**Learning On Demand**  
Ohio's e-Learning Resource

**Visit the Learning On Demand Website at [das.ohio.gov](http://das.ohio.gov)**

See Pages 20-31 for details.

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Managers Supporting Caregivers in the Workplace

This course will provide a foundational level of understanding of what/who a caregiver is, consider some of the situations that employees may face and ensure agency frontline supervisors understand employee benefits and rights. The course provides an opportunity to discuss the issues facing working caregivers and will teach you the essential resources that can assist working caregivers in maintaining a healthy balance between work responsibilities and the needs of the caregiver.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Assisting and Caring for Others</li></ul>	July 12 at 4200 Surface Road, 10 to 11 a.m. or July 12 at 4200 Surface Road, 1 to 2 p.m. or Aug. 18 at Rhodes Tower, 10 to 11 a.m. or Aug. 18 at Rhodes Tower, 1 to 2 p.m.

### Managing Career Success (Optum)

How do you find and succeed at your chosen career? How do behavior, attitude and choices impact success? This program offers learners “food for thought” regarding choices around their future in the workplace. Practical tools for identifying the need for skill development and expanded learning are reviewed.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Coaching and Developing Others</li><li>Making Decisions and Solving Problems</li><li>Developing Objectives and Strategies</li><li>Organizing, Planning and Prioritizing Work</li></ul>	March 20 at Rhodes Tower, 11 a.m. to 12 p.m.

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### Managing Change for Employees (Optum)

Downsizing, acquisition, reorganization, mergers, layoffs — these transitions can be unsettling to any worker. Change, especially rapid, stressful change, can be challenging and difficult for the most resilient employee. But change can bring opportunities for growth and positive transformation. This workshop introduces a healthy process for navigating workplace change.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Making Decisions and Solving Problems</li></ul>	May 3 at Rhodes Tower, 1 to 2 p.m.



## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Managing Conflict

Conflict is a normal part of life that most of us try to avoid. But resolving problems (or attempting to) often produces positive outcomes, especially when done strategically. This course provides techniques and strategies focused on compromise, normalizing, listening, supporting, asking the right kinds of questions and accepting responsibility.

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#### State Competency Support:

- Resolving Conflicts and Negotiating With Others
- Coaching and Developing Others
- Communicating With Supervisors, Peers and Subordinates

#### Offered:

Sept. 20 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or  
May 23 at Rhodes Tower, 12:30 to 4:30 p.m.

### Mediation (OCB) (Offered to Exempt Employees)

This course provides an overview of the purpose and contractual guidelines of the mediation process and how to prepare for mediation. Also, there will be a discussion on the importance of the mediation step in our grievance process due to the insight learned on how to proceed with the case. Learners will have a chance to practice what they have learned in a mock mediation.

**Target audience: HR and Labor Relations**

#### State Competency Support:

- Resolving Conflicts and Negotiating With Others

#### Offered:

Oct. 3 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or  
April 9 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.



## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### More than a Bad Day: An Overview of Mental Health Issues (OEAP)

This course will review the most common mental health issues, signs, symptoms and practical information for intervention/referral.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Getting Information</li><li>Assisting and Caring for Others</li></ul>	Sept. 28 at Rhodes Tower, 1 to 3 p.m. or Feb. 22 at Rhodes Tower, 1 to 3 p.m. or June 26 at 4200 Surface Road, 1 to 3 p.m.

### Non-Traditional Arbitration (OCB) (Offered to Exempt Employees)

Non-Traditional Arbitration (NTA) gives the contractual background and requirements of non-traditional arbitration (NTA) and why it was implemented. Learners will have a chance to practice what they have learned in a mock non-traditional arbitration.

**Target audience: HR and Labor Relations**

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Resolving Conflicts and Negotiating With Others</li></ul>	Oct. 11 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or April 20 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

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### Position Description Writing

This course offers an overview of best practices when developing position descriptions (PDs). Join us as we discuss how to structure job duties, task statements, related laws, minimum qualifications and more.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Evaluating Information to Determine Compliance with Standards</li><li>Analyzing Data or Information</li></ul>	Oct. 5 at Rhodes Tower, 9:30 a.m. to 4 p.m. or April 11 at Rhodes Tower, 9:30 a.m. to 4 p.m.

### Pre-Disciplinary Meeting Officer (OCB) (Offered to Exempt Employees)

This course provides the legal background and contractual requirements of pre-disciplinary meetings and prepares learners to become management advocates and meeting officers.

