DEPARTMENT OF HUMAN RESOURCES
Center for Learning and Development
March Course Series

Thursday, March 2

Performance Management ESS (Course Number: 308W)

This course introduces employees to the policy, theory, application and systematic processes of the Performance Management Program. It is an interactive learning course designed to provide participants with a comprehensive understanding of the process by which employee performance expectations and objectives are identified, measured and evaluated to meet the DC Government goals.

Progressive Discipline Chap 16 (Course Number: 642)

This training will provide managers and HR teams with guidance on how to properly follow the steps outlined in Chapter 16 of the District Personnel Regulations when an employee's conduct or performance fails to meet expectations.

PS Reports/Query (Course Number: 166)

This course will guide users' tips and tricks on how to run and schedule reports in PeopleSoft. Users will receive the commonly used reports and queries for WGI's, Leave, Time Reporting, FMLA, PFL, and more. Enrollees must currently be in an HR professional position/role.

Monday, March 6

Power of Active Listening (Course Number 1403)
In-Person Training

Communication skills are the heart of everything we do daily, whether at home or work. Active listening encompasses effective communication, including listening to what others say, processing the information, and responding to what we hear to clarify and elicit more information. This one-day workshop will demonstrate to participants how active listening can quickly transform their professional relationships and job performance.

Tuesday, March 7

Communicating Non-Defensively (Course Number 501W)

Employees will gain a clear understanding of why all people are naturally defensive, learn the symptoms and consequences of inappropriate defensiveness and learn how to disengage from a defensive position. Employees also will learn how to empathize with and disarm a defensive person, how to inquire and focus on the issues, how to non-defensively disclose their own needs and goals and depersonalize the issues.

Chess Not Checkers (Course Number 1702)
In-Person Training

This course is designed to be an overall review and differentiation between planning and strategy. Participants are provided key concepts, ideas, case studies and examples in the strategy process to learn how to develop a strategy and how it distinctly differs from a plan.
Participants review and understand value propositions and how public service can benefit from winning design and executing from a strategic position.

Customer Service Skills & Tech (Course Number 1703)
In-Person Training

In this course participants will review and explore effective application of the basic principles of good customer service. Through developing an understanding of the relationship between customer and service provider, participants will improve their services and increase customer satisfaction and experiences.

How to be a Goal Digger (Course Number 1510)
In-Person Training

Everyone has dreams and goals. Achieving personal and professional goals, however, requires planning and action. Learning how to manage time and set realistic goals will increase your chance of success in every area of your life. Following the advice in this course will help increase your productivity and help you achieve your dreams.

Wednesday, March 8

Fundamentals for DC GIS (Course Number: TO234)

This half-day class will cover the fundamentals for GIS which include key terms, identifying spatial data, map making methods, common spatial analysis techniques and how to access resources and tools for creating map visualizations.

MS Excel 365 Part 1 (Course Number 365E1)
In-Person Training

Excel can help you organize, calculate, analyze, revise, update, and present your data in ways that will help the decision makers in your organization steer you in the right direction. It will also make these tasks much easier for you to accomplish, and in much less time, than if you used traditional pen-and-paper methods or non-specialized software. This course aims to provide you with a foundation for Excel knowledge and skills, which you can build upon to eventually become an expert in data manipulation.

City University Grants Management 101 (Course Number 600W)

This course provides an overview of the grant's management lifecycle and the scope of the grant-receiving and grantmaking processes for District government agencies. The course is designed for professionals who are new to grants management or seasoned professionals who require a refresher course on grants management in the District. This includes professionals with backgrounds in accounting, technology systems, program management, and all relevant areas of public service.

Language Access (Course Number: 606W)

Participants will receive information and resources in the area of communication and how to work with limited-English and non-English proficient populations of the District, an overview of the local statutes that mandate language access and details regarding what compliance requires within agencies and funded entities. As part of this course, personnel will also receive specific instructions and guidelines for customer service and how to use language line services.

Thursday, March 9

Emotional Intelligence Concept (Course Number: 917W)

Incorporating Emotional Intelligence Concepts into the Virtual Mindset. Designed for all employees, this course will focus on demonstrating the various adult emotional intelligence scales and how to best utilize these areas while working virtually and supporting virtual team environments.

Grievance Processing (Course Number: 639)

THIS COURSE IS FOR MSS AND HR PROFESSIONALS ONLY

Employee Concerns and complaints, or grievances, are routinely received by the D.C. Department of Human Resources (DCHR). Grievances must be processed in a specific manner pursuant to law, regulation, and policy at the agency level. DCHR's Employee Relations team is responsible for overseeing the grievance process as the personnel authority. This training will outline the procedures for handling all incoming grievances from eligible employees.

