DC Department of Human Resources

CENTER FOR LEARNING & DEVELOPMENT

COURSE CATALOG 2014

To attract, develop and retain a well-qualified, diverse workforce.

Message From the Director

Welcome to the Department of Human Resources (DCHR) Course Catalog.

The District of Columbia Government remains committed to providing its employees and residents with learning opportunities to develop their professional and personal goals. I am excited to announce DCHR has launched **a new learning and development strategy in FY2014** to enhance the learning opportunities and tools available.

The new strategy is based upon the District-wide learning and development vision and goals, which include providing cutting-edge programs, learner-centered instruction, and linking your learning to your career paths.

The strategy also includes **an improved Enterprise Learning Management (ELM) system**. The ELM system is a tool that aligns learning and development with your career path and core competencies and allows you to search for courses focused on your goals.

There are other exciting learning opportunities this year, including the FY2014 MSS required core class, the **New Compensation and Classification Reform training (available January 2014).** In addition, we are increasing the number of Continuing Education Partners to provide even greater learning opportunities for you. We are pleased to partner with the University of Phoenix, University of Maryland University College, DeVry University, Community College of District of Columbia, and many more learning institutions to increase our course selection and delivery.

I hope you take advantage of the valuable educational opportunities available in this catalog. I am confident the new learning strategy will enhance your professional and personal development.

At DCHR, we are committed to helping employees learn, develop, and grow. We look forward to supporting you with your learning and professional development.

Shawn Y. Stokes
Director

Center for Learning & Development: Who are we?

The D.C. Department of Human Resources (DCHR), Center for Learning & Development (CLD) provides training, workforce planning and organizational development programs and activities that increase the knowledge, skills and competencies of District government employees to enable them to provide the highest quality and most cost-effective services to the District of Columbia. The Administration is composed of the following divisions: Programs and Training.

DCHR CLD offers a complete online course catalog and a summary of the training programs. District government employees can find more information about the course schedule, individual programs, registration, and training policies on the DCHR Web site CLD.dc.gov.

CLD's Contact Information

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Information on Continuing Education Units (CEUs)

The DCHR Center for Learning & Development offers credit in the form of continuing education units (CEUs) for all courses you take. CEUs are used nationwide to maintain records of completion of organized postsecondary education. One CEU is granted for every ten (10) hours of class participation. For those on management and other professional career paths, CEUs are widely recognized as evidence of educational attainment. You may apply these credits toward various degree programs or use them to earn or maintain professional credentials. The policies of individual academic institutions and professional organizations vary. Therefore, please check the policies of your institution or professional group. To earn CEUs and receive credit for completing the course, you must attend the entire class.

Available Programs

Career Management Programs

The Career Management Programs can be used as a guide for creating a professional development plan within the District Government. Descriptions and course offerings focus on the knowledge, skills, and personal characteristics that enable employees to grow professionally. Use the table below to find an applicable Career Path and relevant courses.

Connecting Learning to Career Paths

RESIDENTS	CAREER SERVICE	CAREER SERVICE	MSS	HIGH POTENTIAL LEADERS	EXECUTIVES
District Residents	**Thriving in the Workplace**	**Moving Into Management**	**Management Supervisory Service**	**Emerging Leaders**	**Executive Leadership Program**
This program is designed to support District residents and others in their job search and career development	This program is designed to enhance skill development for entry level and mid-level employees, analysts, and team leads	This program is designed to cultivate leadership skills within mid-level employees and those who desire to manage	This program is designed to provide managers with the critical knowledge and skills to effectively manage people and execute programs in accordance with District policy and best practices	This program is designed to develop high potential leaders and prepare them for senior level management	This program is designed to equip executives with information and policies related to the effective management of a high-performing agency

Connecting Learning to Career Management Programs

CAREER PROGRAM	DESCRIPTION
District Residents	This program is designed to support District residents and others in their job search and career development
Thriving in the Workplace	This program is designed to enhance skill development for entry and mid- level employees, team leads, and analysts.
Moving Into Management	This program is designed to cultivate leadership skills within mid-level employees and those who desire to manage.
Management Supervisory Service (MSS)	This program is designed to provide managers with the critical knowledge and skills to effectively manage people and execute programs in accordance with District policy and best practices.
Emerging Leaders	This program is designed to develop high potential leaders and prepare them for senior level management.
Executive Leadership Program	This program is designed to develop high potential leaders and prepare them for senior level management.

Career Management Programs

(Relevant Courses)

CAREER PATH	COURSE LIST
District Residents	**555** Resume Writing & Building Techniques **410** Ranking Factors - DC Government

CAREER PATH	COURSE LIST
Thriving in the Workplace	**300** Critical Thinking **309** Overview of Performance Mgmt. (MSS & ESS) **404** Business Etiquette & Professionalism **408** Setting Boundaries **501** Communicating Non-defensively **504** Time Management **505** Handling People with Tact & Skill **514** Taking Initiative

CAREER PATH	COURSE LIST
Moving into Management	**300** Critical Thinking **308** Performance Management (ESS) **404** Business Etiquette & Professionalism **502** Powerful Communication **512** Work it out: Solving People Problems **505** Handling People with Tact & Skill **915** Mid-Year Discussion & PIP

CAREER PATH	COURSE LIST
Management Supervisory Service	**602** Progressive Discipline **604** FMLA **607** Employee Relations **801** Change Management **900** Critical Thinking for Supervisors and Managers **901** Ethical Decision Making for Managers **902** Leadership Essentials **903** Management Dynamics **905** Performance Management (MSS) **907** Procurement I **908** Project Management **909** Reasonable Suspicion **911** Understanding the District's Budget **912** Budgeting for Agency Operations **915** Mid-Year Discussion & PIP **917** Building High Performance Teams **918** Introduction to Management **919** Principles of Management **1010** Intro to DC Government Contracting

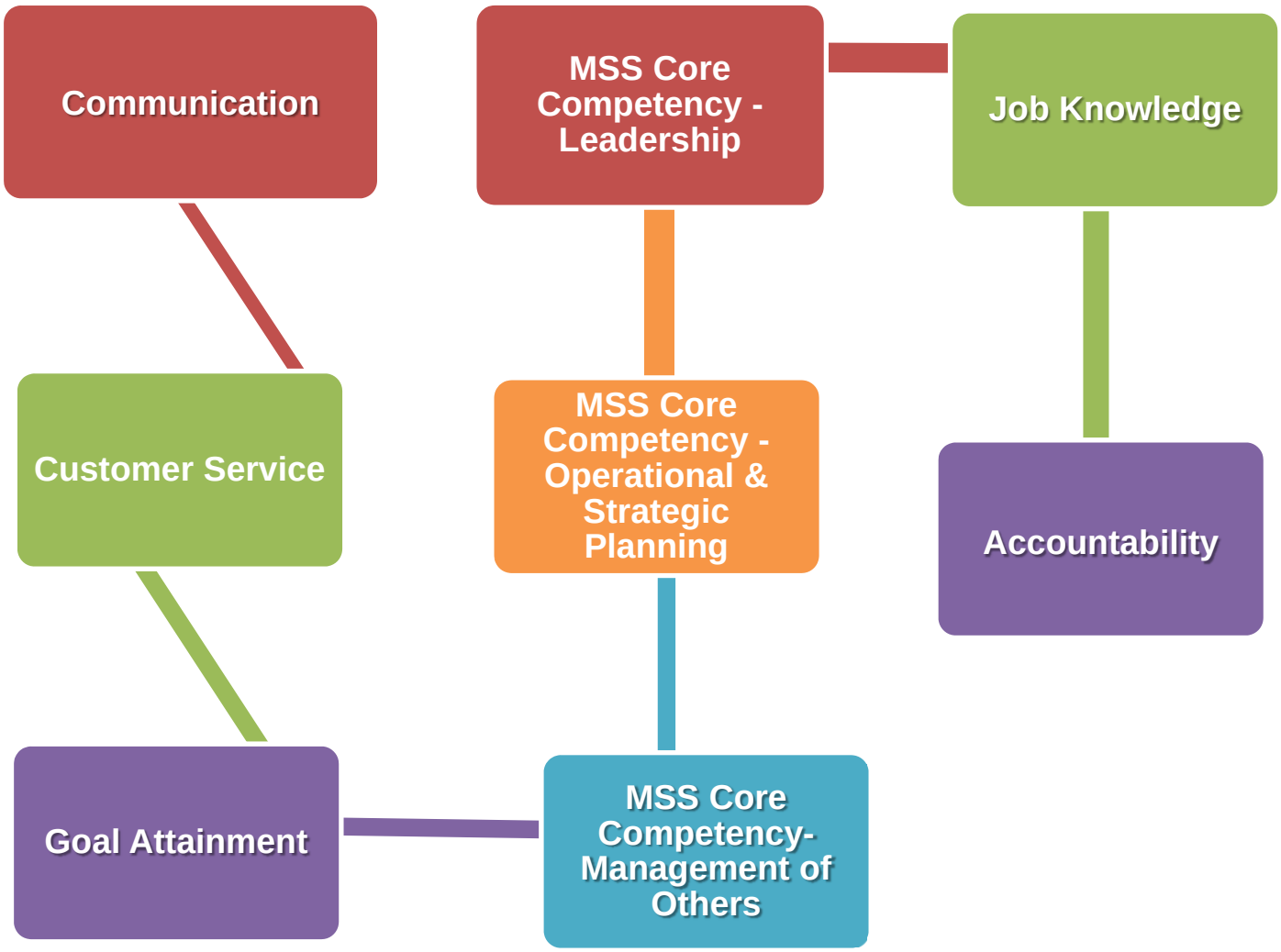
CAREER PATH	COURSE LIST
EMERGING LEADERS	**300** Critical Thinking **801** Change Management **900** Critical Thinking for Supervisors and Managers **901** Ethical Decision Making for Managers **903** Management Dynamics **907** Procurement I **908** Project Management **909** Reasonable Suspicion **911** Understanding the District's Budget **915** Mid-Year Discussion & PIP **1010** Intro to DC Government Contracting

