

DEPARTMENT OF HUMAN RESOURCES**Center for Learning and Development**
November Virtual Course Series**Wednesday, November 2****Performance Management MSS (Course Number: 913W)**

Designed for MSS employees and Leads, this course will provide an overview of performance management best practices for supporting virtual teams. The session will feature key content on the performance management planning process, mid-year and annual reviews, and strategic goal planning for developmental purposes.

Tuesday, November 8**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.

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.

Performance Management ESS (Course Number: 308W)

Understanding PMP for Employee AKA Performance Management (ESS). 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.

Wednesday, November 9

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.

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.

Thursday, November 10

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.

Monday, November 14

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.

Tuesday, November 15

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.

Virtual Communications Tips (Course Number: 914W)

This course will feature ten best practice strategies for building strong and successful virtual communication and engagement within any organization. Current collaboration and technology tools will also be discussed allowing attendees to have an opportunity to share those current forms of communication that have helped increase engagement and maintain teamwork.

Tuesday-Wednesday, November 15-16

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, November 16

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.

Designing and Delivering Change Management Strategies (Course Number: 911W)

Open to all employees, this session will feature the various stages within the change management process and how to best perform and communicate effectively throughout the entire process.

FMLA Coordinator Training (Course Number: FMLA)

This course is designed for MSS and HR position employees.

This virtual FMLA training will explain your duties as a FMLA coordinator and outline the steps for processing applications for extended leave programs.

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.

Thursday, November 17

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Leave Management Training (Course Number: 638W)

This course is for MSS and HR professional only

When an employee requires a period of leave because of a medical issue or disability, the situation is not always straightforward and the best way to manage it is not always clear. Therefore, before acting, managers need to carefully consider whether an employee's situation is covered by any laws, regulations, or District programs. No matter the circumstances, this training will provide managers and HR professionals with the tools to better understand how to manage leave, absences and attendance trends that often affect performance and overall team moral. This training will offer guidance on the District's leave policies and best practices for application. Come join us as we discuss the leave management maze!

Quality Customer Care WebEx (Course Number: 302W)

High-quality customer service is critical for every organization. This course provides the framework for outstanding customer service techniques and best practices. Employees will learn different methodologies and acquire tools and tips to ensure that customers are impressed with the efficiency and timeliness of the service they receive and the level of professionalism with which District government employees provides service. Employees will learn about attitudes and perceptions and will take a realistic look at the day-to-day workplace.

Friday, November 18

Coaching Session AM: MSS & Lead EMP (Course Number: 525W)

Designed for MSS and Lead Employees, this session focuses on best practice strategies for building inspiration and increasing motivation/engagement among teams. A host of creative and functional team building exercises will be shared as part of the course.

Coaching Session PM: MSS & Lead EMP (Course Number: 525W)

Designed for MSS and Lead Employees, this session focuses on best practice strategies for building inspiration and increasing motivation/engagement among teams. A host of creative and functional team building exercises will be shared as part of the course.

Grants Management: Request for Application Development (Course Number: CU601)

This is a City University training course on how to Develop and Publish Requests for Applications is a course for all agency staff working in grantmaking. The course will teach participants all the components of a District-issued Request for Applications; how to write a comprehensive RFA; and the process for publishing an RFA in DC Government.

Tuesday, November 22

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.

Wednesday, November 23

Managing Conflict Effectively (Course Number: 94W)

Open to all employees, this course will focus on the common definitions of conflict within the workplace. Participants will engage in discussions around the ways in which conflict can be avoided while also gaining techniques in managing conflict to maximize organizational and team effectiveness.

Wednesday, November 30

Understanding the DC Budget (Course Number 931W)

Objectives:

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
- Up-to-date look at policy issues that impact the budget