MS Word for Office 365 Part 1 (Course Number: 365W1)
In-Person Training

Microsoft Word is designed to help you move smoothly through the task of creating professional-looking documents. Its rich features and powerful tools can make your work easy, and even fun. In this course, you'll learn how to use Word on the desktop to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

Monday, March 13

Peer Coaching (Course Number: 124W)

This training session is for MSS and Lead Staff.

Peer Coaching sessions are based on the Case Clinic approach of Theory U. It answers the following questions: What happens when we're challenged to listen, to take in another person's story without any agenda other than being present? The sessions allow participants to generate new ways to look at and approach an opportunity, challenge, aspiration, or question.

Tuesday, March 14

Mid-Year Discussion & PIP MSS

Mid-Year Performance Feedback is one process used to foster open communication between the employee and supervisor midway through the fiscal year. It is an opportunity to discuss the status of performance goals, recognize performance accomplishments, reinforce appropriate behavior, identify performance deficiencies and motivate employees to achieve optimal performance.

PS Position Management (Course Number: 160)

This course will guide users on appropriately updating position attributes and will identify all steps required to prepare a position for intended employee record changes. In addition, the course should users provide users with a complete understanding of the cycle from Labor Administration to Position Management and its effects on HR Processing. A few of the many topics discussed are creating, updating, and modifying a Position Number successfully.

Understanding Anger Mgmt. (Course Number: 1406)
In-Person Training

Anger is a universal experience. You have also probably tried many times to manage or control your anger at that moment and failed. In this course, we will dive deep into understanding how your mind works to create anger or rage, how it is running a con on you that makes it look and feel like it is happening to you from the outside in. This brand-new understanding will allow you to reprogram your habitual unconscious responses so that you never need to worry about the damage that anger can do to your life ever again.

Tuesday, March 14-15

Writing for Essentials Communications (Course Number: 304W)

Participants will gain an understanding during the interactive and hands-on sessions on the rules of grammar such as subject verb agreement; appropriate use of direct and indirect object; sentence structure; proper use of common punctuation, conjunctions, understand the purpose for writing; and learn to draft clear, concise, and complete documents.

Wednesday, March 15

Advancing Racial Equity MSS (Course Number: AE204)

This training is designed to better equip District employees to identify and address issues of racial equity. The goal of the trainings is to increase staff's foundational knowledge of varying types of racism and the mechanism that have perpetuated racism, deepen discussions on dismantling race inequities, and build capacity in using racial equity tools that are essential to advancing race equity across departmental policies, programs, and practices - creating a fair and just District Government. This training is a pre-requisite for subsequent trainings in the racial equity training series.

Agency-Level Admin ELM Training (Course Number: 650W)

This course will introduce the Enterprise Learning Management (ELM) system and the permissions and functions associated with the assigned role of Agency-Level (ALA) Administrator for your agency.

PS Core HR (Course Number: 161)

Enrollees must currently have a PeopleSoft role as an HR Advisor, Assistant HR Advisor, or HR Administrator to participate in this course.

This course will guide users on how to appropriately use the PeopleSoft system to create, update and modify PARs for processing and identify the process status available to each role. It will locate all steps required to prepare PARs for various HR tasks and processes successfully.

Understanding the DC Budget (Course Number: 931W)

This course will provide participants with an overview of the budget cycle and process. Explanation of the budget formulation, approval, and execution phases. Understanding of the roles played by key stakeholders, and up-to-date look at policy issues that impact the budget.

Thursday, March 16

Employee Relations **(Course Number: 607)**

This course is designed to provide participants with a holistic view of employee relations, including aspects related to motivating employees and providing positive reinforcement amid conflict and organizational constraints; developing communication strategies that address sensitive or personal matters in the workplace without violating employee rights; dispute resolution and mediation tools; addressing administrative grievances and complaints; and the relationship and differences between labor relations and employee relations.

Communication in a Virtual Environment (Course Number: 1508) **In-Person Training**

Whether you're an individual or a multinational organization, knowing how to be professional on camera and collaborate virtually is a vital skill that sets companies apart. As people, we still rely on important social queues like eye-contact and reading the room to connect with others and successfully represent ourselves. But how do you achieve this screen-to-screen? How do you bridge the gap to be as effective on camera as you are in person? We can help.