CAREER PATH	COURSE LIST
EXECUTIVE LEADERSHIP	**901** Ethical Decision Making for Managers

Available Programs

Core Competency Development

A core competency is a fundamental knowledge, ability, or expertise in a specific subject area or skill set. The District Government has identified five Core Competencies for all District employees and three for Supervisors and Managers (MSS). Use the table below to identify competencies and find courses that can be used to develop proficiency.



Connecting Learning to Core Competencies

Core Competency	DESCRIPTION
Communication	Presents ideas and information verbally and in writing in a clear, concise manner. Shares information with and informs others on a timely basis using appropriate and easily understood language. Able to articulate agency mission and goals.
Customer Service	Partners with internal and external customers to provide quality service. Demonstrates consistent and continual adherence to all prescribed District customer service goals and standards. Treats all customers in a professional and courteous manner.
Goal Attainment	Leverages knowledge of agency and District government vision, mission, and values to consistently execute duties and responsibilities. Capable of seeing the impact that day to day work has on the work of the team, agency, and District government overall.
Accountability	Demonstrates personal responsibility for ensuring the completion of work assignments as prescribed. Uses District supplies, equipment, vehicles, uniforms, technology, etc. in an efficient manner, and appropriately reuses and discards these items.
Job knowledge	Exhibits an understanding and knowledge of profession. Works to improve job knowledge by taking courses, becoming certified or licensed, maintaining certification or licensure, attending conferences, seminars, seeking out a mentor, etc.
MSS Core Competency-Leadership	Creates and nurtures a performance-based culture that supports efforts to realize the District government's mission and accomplish its goals. Inspires, motivates, and guides others,& partners with others to ensure goals are met
MSS Core Competency-Operational & Strategic Planning	Contributes to the development, execution, and evaluation of the agency's strategic plan. Displays a keen awareness of and attention to short and long term goals, stakeholder interests, and exploring opportunities for cross-agency collaboration.
MSS Core Competency-Management of Others	Identifies potential in others. Provides ongoing feedback to improve performance. Encourages meaningful career development opportunities for staff. Conducts full scope of performance management responsibilities to ensure a well-functioning staff.

Core Competency Development:

(Relevant Courses)

CORE COMPETENCY	COURSE LIST
COMMUNICATION	**304** Writing for Essential Communication **401** Setting Boundaries **501** Communicating Non-Defensively **502** Powerful Communication **503** Effective Presentation Skills

CORE COMPETENCY	COURSE LIST
Customer Service	**302** Customer Service **303** Customer Care Excellence-Act I **303** Customer Care Excellence-Act II **303** Customer Care Excellence-Act III **303** Customer Care Excellence-Act IV **303** Customer Care Excellence-Act V **403** Personality-Myers Briggs **405** Business Etiquette & Professionalism **408** Setting Boundaries **500** Anger Management **501** Communicating Non-Defensively **505** Handling People with Tact & Skills **513** Curing the Negativity Virus **913** Multigenerational Workplace

CORE COMPETENCY	COURSE LIST
Goal Attainment	**300** Critical Thinking **504** Business Etiquette & Professionalism **508** Time Management **514** Ethics Standards for DC Employees **607** Employee Relations **901** Ethical Decision Making **908** Project Management **911** Understanding the District's Budget **1010** Intro. To DC Government Contracting **003W** Ethics Webinar **005W** GLBT Cultural Competency

CORE COMPETENCY	COURSE LIST
Job Knowledge	**230** Overview of DC GIS **232** ArcGIS **234** Google (Earth) DC **503** Effective Presentation Skills **602** Progressive Discipline **603** Interviewing Techniques for Managers **604** FMLA **607** Employee Relations **609** PeopleSoft-Reports/Queries **610** PeopleSoft Eprofile Maintenance **611** PeopleSoft/Position Mgmt. PILOT **612** PeopleSoft e-Recruit/TAM **613** EEO Counselor **614** EEO Officer **702** Train the Trainer **907** Procurement I **909** Reasonable Suspicion **911** Understanding the District Budget **912** Budgeting for Agency Operations

CORE COMPETENCY	COURSE LIST
Accountability	**300** Critical Thinking **308** Performance Management (ESS) **309** Overview of Performance Mgmt. (MSS & ESS) **401** Mapping out your Career Path **408** Setting Boundaries **507** Sexual Harassment **517** GLBT Cultural Competency **905** Performance Management (MSS) **908** Project Management **915** Mid-Year Discussion & PIP **004W** Telecommuting Webinar

CORE COMPETENCY	COURSE LIST
MSS Leadership	**512** Work it out: Solving People Problems at Work **513** Curing the Negativity Virus **607** Employee Relations **801** Change Management **900** Critical Thinking for Supervisors and Managers **903** Management Dynamics **917** Building High Performance Teams **918** Introduction to Management **919** Principles of Management **1020** Contract Admin. Training **1040** Creating Effective Statements of Work **1180** DC Gov. P Card **7100** PASS Buyer

CORE COMPETENCY	COURSE LIST
MSS **Operational & Strategic Planning**	**900** Critical Thinking for Supervisors and Managers **903** Management Dynamics **911** Understanding the District's Budget **912** Budgeting for Agency Operations **917** Building High Performance Teams

CORE COMPETENCY	COURSE LIST
MSS **Management of Others**	**308** Performance Management (ESS) **309** Overview of Performance Mgmt. (MSS & ESS) **512** Work it Out: Solving People Problems at Work **602** Progressive Discipline **801** Change Management **900** Critical Thinking for Supervisors and Managers **903** Management Dynamics **915** Mid-Year Discussion & PIP **917** Building High Performance Teams **918** Introduction to Management **919** Principles of Management **1180** DC Gov. P Card **7100** PASS Buyer

Health and Wellness Series

These courses focus on improving employees' physical health and overall state of being. All courses in the Health and Wellness Series are open to all employees. Unless noted, no pre-requisites are necessary for these classes.

The Health and Wellness Series includes the following programs and courses:

Family and Friends CPR
Line Dancing
Zumba Dancing
Emergency Planning/Home & Work

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100 Family and Friends CPR

PeopleSoft Title: CPR/First Aid

3 hours (1 three-hour day–0.3 CEUs)

Description

The Family & Friends CPR course offers basic cardiopulmonary resuscitation (CPR) awareness training in a dynamic group environment. This course uses the research-proven Practice-While-Watching method to provide students with the most hands-on CPR practice time possible.

Objectives

- Employees will learn how to use basic CPR in emergency situations.
- Employees will learn how to administer CPR to adults and children.
- Employees will learn how to apply and practice CPR techniques.

Who Should Attend

Open to all employees

Prerequisites

None

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103 Line Dancing

PeopleSoft Title: Line Dancing

1 hour

Description

Line dancing is a great way to exercise, relieve stress, stimulate the mind & body and have fun. It also enhances healthy joints and flexibility. Learn how to have better rhythm and coordination. Develop a healthier lifestyle and lift your energy level and spirits.

Objective

- Employees will learn to line dance.