**Target audience: HR and Labor Relations**

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Evaluating Information to Determine Compliance with Standards</li></ul>	Sept. 13 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m. or March 19, at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Reduction in Workforce (OCB) (Offered to Exempt Employees)

The course will cover the statutory and contractual requirements for a layoff and other reductions in force. This course covers both exempt and bargaining unit employee reductions.

**Target audience: HR and Labor Relations**

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Getting Information</li><li>Judging the Qualities of Objects, Services or People</li></ul>	Nov. 21 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

### Resiliency for Working Parents (Optum)

Today's working parent needs to build resiliency in order to prevent burnout. This workshop will give you the tools to manage stress while maintaining a sense of work and family life balance.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Assisting and Caring for Others</li><li>Making Decisions and Solving Problems</li></ul>	Aug. 22 at Rhodes Tower, 11 a.m. to 12 p.m.

### 50 Respect and Positive Interaction in the Workplace (Optum)

Co-workers who demonstrate integrity and respect in their interactions help cultivate a positive and successful working environment that enhances the bottom line. So why isn't every workplace a model of human harmony? It's for the same reasons our personal lives don't reflect continuous harmony. This workshop will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Communicating with Supervisors, Peers and Subordinates</li><li>Developing and Building Teams</li><li>Establishing and Maintaining Interpersonal Relationships</li></ul>	Oct. 12 at Rhodes Tower, 9 to 11 a.m. or March 8 at Rhodes Tower, 1 to 3 p.m.

### Screening and Selection (OCB) (Offered to Exempt Employees)

This course provides an overview of the contractual bidding rights of bargaining unit members and the screening and selection process with specific focus on OCSEA and 1199 contracts.

**Target audience: HR and Labor Relations**

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Staffing Organizational Units</li></ul>	Oct. 18 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.



## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### See the Signs: Domestic Violence Bystander Intervention (OEAP)

“See the Signs and Speak out” helps employees learn how to intervene safely as bystanders to prevent domestic violence. The course focuses on how employees can have conversations about domestic violence that will make a difference in the workplace and in their communities.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>• Providing Consultation and Advice to Others</li> </ul>	Oct. 20 at Rhodes Tower, 1 to 3 p.m. or March 16 at Rhodes Tower, 1 to 3 p.m.

### Settlement Writing (OCB) (Offered to Exempt Employees)

Learners will learn the “how, when and why” of writing strong settlements that resolve an issue or dispute while complying with policies and satisfying mutual interests.

**Target audience: HR and Labor Relations**

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>• Resolving Conflicts and Negotiating With Others</li> </ul>	Nov. 2 at 1610 W. Broad St. (OCB), 9 a.m. to 4 p.m.

### Stress: Putting it to Rest (OEAP)

Stress can trigger anxiety and depression or it can motivate and inspire. This course examines the positives and negatives along with suggestions for controlling worry, frustration, inaction, compulsiveness, irrational thinking and failure.

<b>State Competency Support:</b>	<b>Offered:</b>
<ul style="list-style-type: none"> <li>• Making Decisions and Solving Problems</li> </ul>	Aug. 10 at Rhodes Tower, 9 to 11 a.m. or Nov. 7 at Rhodes Tower, 1 to 3 p.m. or Feb. 6 at Rhodes Tower, 9 to 11 a.m. or May 3 at 4200 Surface Road, 9 to 11 a.m.

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Substance Abuse 101 (OEAP)

This course is a basic overview of the common drugs of abuse and the continuum of substance use-addiction. It also will look at how substance abuse affects the workplace and what interventions are available.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Performing for or Working Directly With the Public</li><li>Making Decisions and Solving Problems</li></ul>	Oct. 24 at Rhodes Tower, 9 to 11 a.m. or March 20 at Rhodes Tower, 1 to 3 p.m.

### Temperature's Rising: Lessons in Anger Management (Optum)

From irritability to rage, insults to abuse, incidents of inappropriately expressed or poorly addressed anger abound. Anger can surround us in the workplace, in our homes and in our travel. This course will provide a framework for understanding anger and tools that can be used to address anger in a healthy, positive manner. An overview of OEAP will be provided.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Making Decisions and Solving Problems</li></ul>	June 14 at Rhodes Tower, 1 to 2 p.m.