PS Commitment Accounting (Course Number: 165)

This course will guide users on the HR Manage Commitment Accounting business process, enabling employees to budget for payroll expenses and track actual payroll costs. Agency Fiscal Officers will be able to use the Manage Commitment Accounting business process to define the fiscal year:

Budgets, calculate earnings, fringe encumbrances, pre-encumbrances, post encumbrances to your general ledger, and post actual earnings and fringe amounts to your general ledger.

Microsoft Office OneNote (Course Number: 1801)
In-Person Training

In our fast-paced digital world, the need to capture ideas, meeting notes, and to-do items is ever present. Microsoft® Office OneNote® for the Desktop provides a way for you to efficiently create and collect your notes in an electronic notebook. This course will introduce you to using OneNote notebooks to store a wide variety of content in an organized structure, access the content from anywhere, and share it with others. Additionally, learning how OneNote and the other applications in the suite are integrated increases your productivity with Microsoft Office.

Supervisor Leadership MSS & Lead Staff (Course Number: 1404)
In-Person Training

Supervisors represent a vital force in the workforce. Supervisors can turn on or off the productivity of the people who report to them. Supervisors are the crucial interface between employees on the shop floor or the service desk and the organization's managers. Although supervisors usually have more technical experience than the employees they supervise and may not have had much leadership experience. This one-day workshop will give you the skills in communication, coaching, and conflict you need to succeed.

PS Job Code Creation Indepen. (Course Number: 164)

This course will guide users on how to create new Job Codes, update existing Job Codes within the PeopleSoft system and apply information from the Position Descriptions to the system. Enrollees must serve in the role as the Classifier at their agency. Attendance of this training and successful testing of the knowledge will provide role access to complete these functions. Users should leave this training with a full understanding of the attributes, processes and tools required to create and update Job Codes.

<u>**Friday, March 17**</u>

DER Designated Employee Rep (Course Number: 943W)

This training aims to educate the individuals designated by their agencies as the Designated Employee Representative (DER). This course will prepare the Designated Employee Representative (DER) to understand their role, their responsibilities, and perform his or her duties properly. All Designated Employee Representatives (DER) must know the drug and alcohol policy and serve as a drug and alcohol coordinator in their respective agency.

MBTI Myers-Briggs WebEx (Course Number: 403W)

This course will provide a fundamental understanding of the various preferences displayed through the Myers-Briggs Type Personality Instrument. Come and learn more about the various personality types and various tools that introduce the assessment.

Innovative Thinking (Course Number: 1511)
In-Person Training

Innovative Thinking allows individuals to view every aspect on earth, explore new paths, as well as find new discoveries that help to advance our consistently thriving world of business. Without creativity, we would only see what is visible. To evolve as a business, it is critical to look beyond what is visible and consider new ideas. When creativity is incorporated into daily workplace practices there is a strong increase in the opportunities for growth, engagement, and productivity. Creativity and innovation will turn ideas and dreams into reality.

MS Outlook Office 365 Part 1 (Course Number: 365OL1)
In-Person Training

Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organizations, large or small, email is the preferred form of communicating information among employees. As email grows in popularity and use, most organizations have found the need to implement a corporate mail management system such as Microsoft® Outlook® to handle the messages and meeting invitations sent among employees.
In this course, you will use Outlook to send, receive, and manage email messages; manage your contact information; schedule appointments and meetings; create tasks and notes for yourself; and customize the Outlook interface to suit your working style.

Monday, March 20

Reasonable Suspicion MSS (Course Number: 909W)

The purpose of this training is to teach managers and supervisors to identify circumstances and indicators that may create reasonable suspicion that an employee is using or under the influence of alcohol or drugs, supporting the referral of an employee for testing. The district requires that managers and supervisors participate in reasonable suspicion training within 60 days of appointment to a supervisory position and at least once every two years.

Professional Etiquette (Course Number: 415W)
In-Person Training

Traditional business relationships and communication methods are changing; however, etiquette and professionalism are still important when interacting with both internal customers (staff) and external clients. The basis of business etiquette is about building solid relationships in your organization by fostering better communication. This can only happen when those you work with feel secure and comfortable with the way you communicate with them. This course covers various skills and techniques to conduct oneself properly in a business environment.

Tuesday, March 21

Communication Strategies MSS (Course Number: 415W)

The essential part of communication is hearing what is not said. Emotional awareness is necessary to convey your thoughts and feelings through transmission correctly.