Who Should Attend

Open to all employees

Prerequisites

None

105 Zumba Dancing

PeopleSoft Title: Zumba Dancing

1 hour

Description

Zumba is a fun, different & effective fusion of Latin rhythms with easy to follow moves, to create a dynamic aerobic workout!

Objective

- Employees will learn to Zumba!!

Who Should Attend

Open to all employees

Prerequisites

None

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106 Emergency Planning/Home & Work

PeopleSoft Title: Emergency Preparedness

3 hours (1 three-hour day–0.3 CEUs)

Description

Ensure your home and workplace are equally prepared in the event of an emergency or disaster with this 2.5 hour seminar designed to provide District employees with proven emergency preparedness best practices for home and office settings. Participants will learn practical ways to plan for and mitigate household and community emergencies, including: how to create a home disaster plan, how to safely evacuate or shelter (stay) in place and how to help during a community-wide emergency or disaster.

Objectives

- For the workplace, participants will discuss the essential elements of a workplace emergency plan and;
- learn about different types of workplace emergency plans, including: Occupant Emergency Plans (OEPs) or Continuity of Operations (COOP) plans.

Who Should Attend

This course is intended for District employees identified within their agency as "emergency employees" or other specified critical employees, however, all District employees are welcome and encouraged to attend.

Prerequisites

None

Computer Technology Training

The goal of computer application training at CLD is to help employees use the power of technology as a tool to work smarter, faster and more productively. Our commitment to keeping pace with change by investing in information technology also requires an investment in the ongoing development of employees' skills and knowledge.

CLD offers classroom training that encompasses most entry-level computer application in the Microsoft Office Suite. All courses are competency-based and are designed to help employees reach and maintain high levels of performance in their work environments.

CLD's Computer Technology Training section consists of three major components: the Personal Computer Applications (PCA) series, the Technical Computer Application Series and Online Training. The PCA series provides employees with the basic skills they need to effectively operate a personal computer in the workplace. The Technical Computer Application Series focuses on the District's Geographic Information Systems (DC GIS) program by providing District government employees with the skills they need to use geographic information systems (GIS) in the workplace. The Online Training component provides employees with the opportunity to take basic and advanced courses over the Web at times convenient to them. Training modules include computer desktop and advanced courses, as well as financial, project management, customer service, professional, and management development courses.

Personal Computer Application Series

The PCA Series provides employees with the basic skills they need to operate a personal computer in the workplace. It includes introductory courses that teach basic computer skills for beginners and intermediate and advanced courses for more experienced users.

The PCA Series includes the following courses:

Introduction to Personal Computers
Microsoft Access 2010--Introductory, Intermediate, and Advanced Levels
Microsoft Excel 2010—Introductory, Intermediate, and Advanced Levels
Microsoft Office 2010—New Features
Microsoft Outlook 2010—Introductory Level
Microsoft PowerPoint 2010—Introductory Level
Microsoft Project 2010—Introductory Level
Microsoft Publisher 2010—Introductory Level
Microsoft Word 2010—Introductory, Intermediate, and Advanced Levels
Microsoft Office 2010—New Features

2010PC Introduction to Personal Computers

PeopleSoft Title: Introduction to PCs

3 hours (1 three-hour day–0.3 CEUs)

Description

Employees will learn what a PC is and what an operating system is. They will learn basic computer skills, such as turning on a computer, logging on to Windows, and working with files. Employees will also learn to identify and use the major components of a PC, both externally and internally, including the disk drive, monitor, mouse, keyboard, and printer.

Objectives

- Learn the basic skills necessary to operate a personal computer.

Who Should Attend

Open to all employees

Prerequisites

None

2010A1 Microsoft Access 2010—Introductory Level

PeopleSoft Title: Access 2010 - Level I

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will learn the basic skills necessary to begin using Microsoft Access 2010. They will design and create databases, tables, queries, forms and reports.

Objectives

- Understand database concepts and terminology and explore the Microsoft Office Access 2007 environment.
- Build a new database with related tables.
- Manage the data in a table.
- Query a database using different methods.
- Design forms.
- Generate reports.

Who Should Attend

Any employee who wants to get the most out of using Access 2010

Prerequisites

Familiarity with Microsoft Windows 98, 2000, NT or XP

2010A2 Microsoft Access 2010—Intermediate Level

PeopleSoft Title: Access 2010 - Level II

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will learn intermediate-level operations of the Microsoft Access program. This course is for individuals whose job responsibilities include maintaining data integrity; handling complex queries, forms and reports; and sharing data between Access and other applications. This course is also a prerequisite to taking more advanced courses in Access 2007.

Objectives

- Modify the design and field properties of a table to streamline data entry and maintain data integrity.
- Retrieve data from tables using joins.

- Create flexible queries to display specified records, allow for user-determined query criteria and modify data using queries.

Who Should Attend
Any employee who wants to get the most out of using Access 2007.

Prerequisites
Microsoft Access 2010—Introductory Level

2010A3 Microsoft Access 2010—Advanced Level

PeopleSoft Title: Access 2010 - Level III

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will extend their knowledge into some of the more specialized and advanced capabilities of Microsoft Access by structuring existing data, writing advanced queries, working with macros, enhancing forms and reports and maintaining a database.

Objectives

- Structure existing data.
- Write advanced queries.
- Simplify tasks with macros.
- Make reports more effective.
- Maintain an Access database.

Who Should Attend
Employees who understand the basics of creating and using data objects, including tables, queries, forms and reports

Prerequisites
Microsoft Access 2010—Intermediate Level

2010E1 Microsoft Excel 2007—Introductory Level

PeopleSoft Title: Excel 2010 - Level I

6 hours (1 six-hour day–0.6 CEUs)

Description

In this series beginning and intermediate Microsoft Excel users will learn about creating and editing spreadsheets, what is new in the 2010 version, the Excel interface, navigating, editing and working with text, values and formulas, printing, formatting, creating charts and databases and using images and hypertext in a spreadsheet.

Objectives

- Create a spreadsheet.
- Manage worksheets.
- Create charts and databases.
- Learn hypertext and other tips.

Who Should Attend
Any employee who wants to get the most out of using Excel 2010

Prerequisites
None

2010E2 Microsoft Excel 2007—Intermediate Level

PeopleSoft Title: Excel 2010 - Level II

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will learn the skills and concepts necessary to work with Microsoft Excel to create templates, sort and filter data, import and export data, analyze data and work with the program on the Web.

Objectives

- Enhance the workbook.
- Automate workbook creation by using templates.
- Analyze data by using pivot tables and pivot charts.
- Work with graphic objects.
- Calculate with advanced formulas.
- Sort and filter data.

Who Should Attend

Employees with Microsoft Excel 2010—Introductory level experience who understand data types (text, numbers and formulas)

Prerequisites

Microsoft Excel 2010—Introductory Level

2010E3 Microsoft Excel 2007—Advanced Level

PeopleSoft Title: Excel 2007 - Level III

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will extend their knowledge into some of the more specialized and advanced capabilities of Microsoft Excel by automating some common tasks, applying advanced analysis techniques to more complex data sets, collaborating on worksheets with others and sharing Excel data with other applications.

Objectives

- Increase productivity and improve efficiency by streamlining workflow.
- Collaborate with others using workbooks.
- Work with multiple workbooks.
- Use Excel with the Web.
- Structure workbooks with XML.

Who Should Attend

Employees who understand basic and intermediate levels of Excel 2010

Prerequisites

Microsoft Excel 2010—Intermediate Level

2010OT Microsoft Outlook 2010—Introductory Level

PeopleSoft Title: Microsoft Outlook 2010

6 hours (1 six-hour day–0.6 CEUs)

Description

In the Microsoft Outlook 2010 series of courses employees learn how to use the major components of the Outlook 2010 program: Mail, Calendar, Contacts, Tasks and Notes. Topics include navigating between Outlook modules and reading, sending, customizing and organizing e-mail messages. Employees will also find out how to schedule appointments, add and use information about contacts and create tasks and notes. In addition, they will learn about the collaboration, security and

personalization features of Outlook 2010.

Objectives

- Learn how to use the basic features of Outlook 2010.
- Manage messages.

Personalize Outlook and learn other tips.

Who Should Attend

Any employee who wants to get the most out of using Outlook 2010

Prerequisites

Familiarity with Microsoft Windows 98, 2000, NT or XP

2010PP Microsoft PowerPoint 2010—Introductory Level

PeopleSoft Title: Microsoft PowerPoint 2010

6 hours (1 six-hour day–0.6 CEUs)

Description

In the PowerPoint 2010 series beginning and intermediate PowerPoint users will learn about creating and editing presentations and individual slides, outlining presentations and printing presentations. They will also learn topics such as formatting presentations and slides and using masters, color schemes and templates. Employees will find out how to incorporate pictures, clip art, sound, video and animation into a presentation. Finally, employees will learn to use PowerPoint with the Internet and when collaborating with others.