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### The Jerk at Work: Bullying in the Workplace (OEAP)

The rise of bullying in the workplace and beyond has left many workers feeling isolated and helpless. The devastating effects of bullying can be long-term and can have a drastic impact on employee morale and productivity. This course provides information on how to eliminate this mentality in the workplace and beyond.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Resolving Conflicts and Negotiating With Others</li></ul>	July 11 at Rhodes Tower, 9 to 11 a.m. or Oct. 12 at Rhodes Tower, 1 to 3 p.m. or Jan. 9 at Rhodes Tower, 9 to 11 a.m. or April 12 at 4200 Surface Road, 1 to 3 p.m.

### Time Management

Time Management provides the learner with an opportunity to assess their current use of time and identify areas of improvement. Learners will become more aware of their time management behaviors and skills to enhance time management. This course will teach learners how to develop strategies and to utilize tools for effective time management.

State Competency Support:	Offered:
<ul style="list-style-type: none"><li>Organizing, Planning and Prioritizing Work</li><li>Scheduling Work and Activities</li></ul>	Nov. 8 at 4200 Surface Road, 8:30 a.m. to 12:30 p.m. or Feb. 7 at Rhodes Tower, 12:30 to 4:30 p.m.

## LEARNING AND PROFESSIONAL DEVELOPMENT COURSES

### Understanding Alzheimer’s Disease and Other Dementias (Optum)

It’s extremely painful to watch people we love lose their memory, engage in uncharacteristic behavior and lose their ability to recognize us. As they manifest these symptoms of dementia or Alzheimer’s disease, we offer help as we can but we often end up feeling helpless and powerless. This workshop can help you gain a better understanding of these conditions, discover what treatments are available and explore the impact on the family.

#### State Competency Support:

- Assisting and Caring for Others

#### Offered:

July 19 at Rhodes Tower, 1 to 2 p.m. or  
Jan. 17 at Rhodes Tower, 1 to 2 p.m.

### Workplace Engagement (Optum)

In a time of tight budgets and fierce competition, organizations need to work efficiently and find ways to make themselves stand out in the marketplace. Employees who are willing to “go the extra mile” and are committed to their jobs, their customers and the organization can make the necessary difference. This course will help learners develop, implement and maintain an employee engagement program at their workplace.

#### State Competency Support:

- Coaching and Developing Others
- Developing Objectives and Strategies
- Guiding, Directing and Motivating Subordinates

#### Offered:

Feb. 22 at Rhodes Tower, 10 a.m. to 12 p.m.

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## STATE OF OHIO EMPLOYEE COMPETENCIES

State of Ohio employee competencies are measurable patterns of knowledge, skills, abilities, behaviors and other characteristics designed to reflect the behaviors employees use to complete tasks to achieve their performance goals.

Choosing the right competencies allows state agencies to:

- Plan how they will organize and develop their workforce;
- Determine which job classes best fit their business needs;
- Recruit and select the best employees;
- Manage and train employees effectively; and
- Develop staff to fill future vacancies.

Competencies also help employees to:

- Make the most of individual strengths;
- Set reasonable goals;
- Be willing to take risks;
- Keep their plan visible and current; and
- Ensure continued and specific development activities take place.

The State of Ohio's **Competency Development Guide** is a resource to assist all employees in understanding, developing and demonstrating the competencies required for individual and organizational success. The guide provides employees and managers a starting point for self-directed development efforts and developmental discussions to improve their ability to identify opportunities to reinforce and apply learning on the job. The Guide is available by visiting [OTM's ePerformance Tool Kit](#).

The definitions of each competency follow on Pages 55-58.

COMPETENCIES	DEFINITION
Analyzing Data or Information	Identifying the underlying principles, reasons or facts of information by breaking down information or data into separate parts.
Assisting and Caring for Others	Providing personal assistance, medical attention, emotional support or other personal care to others such as patients or inmates (as part of assigned job duties).
Coaching and Developing Others	Identifying the developmental needs of others and coaching, mentoring or otherwise helping others to improve their knowledge or skills.
Communicating With People Outside the Organization	Communicating with people outside of the organization (agency), representing the organization (agency) to customers, the public, government (federal, other state or local), and other external sources. Information can be exchanged in person, in writing (electronic or hard copy), or by telephone or email.
Communicating With Supervisors, Peers and Subordinates	Providing information to supervisors, coworkers (peers) and subordinates (staff) by telephone, in written form (electronic or hard copy) or in person.
Controlling Machines and Processes	Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
Coordinating the Work Activities of Others	Getting members of a group to work together to accomplish tasks.
Customer Focus	Customer Focus is required for use in all State of Ohio performance evaluations. The Customer Focus competency centers on the employee interaction with the customer. It can be either an internal or external customer. It must be demonstrated that the employee understands the need(s) of the customer. The demonstration should include the employee level of knowledge, the tone and the timeliness of the employee responses. The employee should know when to seek assistance to ensure the customer has an overall positive experience. Finally, the evaluation should include examples that the employee evaluates his/her practices based on customer feedback.