This class will emphasize Communication Competency and will help the participant to recognize and understand: the goal of communication & its primary components, the knowledge and acceptance of core values and factors that influence communication, as well as recognize the influence as well as the impact of Emotional Intelligence in our engagement and interactions.

LGBTQ Cultural Competency (Course Number: 517W)

LGBTQ+ Cultural Competency teaches language, vocabulary, facts, features, relevant laws, and best practices for working with the LGBTQ+ community. After completing the course, attendees will be confident to work with and for LGBTQ+ residents and colleagues and have the tools to make a more equitable and welcoming workplace.

Mid-Year Discussion & PIP MSS

Mid-Year Performance Feedback is one process used to foster open communication between the employee and supervisor midway through the fiscal year. It is an opportunity to discuss the status of performance goals, recognize performance accomplishments, reinforce appropriate behavior, identify performance deficiencies and motivate employees to achieve optimal performance.

Wednesday, March 22

Unpacking Bias (Course Number: 0123W)

Designed for all employees, this course will not only help participants examine the components of their workplace that impact the culture, but also strive to deconstruct them as a means of improving the culture. Bias is a general term that may be defined as prejudice, partiality, partisanship, favoritism, unfairness, etc. The overall objective is to intentionally work on the culture of the workplace to create a space for all to perform at a level that meets and exceeds expectations.

Effective Business Writing (Course Number: 1802)
In-Person Training

Though businesses increasingly rely on technology, technological skills alone do not guarantee success in the workplace. You must still develop your ideas, express them clearly, and persuade others of their viability. This course offers effective strategies to sharpen your writing skills by structuring your ideas logically, exercising diplomacy in letters and reports, and shaping your arguments. In contemporary business environments, information overload makes it necessary for you to communicate clearly and concisely. Trying to make sense of a disorganized email message can be frustrating given the number of emails you have to answer daily. By analyzing your audience, organizing your writing, and employing effective persuasive techniques, your writing will make an impact.

Thursday, March 23

Advancing Racial Equity MSS (Course Number: AE204)

This training is designed to better equip District employees to identify and address issues of racial equity. The goal of the trainings is to increase staff's foundational knowledge of varying types of racism and the mechanism that have perpetuated racism, deepen discussions on dismantling race inequities, and build capacity in using racial equity tools that are essential to advancing race equity across departmental policies, programs, and practices - creating a fair and just District Government. This training is a pre-requisite for subsequent trainings in the racial equity training series.

EI: Mastering Your Emotions (Course Number: 1402)
In-Person Training

Emotional intelligence, also called EQ, is the ability to be aware of and manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but your EQ; your ability to connect with others and manage the emotions of yourself and others, will determine how successful you are in life. We have all worked with and listened to brilliant people. Some of them were great, and… well, some were not so great. The mean and the meek and all those in between can teach us more than we realize. When we look at the extraordinary people who inspire and make a difference, we will see that they do this by connecting with people personally and emotionally. What differentiated them was not their IQ but their EQ – their emotional intelligence. This one-day workshop will help you develop your emotional intelligence.

MS Excel 365 Part 1 (Course Number: 365E1)
In-Person Training

Organizations the world over rely on information to make sound decisions regarding all manner of affairs. But with the amount of available data growing daily, the ability to make sense of all of that data is becoming more and more challenging. Fortunately, this is where the power of Microsoft® Excel® can help. Excel can help you organize, calculate, analyze, revise, update, and present your data in ways that will help the decision makers in your organization steer you in the right direction. It will also make these tasks much easier for you to accomplish, and in much less time, than if you used traditional pen-and-paper methods or non-specialized software. This course aims to provide you with a foundation for Excel knowledge and skills, which you can build upon to eventually become an expert in data manipulation.

Friday, March 24

Growth Mindset (Course Number: 1701)
In-Person Training

Research shows that the human brain has plasticity. This means that our brains can change with effort as we learn new things or have new experiences over time. As we learn new things, our brain grows new neurons. In this workshop course participants will learn the components of a growth mindset, a fixed mindset and how to consistently ensure that you and your team adapt a winning mindset to examine, explore and aid in professional growth and development.

Monday, March 27

Peer Coaching (Course Number: 124W)

This training session is for MSS and Lead Staff.

Peer Coaching sessions are based on the Case Clinic approach of Theory U. It answers the following questions: What happens when we're challenged to listen, to take in another person's story without any agenda other than being present? The sessions allow participants to generate new ways to look at and approach an opportunity, challenge, aspiration, or question.