Objectives

- Receive an introduction to PowerPoint.
- Maximize presentation effectiveness.
- Use color, masters and templates.
- Use drawings, charts, sound and video.
- Use animation, Web pages and collaboration.

Who Should Attend

Any employee who wants to get the most out of using PowerPoint 2010

Prerequisites

Experience with Microsoft Windows 2000 and XP and familiarity with word processing programs such as Microsoft Word

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2010PJ Microsoft Project 2010—Introductory Level

PeopleSoft Title: Microsoft Project 2010

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will learn the basics of Microsoft Office Project 2010. The course includes how to set up a project, manage project files, create a task list, schedule tasks, view a schedule, define and assign resources and costs, track a project, analyze progress, and revise a schedule.

Objectives

- Identify the steps involved in project planning and how project management software can be helpful.
- Plan a project using Microsoft Project 2007.
- Link tasks effectively and work with time constraints.
- Assign resources and their work schedules to task.
- Effectively use the different views and reports available in Microsoft Project 2007.

Who Should Attend

Employees who have some project management experience and are familiar with terms such as Gantt chart, task, critical path and resource, although no knowledge of Microsoft Project 2010 is required

Prerequisites

A good understanding of formal project management terminology, tools and techniques

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2010PJ Microsoft Publisher 2010—Introductory Level

PeopleSoft Title: Microsoft Publisher 2010

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will learn how to use Microsoft Publisher 2010 to create and publish a wide variety of publications for desktop printing, commercial printing, e-mail distribution or viewing on the Web.

Objectives

- Create a one-page publication.
- Modify a publication's layout and structure.
- Edit content in the publication.
- Format a publication.
- Identify the options for distributing a publication.

Who Should Attend

Open to all employees

Prerequisites

Experience with personal computers, a Windows environment and word processing

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2010 Microsoft Word 2010—Introductory Level

PeopleSoft Title: Word 2010 - Level I

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will learn the basic skills necessary to begin using Microsoft Word 2010.

Objectives

- Create a document.
- Edit documents by locating and modifying text.
- Add tables and graphic elements to a document.
- Proof documents for accuracy.

Who Should Attend

Employees who understand basic concepts involved in working with a personal computer; no prior knowledge of Word is assumed

Prerequisites

Experience with MS Windows 98, 2000, NT or XP

2010 Microsoft Word 2010—Intermediate Level

PeopleSoft Title: Word 2010 - Level II

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will learn the intermediate features of Microsoft Word 2010.

Objectives

- Manage lists.
- Present a professional appearance to documents by
- Customize styles for document elements.
- Automate common tasks.
- Perform mail merges.

Who Should Attend

Employees with Microsoft Word 2010—Introductory Level experience

Prerequisites

Microsoft Word 2010—Introductory Level

2010 Microsoft Word 2010—Advanced Level

PeopleSoft Title: Word 2010 - Level III

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will learn the advanced features of Microsoft Word 2007.

Objectives

- Use Microsoft Office Word 2007 with other programs.
- Collaborate on documents.
- Manage document versions.
- Add reference marks and notes.
- Use XML in Word.

Who Should Attend

Employees with Microsoft Word 2010—Intermediate Level experience

Prerequisites

Microsoft Word 2010—Intermediate Level

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215 Microsoft Office 2010

PeopleSoft Title: MS Office 2010 New Features

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees will learn the features of Microsoft Office 2010 that are new to the office system.

Objective

- Employees will receive an introduction to the new features in Microsoft Office 2010.

Who Should Attend

Employees with Microsoft Office 2007—Intermediate Level experience

Prerequisites

Microsoft Office 2007—Intermediate Level

Technical Computer Application Series

The current courses offered in the Technical Computer Application (TCA) Series focus on the District of Columbia Geographic Information Systems (DC GIS) program by providing District government employees with the skills they need to use geographic information systems (GIS) in the workplace. DC GIS includes more than 240 digital maps and associated databases. Collectively, DC GIS maps and data form a detailed knowledge base that crosses agency boundaries and supports a wide variety of applications including homeland security, economic development, environmental protection, government operations, law enforcement, policy analysis, public works, public health, transportation and urban planning.

The TCA Series includes the following courses:

Overview of DC GIS Using ArcGIS
ArcGIS
Google DC

230 Overview of DC GIS Using ArcGIS

PeopleSoft Title: Overview of DC GIS - ArcGIS

6 hours (1 six-hour day–0.6 CEUs)

Description

Through this fundamental overview of geographic information system-based DC GIS resources, employees will receive an introduction to using the applications and data.

Objectives

- Receive an overview of DC GIS usage within the District government, including examples of what District agencies are doing with the technology.
- Receive an introduction to DC GIS, including organizational structure, federated data model and logging onto DC GIS.
- Learn how to use DC GIS and find resources on http://DCGIS.in.dc.gov
- Understand the purpose and goals of the DC GIS Steering Committee.
- Understand geospatial services provided by the OCTO GIS Group.
- Understand geospatial services provided by the Office of Planning.
- Become familiar with the DC GIS federated data model.
- Understand DC GIS geospatial Web services.
- Gain an understanding of major DC GIS data sets, including addresses, planimetrics, imagery, real property and transportation.
- Use the DC Atlas Web-based solution and the DC Guide to Web-based solutions.
- Become familiar with DC Stat Neighborhood View.

Who Should Attend

Any employee who is interested in using GIS

Prerequisites

Experience with Microsoft Windows 98, 2000, NT or XP and good keyboard and mouse skills

232 ArcGIS

PeopleSoft Title: ArcGIS

12 hours (2 six-hour days–1.2 CEUs)

Description

Employees receive a customized introduction to ESRI's ArcGIS desktop mapping software, focused on District data and applications. They will learn fundamental GIS concepts and how to query a GIS database, manipulate tabular data, edit spatial and attribute data and present data clearly and efficiently using maps and charts.

Objectives

- Receive an introduction to DC GIS, including organizational structure, federated data model, logging onto DC GIS and finding resources on http://DCGIS.in.dc.gov.
- Receive an overview of ArcGIS, including capabilities and applications, interacting with the interface and basic display.
- Understand data concepts, including representing spatial data and descriptive information.
- Understand major DC GIS data sets, including addresses, planimetrics, imagery, real property and transportation.
- Learn about ArcGIS software components, such as ArcMap™, ArcCatolog™, ArcTools™ and associated extensions.
- Become familiar with spatial coordinate systems used by DC GIS.
- Learn how to query data by selecting and identifying features and creating reports and graphs.

Who Should Attend

Employees who have taken the overview course and are interested in a more in-depth understanding of ESRI's ArcGIS application

Prerequisites

Overview of DC GIS Services Using ArcGIS; Microsoft Windows 98, 2000, NT or XP

234 Google (Earth) DC

PeopleSoft Title: Goggle (Earth) DC

6 hours (1 six-hour day–0.6 CEUs)

Description

This stand-alone course provides an introduction to Google DC, the District's customized version of Google Earth. Employees will learn how various agencies in the District are using Google DC to assist with resource management. Employees will also learn to use Google DC to visualize existing DC GIS data sets and their own data.

Objectives

- Receive an introduction to Google DC.
- Learn how agencies are using Google DC.
- Explore the Google DC interface.
- Use Google DC.
- Learn about the future of Google DC.

Who Should Attend

Employees interested in learning how to use Google DC

Prerequisites

None

Workplace Essentials Series

The Workplace Essentials Series provides courses that focus on improving employees' basic skills in customer service, written communication and analytical reasoning skills. All courses use adult learning principles and employees have ample opportunity to learn new skills and practice them in class.

The Workplace Essentials Series includes the following courses:

Critical Thinking
Providing Quality Customer Service in Government
Writing for Essential Communication

300 Critical Thinking

PeopleSoft Title: Critical Thinking

6 hours (1 six-hour day–0.6 CEUs)

Description

Critical thinking is based conceptually on the ancient Greek ideal of "living an examined life." Those who use these skills empower themselves to achieve a more practical, more logical and less stressful way of living. Through this high-impact program, employees will learn the insights, processes and applications of self-examination and improvement that will lead to greater confidence, productivity and mental alertness.