COMPETENCIES	DEFINITION
Developing and Building Teams	Encouraging and building mutual trust, respect and cooperation among team members.
Developing Objectives and Strategies	Establishes long-range objectives and specifying the strategies and actions to achieve them.
Documenting/Recording Information	Entering, transcribing, recording, storing or maintaining information in written or electronic/magnetic form.
Drafting, Laying Out and Specifying Technical Devices, Parts and Equipment	Providing documentation, detailed instructions, drawings or specifications to tell others about how devices, parts, equipment or structures are to be fabricated, constructed, assembled, modified, maintained or used.
Establishing and Maintaining Interpersonal Relationships	Developing constructive and cooperative (professional) working relationships with others and maintaining them over time.
Estimating the Quantifiable Characteristics of Products, Events or Information	Estimating sizes, distances and quantities; or determining time, costs, resources or materials needed to perform a work activity.
Evaluating Information to Determine Compliance with Standards	Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations or standards.
Getting Information	Observing, receiving and otherwise obtaining information from all relevant sources.
Guiding, Directing and Motivating Subordinates	Providing guidance and direction to subordinates (staff), including setting performance standards and monitoring performance.
Handling and Moving Objects	Using hands and arms in handling, installing, positioning and moving materials, and manipulating things.
Identifying Objects, Actions and Events	Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
Inspecting Equipment, Structures or Materials	Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
Interpreting the Meaning of Information for Others	Translating or explaining what information means and how it can be used by others.



COMPETENCIES	DEFINITION
Judging the Qualities of Objects, Services or People	Assessing the value, importance or quality of things or people.
Making Decisions and Solving Problems	Analyzing information and evaluating results to choose the best solution and solve problems.
Monitoring and Controlling Resources	Monitoring and controlling resources and overseeing the spending of money.
Monitoring Processes, Materials or Surroundings	Monitoring and reviewing information from materials, events or the environment to detect or assess problems.
Operating Vehicles, Mechanized Devices or Equipment	Running, maneuvering, navigating or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft or watercraft.
Organizing, Planning and Prioritizing Work	Developing specific goals and plans to prioritize, organize and accomplish work.
Performing Administrative Activities	Performing day-to-day (routine) administrative tasks such as maintaining information files and processing paper-work.
Performing for or Working Directly With the Public	Performing for people or dealing directly with the public. This includes serving customers and receiving clients or guests (applicants, consumers, dependents, patients, inmates, recipients).
Performing General Physical Activities	Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stopping and handling of materials.
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing or verifying information or data.
Providing Consultation and Advice to Others	Providing guidance and expert advice to management or other groups on technical, systems- or process-related topics.
Repairing and Maintaining Electronic Equipment	Servicing, repairing, calibrating, regulating, fine-tuning or testing machines, devices and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.



COMPETENCIES	DEFINITION
Repairing and Maintaining Mechanical Equipment	Servicing, repairing, adjusting and testing machines, moving parts and equipment that operate primarily on the basis of mechanical (not electronic) principles.
Resolving Conflicts and Negotiating With Others	Handling complaints, settling disputes and resolving grievances and conflicts, or otherwise negotiating with others.
Scheduling Work and Activities	Scheduling events, programs and activities as well as the work of others.
Selling or Influencing Others	Convincing others to buy merchandise/goods (use services) or otherwise changing their mind or actions.
Staffing Organizational Units	Recruiting, interviewing, selecting, hiring and promoting employees in an organization.
Thinking Creatively	Developing, designing or creating new applications, ideas, relationships, systems or products, including artistic contributions.
Training and Teaching Others	Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
Updating and Using Relevant Knowledge	Keeping up-to-date technically and applying new knowledge to the job.
Working with Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, and enter data or process information.



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24 HOURS