MS Word for Office 365 Part 1 (Course Number: 365W1)
In-Person Training

These days, most people take electronic word processing for granted. While we may still write out our grocery lists with pen and paper, we expect to use a computer to create most of our documents. It's impossible to avoid word-processing software in many areas of the business world. Managers, lawyers, clerks, reporters, and editors rely on this software to do their jobs. Whether you are an executive secretary or a website designer, you'll need to know the ins and outs of electronic word processing. Microsoft® Word is designed to help you move smoothly through the task of creating professional-looking documents. Its rich features and powerful tools can make your work easy, and even fun. In this course, you'll learn how to use Word on the desktop to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

Tuesday, March 28

PS eRecruit (Course Number: 162)

This course will guide users on how to create competitive and noncompetitive job postings in PeopleSoft, learn how to route candidates for employment consideration, navigate through the HR Approval process and much more. Enrollees must currently have a PeopleSoft role as an HR Advisor, Assistant HR Advisor or HR Administrator to participate in this course. Users will be provided the tools to navigate the eRecruit system and successfully execute the functions and tasks to be completed in eRecruit.

Wednesday, March 29

PS Develop/Entering Questions (Course Number: 163)

This course will guide users on how to create quality question sets and will aid on the appropriate way to upload the questions sets and apply the scoring for job postings. Enrollees must currently have a PeopleSoft role as an HR Advisor, Assistant HR Advisor or HR Administrator to participate in this course. Users will be provided with tips and tricks to searching within PeopleSoft for existing question sets and will be provided insight and suggestions in developing questions that will attract qualified candidates for job postings.

Business Writing that Works (Course Number: 1405)
In-Person Training

In writing, it is important to ensure that your message is easy to understand, that you have included all the necessary information, and that the points are expressed clearly. In business writing, it is also essential to convey information professionally and courteously using proper formatting. Learn how to perfect your business writing in this one-day workshop. While there are many types of business writing, this workshop will provide tools to write effective memos, emails, and letters and briefly touch on reports and proposals.

Thursday, March 30

PS Reports/Query (Course Number: 166)

This course will guide users' tips and tricks on how to run and schedule reports in PeopleSoft. Users will receive the commonly used reports and queries for WGI's, Leave, Time Reporting, FMLA, PFL, and more. Enrollees must currently be in an HR professional position/role.

### MS PowerPoint Office 365 Part1 (Course Number: 365PP1)
In-Person Training

How do you grab and maintain an audience's focus when you're asked to present important information? By being clear, organized, and engaging. And that is exactly what Microsoft® PowerPoint® can help you do. Today's audiences are tech savvy, accustomed to high-impact multimedia content, and stretched for time. By learning how to use the vast array of features and functionality contained within PowerPoint, you will gain the ability to organize your content, enhance it with high-impact visuals, and deliver it with a punch. In this course, you will use PowerPoint to begin creating engaging, dynamic multimedia presentations.

QUESTION: HOW DO I ACCESS TRAINING COURSES?