Objectives

- Sharpen analytical and cognitive thinking skills.
- View circumstances from a broader perspective.
- Evaluate, question and adjust logic and reasoning.
- Understand types of thinking and how to use each one.
- Dissect problems, assess alternatives and
- create and
  Implement plausible solutions.

Who Should Attend

Open to all employees

Prerequisites

None

302 Providing Quality Customer Service in Government

PeopleSoft Title: Customer Service

6 hours (1 six-hour day–0.6 CEUs)

Description

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.

Objectives

- Enhance the ability to handle difficult customers and situations.
- Learn how to apply flexibility and common sense so that working "by the book" does not preclude satisfying the customers.
- Understand the "real" human needs and concerns of customers who contact District agencies for assistance.
- Obtain tips on treating customers with the same degree of courtesy and respect, regardless of the circumstances.

Who Should Attend

Open to all employees

Prerequisites

None

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304 Writing for Essential Communication

PeopleSoft Title: Writing for Essential Comm

2-day class - 12 hours (2 six-hour day–1.2 CEUs)

Description

This course is a two day course designed to apply the techniques learned in previous writing classes. Participants will learn the rules and tools for getting written words across with impact and style. In this class, participants will learn how to make more visually appealing documents and prevent typical business writing errors. In addition, participants will develop skills to communicate more clearly in one-on-one or group interactions by understanding their communication style and how to use their professional voice.

Objectives

Upon completion of this class, participants will be able to:

- Demonstrate a strong understanding of grammar rules.
- Understand the proper use of common punctuation.
- Understand the purpose for writing.
- Learn to draft clear, concise and complete documents.
- Understand the DC Government format for letters and memos.
- Familiarize self with etiquette and Do's and Don'ts of writing.

Who Should Attend

Open to all employees

Prerequisites

Recommended prerequisite courses are Fundamental Sentence Structures, Complex Sentence Structures, and Advanced Grammar (DCHR e-Learning Courses)

Career and Personal Development Series

The Career Development Series focuses on providing courses and seminars to assist employees with their career development and professional growth. These courses are open to all employees.
The Career Development Series includes the following courses:

Understanding Your Personality Type: Using the Myers-Briggs Type Indicator®
Work-Life Effectiveness
Business Etiquette & Professionalism
Setting Boundaries
Ranking Factors

403 Understanding Your Personality Type: Using the Myers-Briggs Type Indicator®

PeopleSoft Title: Personality - Myers-Briggs

3 hours (1 three-hour day–0.3 CEUs)

Description

The Myers-Briggs Type Indicator (MBTI) is an indispensable tool to help employees improve their understanding of themselves—their strengths and possible areas of weaknesses—as well as the personality types of their supervisor and co-workers.

Objectives

- Complete the MBTI assessment instrument.
- Learn about the fundamentals of their personality type.

Who Should Attend

Open to all employees

Prerequisites

None

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404 Work-Life Effectiveness

PeopleSoft Title: Work-Life Effectiveness

3 hours (1 three-hour day–0.3 CEUs)

Description

Work-Life Effectiveness applies to all employees, whether they are baby boomers or generation X or Y. Demanding schedules and life's personal responsibilities frequently leave people feeling frustrated with no sense of control and productivity at work or home. In the past, this topic was not as important as it is today because people were often able to focus primarily on one major role in their life (for example, work outside of the home or stay at home) rather than juggle several combined roles that are prevalent today (for example, busy professional working parent). They will explore ways to align the working relationships among the various generations in the District government.

Objectives

- Identify how your time is spent.
- Understand how planning and prioritizing improve productivity in work and life.
- Learn strategies to integrate work and life responsibilities.

Who Should Attend

Open to all employees

Prerequisites None

405 Business Etiquette & Professionalism

PeopleSoft Title: Business Etiquette & Prof.

3 hours (1 three-hour day–0.3 CEUs)

Description

The way employees act dictates others' perceptions of them and, ultimately, how they perceive themselves. Etiquette, attitude, appearance, and body language are just a few of the things that influence the positive or negative image they project. Employees will explore key aspects of business etiquette to create a successful professional image that attracts respect and elicits action.

Objectives

- Understand what a professional image is and how to reshape yours for the best results.
- Understand the elements of etiquette appearance, body language, nonverbal communication and a positive, inviting attitude.
- Identify opportunities in your professional image.

Who Should Attend

Open to all employees

Prerequisites

None

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408 Setting Boundaries

PeopleSoft Title: Setting Boundaries

3 hours (1 three-hour day–0.3 CEUs)

Description

The purpose of *setting boundaries* is to protect and take care of ourselves. We need to be able to tell other people when they are acting in ways that are not acceptable to us. It is impossible to have healthy relationships, professional or personal, without communicating directly and honestly. This course will teach you how to set boundaries with people in a clear, direct, and non-threatening way.

Objectives

- Learn to strengthen your internal boundaries.
- Work to overcome your "guilt" in setting boundaries.
- Learn to conquer your resistance when focusing on yourself.
- Finding support in setting boundaries.

Who Should Attend

Open to all employees

Prerequisites

None

410 Ranking Factors

PeopleSoft Title: Ranking Factors

3 hours (1 three-hour day–0.3 CEUs)

Description

This training session will assist and provide participants with the tools necessary to complete Ranking Factors, also known as KSA's. The tools and the techniques discussed will assist participants in acquiring a better understanding and simplified method in reading, understanding and writing Ranking Factors, as well as the importance of properly filling out the DC2000.

OBJECTIVES

Upon completion of this course participants will:

- Identify and understand importance of DC2000.
- Identify what Ranking factors/KSA definitions.
- Understand rating and ranking system.
- Identify the STAR method.
- Write effective responses.

Who Should Attend

Open to all employees

Prerequisites

None

Organizational Skills Series

The Organizational Skills Series courses are designed to provide employees with an understanding of the current issues they face in today's organizations and to teach skills that will help them operate effectively. The courses in this series are open to all employees.

The Organizational Skills Series includes the following courses:
Anger Management
Communicating Non-Defensively
Developing Powerful Communication and Listening Skills
Effective Presentation Skills
Effective Time Management Skills
Handling People With Tact and Skill
Sexual Harassment (Equal Employment Opportunity and Confronting Harassment in the Workplace)
Thinking Outside of the Box
Understanding Stress and How to Manage It
Violence and Safety in the Workplace
Ethics Standards for DC Employees
Ethics Webinar
Work It Out: Solving People Problems at Work
Curing the Negativity Virus
Multi-Generation Appreciation in the Workplace
MBTI & Teams

500 Anger Management

PeopleSoft Title: Anger Management

6 hours (1 six-hour day–0.6 CEUs)

Description

Anger has many faces, from mild annoyance to full-blown rage. It is also a completely normal, usually healthy human emotion that, when not expressed appropriately, can become very destructive and lead to problems on the job, at home and with employees' health. Anger can also make employees feel as though they are at the mercy of an unpredictable and powerful emotion. Employees will learn to understand their emotions and control their anger.

Objectives

- Learn to identify the stages of anger.
- Understand what anger is and what triggers it.
- Employ strategies that help you control your anger.
- Discover other outlets for your anger.

Who Should Attend

Open to all employees

Prerequisites

None

501 Communicating Non-Defensively

PeopleSoft Title: Communicating Non-Defensively

6 hours (1 six-hour day–0.6 CEUs)

Description

Employees sometimes express an opinion that leads others to become defensive or hostile, even though they did not mean it personally. Many people have reasons for believing they are being attacked. Defensive behavior can lead to hurt feelings, arguments, and hostilities and often affects a variety of relationships. The defensiveness chain that is created impairs communication and reduces productivity. Employees will learn five essential skills that promote a productive work environment. 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.

Objectives

- Recognize the signs of defensiveness in yourself and others.
- Understand how defensiveness can result in a *Defensiveness Chain*.
- Take responsibility for the way you communicate by improving your self-esteem and refraining from blaming others

Who Should Attend

Open to all employees

Prerequisites

None

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502 Developing Powerful Communication and Listening Skills

PeopleSoft Title: Powerful Communication

6 hours (1 six-hour day–0.6 CEUs)

Description

The ability to communicate more effectively is often an undervalued skill. When employees' communication skills are ineffective, trust, teambuilding and performance are just a few of the many essential competencies and qualities of their lives that are compromised. Listening is easy, although many employees use only one-third of their listening capacity, but understanding is challenging. Employees will learn to expand their listening skills to capitalize on their ability to truly understand the message. They will also learn how to process greater amounts of information, retain more, read between the lines and learn how to maximize communication skills for maximum results.