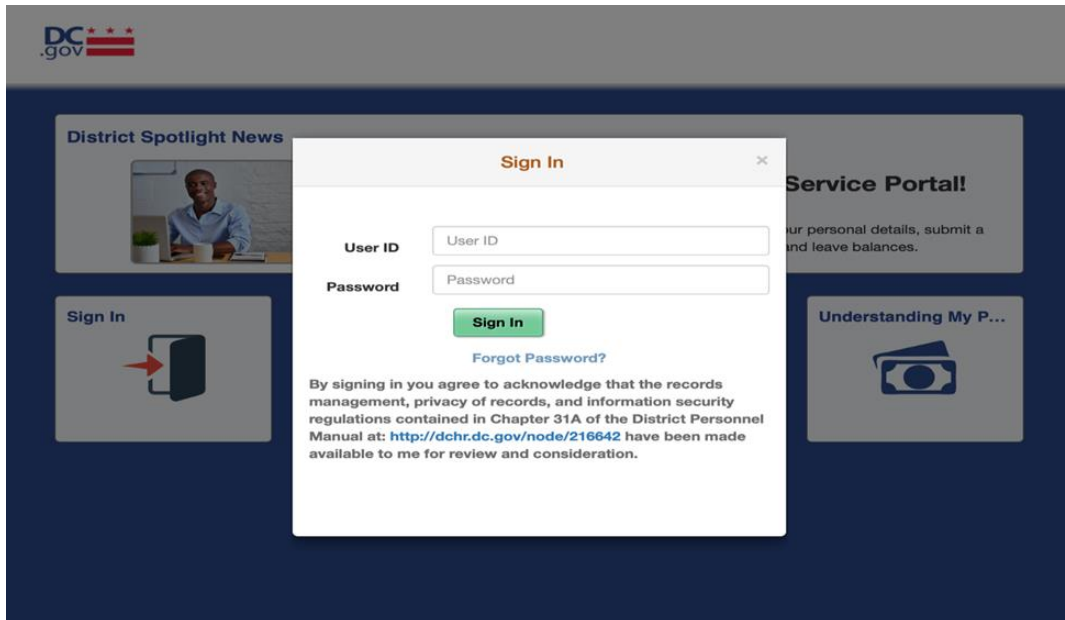
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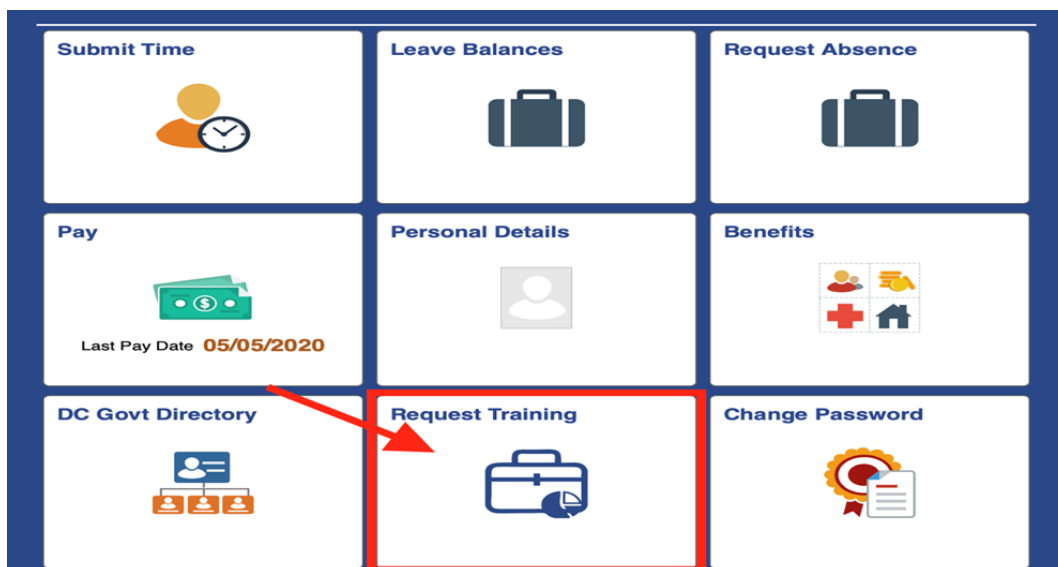
Peoplesoft's Training Registration Guide

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](#)
[Search by Course Number](#)
[Search by Location](#)
[Search by Date](#)
[CLD Course Catalog](#)

[Advanced Course Search](#)
[Access Skillport Online Courses](#)

[Career Management Tracks](#)
[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		0001	No Sessions Available
Telecommuting [Online Course]		002W	View Online
Ethics for DC Employees-Online		003W	View Online
LGBT Cultural CompetencyOnline		004W	View Online
HIV Awareness		005W	No Sessions Available
Paid Family Leave		006W	View Online
Comp & Class Online Training		007W	View Online
ACA Reporting in PeopleSoft		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**.