Step 1: Log into Peoplesoft's ESS portal utilizing your dc.gov credentials. *If you've forgotten your password, please select Forgot Password to receive an autogenerated password.**
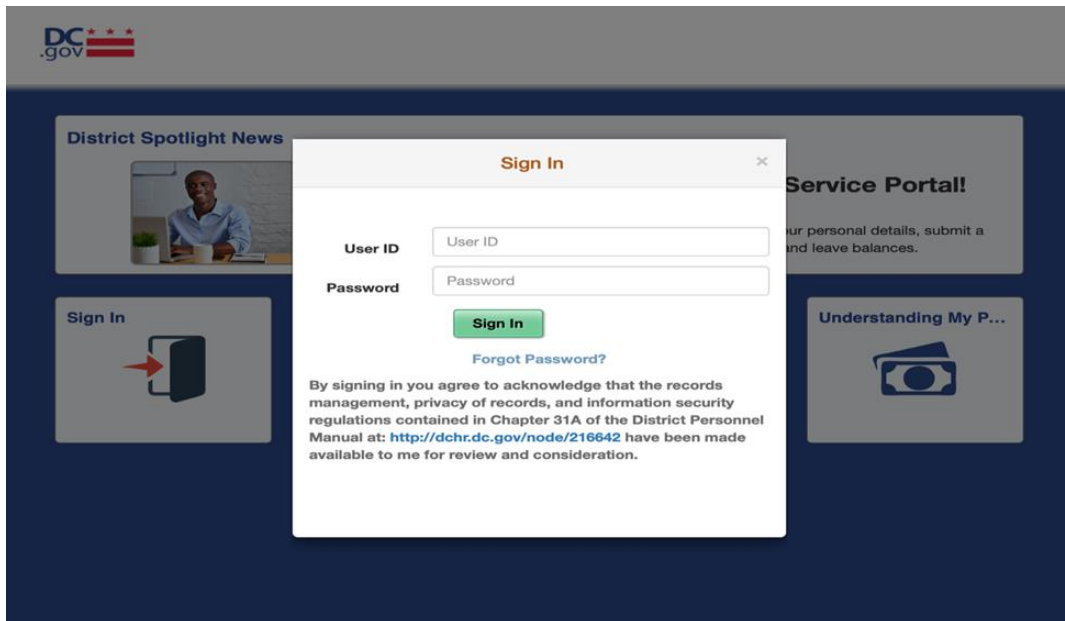
Step 2: Select **Request Training** from the landing page. Training can be found by navigation to
Navigator→ Self Service→ Learning and Development→ Request→ Training Enrollment
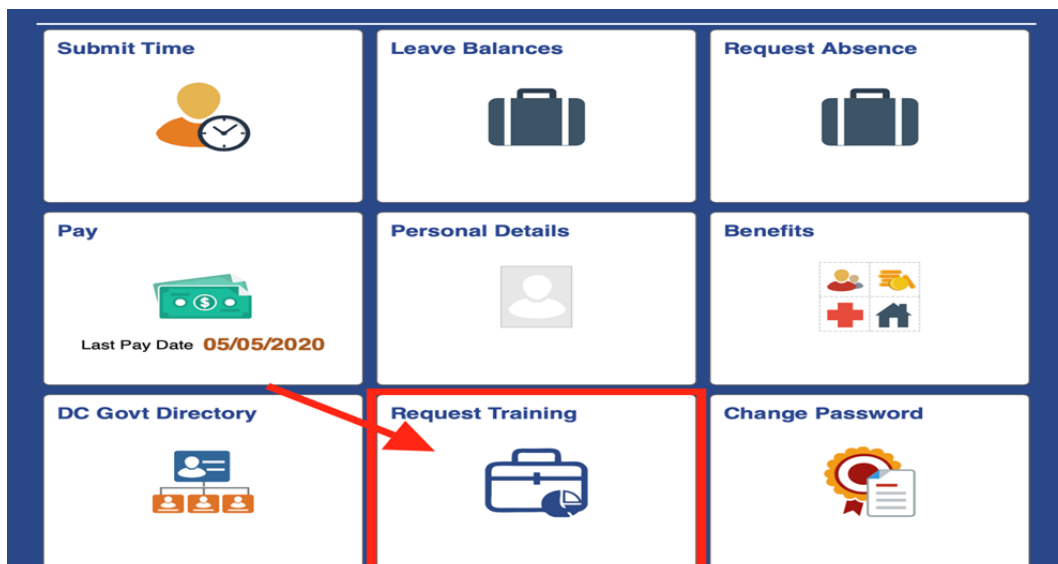
Step3: There are several course **Search** options to choose from.

- **Course Name**
- **Course Number**
- **Location and Date**

My Available Courses

My Mandatory Courses   Questionnaires, Materials and Surveys

Please choose one of the search methods below to find a course session.

Search by Course Name   Advanced Course Search
Search by Course Number   Access Skillport Online Courses
Search by Location
Search by Date   Career Management Tracks
CLD Course Catalog   Core Competency Development

Go To   Self Service
             Learning and Development
             Training Summary

Step 4: If searching by **Course Name**, type in the title of the training in the search bar. Click **Search**. If searching by course number, select **Search by Course Number** and type in the course number. Click **Search**.

Request Training Enrollment

Course Search

Enter a full or partial course name and select the Search button to get a list of matching courses. Leave the course name blank to get a list of all courses.

Course Name [   ]   Search

Course Details

Description	Course Detail	Course Number	Session Availability
KV Office 365	ℹ	0001	No Sessions Available
Telecommuting [Online Course]	ℹ	002W	View Online
Ethics for DC Employees-Online	ℹ	003W	View Online
LGBT Cultural CompetencyOnline	ℹ	004W	View Online
HIV Awareness	ℹ	005W	No Sessions Available
Paid Family Leave	ℹ	006W	View Online
Comp & Class Online Training	ℹ	007W	View Online
ACA Reporting in PeopleSoft	ℹ	010W	View Online

Step 5: Identify the appropriate course and select either **View Online** or **View Available Sessions**. Select the appropriate four-digit number under **Sessions** and click **Continue**.