Objectives

- Assess your ability to listen and retain information.
- Learn and strengthen habits for active listening.
- Identify listening barriers.
- Identify effective communication techniques.

Who Should Attend

Open to all employees

Prerequisites

None

503 Effective Presentation Skills

PeopleSoft Title: Presentation Skills

12 hours (2 six-hour days–1.2 CEUs)

Description

Employees will learn the skills necessary to prepare and deliver lively presentations. They will master methods for speaking with authority and enthusiasm. They will learn how to organize their thoughts and data for maximum effect and how to develop eye-catching visual aids. Employees will also learn how to use nonverbal communication effectively.

Objectives

- Build rapport and credibility with the audience.
- Answer questions effectively.
- Motivate audiences to action.
- Develop audio-visual aids.
- Use effective body language, gestures and eye contact.

Who Should Attend

Open to all employees

Prerequisites

None

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504 Effective Time Management Skills

PeopleSoft Title: Time Management

3 hours (1 three-hour day–0.3 CEUs)

Description

Employees will learn simple, practical techniques to help them develop and implement effective time management skills. These techniques will show them how to identify and focus on the activities that give them the greatest returns. Investing in these time management activities will actually save them time, helping them work smarter, not harder. These same techniques will help employees overcome their work overload—a key source of stress. They will also learn about goal setting, a vitally important skill for deciding what they want to achieve with their life.

Objectives

- Learn strategies to plan and prioritize your workload.
- Learn to organize and set goals.
- Learn skills in decision making, problem solving and delegating.

Who Should Attend

Open to all employees

Prerequisites

None

505 Handling People With Tact and Skill

PeopleSoft Title: Handling People With Tact

6 hours (1 six-hour day–0.6 CEUs)

Description

Participants will gain insight into how to communicate appropriately in sensitive situations and how to convey information in more sensitive and diplomatic ways. You will also learn to apply techniques to defuse difficult people and gain their respect.

Objectives

- Understand methods for communicating sensitive information.
- Learn how to defuse difficult people.
- Identify effective skills, techniques, tools, and tips for dealing with difficult people in a professional and effective manner.

Who Should Attend

Open to all employees

Prerequisites

None

507 Sexual Harassment (Equal Employment Opportunity and Confronting Harassment in the Workplace)

PeopleSoft Title: Sexual Harassment/Diversity

3 hours (1 three-hour day–0.3 CEUs)

Description

This course will cover District civil rights/human rights laws and briefly detail the impact of federal law. The course will also discuss conduct which may lead to a sexual harassment claim. Finally, the instructor will discuss employee and agency responsibilities in confronting discrimination in the workplace.

Objectives

Understanding of:

- What constitutes sexual harassment, including the different types.
- District laws, regulations, and policies regarding sexual harassment.
- Employee and employer rights and responsibilities regarding sexual harassment.
- Procedures for reporting sexual harassment.
- Strategies for preventing sexual harassment.
- Suggestions on how to conduct a sexual harassment investigation.

Who Should Attend

Open to all employees

Prerequisites

None

Understanding of:

- What diversity means and why it is important.
- Stereotypes and bias and their impact on your organization.

- The mission of the Office of Human Rights (OHR).
- The local and federal equal employment opportunity laws.

509 Understanding Stress and How to Manage It

PeopleSoft Title: Understanding Stress

6 hours (1 six-hour day–0.6 CEUs)

Description

In today's hectic world, stress is an inevitable emotion that affects employees personally and professionally. Because stress inducers cannot be avoided, employees need to develop tools and mechanisms to help them better manage stress. Participants will learn to understand their stress inducers and their tolerance for stress. They will explore the physiology of stress and means of managing stress to reduce it or prevent it from reaching unhealthy levels.

Objectives

- Understand your stress inducers.
- Understand the physiology of stress.
- Learn techniques to manage stress.
- Eliminate negative thinking.
- Tips to decrease stress in your life—both

Who Should Attend

Open to all employees

Prerequisites

None

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510 Violence and Safety in the Workplace

PeopleSoft Title: Viol & Safety in the Workplace

3 hours (1 three-hour day–0.3 CEUs)

Description

Preventing workplace violence is a growing concern in the United States. Public interest and social groups are obligated to focus on several types of workplace violence such as shootings by disgruntled employees, customers, or a domestic violence/stalking relationship that can surface in the workplace. Because employees spend more waking hours at their workplace than they do at home, it is important for them to understand how they can keep themselves safe and avoid incidents of workplace violence. In this class employees will learn about the District of Columbia Workplace Violence Policy, practical techniques for increasing personal safety, and procedures for ensuring a safe and secure workplace.

Objectives

- Recognize the types of workplace violence.
- Understand the District's Workplace Violence Policy.
- Learn workplace safety requirements.
- Recognize and avoid potential hazards in the workplace.

Who Should Attend

Open to all employees

Prerequisites

None

511 Ethics Standards for DC Employees

PeopleSoft Title: Ethics Standards—DC Employees

3 hours (1 three-hour day–0.3 CEUs)

Description

Employees may wonder if it is okay for a consultant to pay for their lunch or if they can get into trouble for accepting a fruit basket or sports tickets that someone sends them. Employees will learn about District government employee conduct regulations, laws governing ethics, acceptable behavior and potential ethical pitfalls for District government employees.

Objective

- Understand the rules governing District government employee conduct.

Who Should Attend

Open to all employees

Prerequisites

None

003W Ethics Webinar

PeopleSoft Title: Ethics Webinar

Description

Welcome to the Ethics Standards webinar! This course is designed to educate employees of the District of Columbia Government on the 10 core principles of the Ethics Pledge. Upon completion of the Ethics Standards webinar, you are encouraged to take the Ethics Pledge through PeopleSoft (Employee Self- Service). You are encourages to download the Ethics Manual and review it in its entirety:

http://oag.dc.gov/DC/OAG/Information+to+Help+You/Ethical+Standards+for+DC+Government+Workers/Ethics+Manual/D.C.+Government+Ethics+Manual

Who Should Attend

Open to all employees

Prerequisites

None

512 Work It Out: Solving People Problems at

PeopleSoft Title: Work It Out

6 hours (1 six-hour day–0.6 CEUs)

Description

Believe it or not, if you change your approach most conflicts can be resolved more effectively and with less stress, tension, anxiety, and fear. Participants will learn successful, time-tested techniques to better manage conflicts and confrontations so they can diffuse issues before they escalate into destructive situations.

Objectives

- Understand the principles of communication, interaction, and conflict.
- Identify healthy and unhealthy aspects of conflict and confrontation.
- Re-direct unhealthy conflict and confrontation into healthy, productive, problem-solving.

Who Should Attend

Open to all employees

Prerequisites

None

513 Curing the Negativity Virus

PeopleSoft Title: Curing the Negativity Virus

3 hours (1three-hour day–0.3 CEUs)

Description

Negativity in the workplace can result in lowered productivity and increased unhappiness. This course addresses various aspects of negativity and participants will learn and apply techniques to improve workplace morale.

Objectives

- Identify the types of negativity in the workplace.
- Apply strategies to cure negativity.

Who Should Attend

Open to all employees

Prerequisites

None

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515 Multi-Generation Appreciation in the Workplace

PeopleSoft Title: Multi-Generation Appreciation

3 hours (1 three-hour day–0.3 CEUs)

Description

Participants will learn about the four generations in today's workplace and explore ways to better communicate and interact with each generation.

Objectives

- Define the four generations that comprise today's workplace and their unique demographics.
- Develop an understanding and appreciation of generational differences and strengths.
- Discover how to bring all employees into the mix by accepting them for their abilities – not their appearance.

Who Should Attend

Open to all employees

Prerequisites

None

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517 MBTI & Teams

PeopleSoft Title: MBTI & Teams

3 hours (1 three-hour day–0.3 CEUs)

Description

In today's changing world of work, teams are becoming increasingly varied and complex. This workshop presents a framework designed to cut through the complexity and enable teams to function more productively. The MBTI tool is a natural for this task because it is based on the premise that we all have unique gifts to offer and challenges to overcome. We will address six core issues affecting teams: *communication, culture, leadership, change, problem solving/conflict resolution, and stress*.

Objectives

- Learn to value and work with the strengths of others.
- Align an individual's MBTI preferences to particular team tasks.
- Identify team assets and blind spots.

Who Should Attend
Open to all employees

Prerequisites

Understanding Your Personality Type: MBTI—administered to your specific agency team. Special arrangements are made by contacting Steven Conley, 202-442-9664.

Human Resources Development Series

DCHR's Human Resources Development Series offers a variety of learning opportunities for District human resources (HR) professionals. Although the courses are designed primarily for HR personnel who must acquire expertise or stay current in their career field, other employees can benefit from the instruction. Some courses are specifically designed to help managers and supervisors understand and manage their HR responsibilities. Other courses address the human resource needs of organizations.

The Human Resources Development Series includes the following courses:

Human Resource Management—EEO/Diversity *(Supervisors and Managers only)*
Interviewing Techniques for Managers
DC Family Medical Leave Act (DCFMLA)
Language Access Compliance and Cultural Competency Training
Employee Relations
Equal Employment Opportunity Counselor
Equal Employment Opportunity Officer

601 Human Resources Management—EEO/Diversity and Sexual Harassment *(Supervisors only)*

PeopleSoft Title: HR Management/EEO/Diversity

6 hours (1 six-hour day–0.6 CEUs)

Description

Managers and supervisors will receive introductory information for addressing the issue of diversity in the workplace. Employees will explore some reasons for the ongoing changes and composition of the workforce and how to develop productive and inclusive workplace environments. They will also receive a description of legal guidelines and legislation governing employment discrimination in the workplace and will learn about the different types of discrimination and employee rights under the law and the use of Affirmative Defense.

Objectives

- Explore best practices for nurturing diversity in the District government.
- Understand the meaning of diversity.
- Define sexual harassment.
- Define the different types of discrimination.
- Learn reporting procedures.

Who Should Attend

MSS and Non-MSS managers and supervisors only

Prerequisites

None

602 Progressive Discipline *(Supervisors only)*

PeopleSoft Title: HR Management/EEO/Diversity

6 hours (1 six-hour day–0.6 CEUs)

Description

Managers and supervisors will receive tools for solving performance and conduct issues through progressive discipline. They will learn the benefits of disciplinary and no disciplinary actions; the differences between corrective action and adverse action; and the procedural steps outlined in chapter 16 of the District Personnel Manual (DPM) for administering corrective and disciplinary actions, from verbal counseling to summary removals.

Who Should Attend

MSS and Non-MSS managers and supervisors only

Prerequisites

None

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603 Interviewing Techniques for Managers *(Supervisors only)*

PeopleSoft Title: Interviewing Tech. for Mgrs.

3 hours (1 three-hour day–0.3 CEUs)

Description

Interviews are instrumental in determining the best qualified candidates for an available position. Supervisors will receive assistance with their interviewing skills so they can better assess and identify the best qualified candidates by conducting an effective, structured interview.

Objectives

- Introduce and discuss different types of interviews.
- Plan and prepare for a behavior-based interview.
- Learn how to conduct the interview—do's and don'ts.
- Learn how to assess candidates.

Competencies

Communication, Results Driven

Who Should Attend

Supervisors/managers, HR advisors, agency HR staff

Prerequisites

None

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604 DC Family Medical Leave Act (DCFMLA)

PeopleSoft Title: DCFMLA

3 hours (1 three-hour day–0.3 CEUs)

Description

The course will cover the District of Columbia Family and Medical Leave Act including, eligibility, notice requirements, the leave entitlements, documentation and legal remedies for failure to comply. The course will also include how the Americans with Disabilities Act and the federal Family and Medical Leave Act relates to the District/local law.

Objectives
Understanding of:

- Eligibility under the DC Family and Medical Leave Act
- Notice requirements for employees and managers (employers)
- Interplay between local and federal law
- Importance of designating leave
- Legal repercussions if a violation is found

Who Should Attend
Open to all employees

Prerequisites
None

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606 Language Access Compliance and Cultural Competency Training

PeopleSoft Title: Language Access

3 hours (1 three-hour day–0.3 CEUs)

Description

The Office of Human Rights offers Language Access Compliance and Cultural Competency Training. During this two-hour course participants will receive information and skills in the areas of cross-cultural communication, how to work with limited-English and non-English proficient populations in the District, an overview of the federal and local statutes that mandate language access and details regarding what compliance requires within their agencies. As part of this course, personnel will also receive specific instructions and guidelines for customer service and how to use language line services.

Objectives
Understanding of:

- The federal framework for language access.
- The DC Language Access Act.
- Requirements for interpretation and translation of vital documents.

Who Should Attend
Open to all employees

Prerequisites
None

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607 Employee Relations

PeopleSoft Title: Employee Relations

3 hours (1 three-hour day–0.3 CEUs)

Description

Managing employee relations has become an increasingly important factor in sustaining and supporting an organization's culture, mission and goals. As leaders, managers and HR professionals seek to maintain and improve upon employee morale while navigating team and individual cohesiveness, it is essential that they also master the art of managing and building positive employer-employee relationships. This course is designed to provide participants with a holistic view of employee relations, to include aspects related to motivating employees and providing positive reinforcement in the midst of conflict and/or 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.

Who Should Attend
Managers and Supervisors

Prerequisites
None

613 Equal Employment Opportunity Counselor

PeopleSoft Title: EEO Counselor

3 hours (1 three-hour day–0.3 CEUs)

Description

This course will cover District civil rights/human rights laws and briefly detail the impact of federal law. It will detail the distinctions between EEO Officers and Counselor and provide an in depth discussion on the responsibilities of **EEO Counselors.** The course includes audience participation and case studies.

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614 Equal Employment Opportunity Officer

PeopleSoft Title: EEO Officer

3 hours (1 three-hour day–0.3 CEUs)

Description

This course will cover District civil rights/human rights laws and briefly detail the impact of federal law. It will detail the distinctions between EEO Officers and Counselor and provide an in depth discussion on the responsibilities of **EEO Officers.** The course includes audience participation and case studies.

Peoplesoft Training

609 PeopleSoft- Reports/Query

PeopleSoft Title: PeopleSoft Reports/Query

Course Length: 2 - 3 hours

Description

This course will explain the differences between reports and queries and educate HR Users on how to run standard reports and queries in PeopleSoft as well as an entry level of understanding how to create general queries.

Objectives

- Identify existing PeopleSoft reports and queries
- Add Queries as Favorites
- Create general queries

Who Should Attend

Anyone with an HR functional role (ex: HR Advisors, CFOs, Directors, HR Specialists, etc.)

Prerequisites

Enrollee must currently have HR roles assigned to run reports and queries.

610 PeopleSoft-eProfile Maintenance

PeopleSoft Title: PeopleSoft-eProfile

Course Length: 2 hours

Description

This course will guide Users on how to create/update/unlock PeopleSoft UserIDs for Agency employees. This course give full instruction on the steps required to grant Self Service access to allow employees to update their own personal information in addition to entering their time and attendance.

Objectives

- Create UserID and Passwords and assign Self Service roles
- Unlock/Activate User profiles for rehired employees
- Update email address linked to PeopleSoft profile

Who Should Attend

HR Advisors / Asst. HR Advisors / HR Administrators

Prerequisites

Enrollees must currently have one of the following roles: HR Advisor / Asst. HR Advisor / HR Administrator

611 PeopleSoft- Position Management

PeopleSoft Title: PeopleSoft/Position Mgmt

Course Length: 2 – 3 hours

Description

This course will guide Users on how to appropriately update position attributes. This course will identify all steps required to prepare a position for intended employee record changes.

Objectives

- Find available JobCodes for positions
- Create/Update Positions
- Approve or Initiate Approval for updated positions

Who Should Attend

HR Advisors / Asst. HR Advisors / HR Administrators / CFOs-AFOs

Prerequisites

Enrollees must currently have one of the following PeopleSoft roles:

HR Advisor / Asst. HR Advisor / HR Administrator / Agency CFO

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612 Peoplesoft -e-Recruit/ TAM

PeopleSoft Title: Peoplesoft-e-Recruit/ TAM

Course Length: 3 – 4 hours

Description

This course will instruct Users on the end to end process of creating job vacancies, approvals and steps needed to get applicants 'Ready to Hire' for effective reporting purposes.

Objectives

- Confirm approved position for vacancy
- Create Job Opening/Vacancy
- Approve Job Opening/Vacancy
- Track Applicant to 'Ready to Hire' status

Who Should Attend

Anyone with an HR role for Recruiting (ex: HR Advisors, Directors, HR Specialists)

Prerequisites

Enrollee must currently have at least one of the following recruiting roles:

Job Originator, Job Authorizer, Job Recruiter

HR Specialist

Professional Development Series

The Professional Development Series focuses on providing courses and seminars to help employees stay current or advance in their careers. Where indicated, some of the courses are restricted to employees in specific occupational groups.

The Professional Development Series includes the following programs and courses:
Train the Trainer

702 Train the Trainer

PeopleSoft Title: Train the Trainer

12 hours (2 six-hour days–1.2 CEUs)

Description

Employees who are accountable for training in their organization will learn the essential skills for transferring knowledge to adult learners in a way that is educational, interesting and interactive.

Objectives

- Learn the essential skills for teaching adult learners.
- Design and develop training that "sticks."
- Create a learning environment that is conducive to learning and is fun.
- Learn skills that will increase your confidence and credibility.

Who Should Attend

HR/training professionals, subject matter experts and other employees who are assigned training responsibilities

Prerequisites

None

Management and Leadership Development Series

These courses are offered to Managers, Supervisors, and non-supervisory employees.

Critical Thinking for Supervisors and Managers
Ethical Decision Making for Managers
Leadership Essentials
Management Dynamics
Performance Management
Procurement
Project Management
Understanding the District's Budget
Budgeting for Agency Operations
Mid -Year Discussion & PIP
Building High Performing Teams
Introduction to Management
Principles of Management

900 Critical Thinking for Supervisors and Managers

PeopleSoft Title: Critical Thinking for Supv.

12 hours (2 six-hour days–1.2 CEUs)

Description

Through the following modules, managers and supervisors will be exposed to insights, processes and applications of self-examination and improvement that will lead them to greater confidence, productivity and mental alertness: The Supervisor's Role, What Is Critical Thinking, The Need for Critical Thinking, Attributes of a Critical Thinker, Understanding Learning and Communication Styles, Full-Spectrum Critical Questioning and Evaluating Critical Thinking Skills.

Objectives

- Develop a working definition of critical thinking.
- Identify your personal style and preferences.
- Learn to ask "big picture" questions.
- Learn how to constructively challenge assumptions and expand perceptions about situations.
- Come to better conclusions and decisions.
- Provide supervisors with strategies for setting the example to motivate and influence staff to use critical-thinking techniques.
- Effectively manage team dialogue issues, ideas and actions.

Competencies

Leadership, Operational/Strategic Planning, Flexibility/Adaptability, Innovation

Who should attend

MSS managers and supervisors only

Prerequisites

None

901 Ethical Decision Making for Managers

PeopleSoft Title: Ethical Decision Making

6 hours (1 six-hour day–0.6 CEUs)

Description

For managers and supervisors, making ethical decisions in the workplace is a delicate balancing act between competing forces. Easy decisions such as "should I embezzle hundreds of thousands of dollars" are obvious and generally do not require much help or analysis to determine whether they are ethical or not. It is a bit tougher, however, when leaders must make decisions that fall in a gray area that could affect their future, their family or other things that they personally value, or when

902 Leadership Essentials

PeopleSoft Title: Leadership Essentials

12 hours (2 six-hour days–1.2 CEUs)

Description

This course will expose managers to a variety of effective leadership ideas and actions, with an emphasis on the District's environment."

Who should attend

MSS managers and supervisors only

Prerequisites

None

903 Management Dynamics

PeopleSoft Title: Management Dynamics

6 hours (1 six-hour day–0.6 CEUs)

Description

Effective managers adapt their leadership style to facilitate cooperation among their employees and workgroups. Managers and supervisors will examine how self-perception, individual style and expectations influence how people think, work and communicate. They will use the Myers-Briggs Type Indicator to gain a better understanding of themselves and others to help create more effective teams and work environments.

Objectives

- Develop a basic understanding of management type concepts.
- Complete an MBTI self-assessment and self-verify the results.
- Develop an understanding of how your style affects others.

Competencies

Communication, Results Driven, Leadership, Managing Others, Understanding the Business of DC Government

Who should attend

MSS managers and supervisors only

Prerequisites

None

905 Performance Management (MSS)

PeopleSoft Title: Performance Management (MSS)

6 hours (1 six-hour day–0.6 CEUs)

Description

This course introduces managers to the policy, theory, application and 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.

Who should attend

MSS managers and supervisors only

Prerequisites

None

907 Procurement

PeopleSoft Title: Procurement

6 hours (1 six-hour day–0.6 CEUs)

Description

Public managers will receive an introduction to the skills and knowledge necessary to manage procurement, contracting and outsourcing activities. Managers will also be exposed to current and relevant case studies, from which they can draw principles to implement in their own organizations.

Objectives

- Understand the responsibilities of line or program managers in the acquisition of goods and services, particularly in the day-to-day administration of procurement contracts and contractor relationships.
- Become familiar with the various types of contracts (e.g., fixed price, cost plus) and their relative strengths and weaknesses; be able to analyze a potential outsourcing situation or opportunity and understand how to develop a satisfactory statement of work.

Who Should Attend

MSS managers and supervisors only (CPM graduates are exempt)

Prerequisites

None

908 Project Management

PeopleSoft Title: Project Management

12 hours (2 six-hour days–1.2 CEUs)

Description

Managers and supervisors will learn the practical aspects of project management, including project life cycle; planning, scheduling and controlling; risk analysis; project teams and politics; defining project requirements; and project termination. They will also learn project management core competencies as defined by the Project Management Institute.

Objective

Learn aspects of project management.

Competencies

Results Driven, Leadership

Who Should Attend

MSS managers and supervisors only (CPM graduates are exempt)

Prerequisites

None

911 Understanding the District's Budget

PeopleSoft Title: District Budget

3 hours (1 three-hour day–0.3 CEUs)

Description

This course will provide participants with an overview of the District's budget cycle and processes.

Objectives

This course will provide participants with an:

- 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.

Who Should Attend

Employees with District fiscal responsibilities

Prerequisites

No

912 Budgeting for Agency Operations

PeopleSoft Title: Budgeting for Agency Ops

6 hours (1 six-hour day–0.6 CEUs)

Description

This course will provide managers or aspiring managers with an understanding of roles and responsibilities of key agencies and offices involved in the budgetary process.

Objectives

- Each phase of the process (formulation, approval, execution, audit).
- Budgeting terminology, formats, codes, and documents.
- Funding sources and budget modifications.
- Spending plans and forecasting practices.
- Reports used to monitor and control

Who Should Attend

Employees with District fiscal responsibilities

Prerequisites

None

915 Mid-Year Discussion and Performance Improvement Plan (P.I.P) (MSS)

PeopleSoft Title: Mid-Year Perf, Feedback

4 hours (1 four-hour day-0.3 CEUs)

Description

Mid-Year Performance Feedback is a 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. The Performance Improvement Plan identifies performance areas in need of development and outlines how to improve performance in accordance with the District Personnel Manual (DPM). The purpose of the PIP is to ensure that there is proper documentation available for both employee and supervisor to determine what areas are in need of improvement and/or development, to monitor and report on performance, and to support an appropriate decision.

Objectives

- To align feedback to the Performance Plan and Competencies
- To provide feedback to employees at different performance levels
- To provide guidelines for giving effective feedback
- To provide a solid understanding of the PIP process
- To provide clear instructions for implementing the PIP
- To reinforce alignment of the PIP to the DPM

Who Should Attend
MSS and Supervisors only
Prerequisites
None

917 Building High Performing Teams (MSS)

PeopleSoft Title: Building High Performing Team
6 hours (1 four-hour day-0.3 CEUs)

Description
This course examines the manager's role in establishing and maintaining effective, productive teams. You will also learn valuable information about building teams from drafting an initial team charter to making teamwork part of the organizational structure. IT covers topics ranging from developing leadership and effective communication skills to dealing with team conflict, making decisions, and recognizing performance.

Who Should Attend
MSS and Supervisors only
Prerequisites
None

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918 Introduction to Management (MSS)

PeopleSoft Title: Introduction to Management
6 hours (1 four-hour day-0.3 CEUs)

Description
Employees who are making the transition from line staff to their first supervisory position or those managers who want to sharpen their skills will learn solid supervisory techniques that will be invaluable in the workplace. They will learn the basics of coaching delegation, communication and motivation, and they will discover the necessary ingredients to understand their new role or better understand their existing role.

Who Should Attend
MSS and Supervisors only
Prerequisites
None

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919 Principles of Management
(MSS)

PeopleSoft Title: Principles of Management

6 hours (1 four-hour day-0.3 CEUs)

Description

This course is designed to give you the essential management and leadership skills to inspire and influence your people to achieve team goals. Today's managers need to both effectively manage and lead. In this course, learn the difference between managing and leading, the common characteristics good team leaders share, the five essential leadership qualities, and how applying ethics to team leadership is a must

Who Should Attend

MSS and Supervisors only

Prerequisites

None

Performance Management

308 Performance Management Comprehensive (ESS) Training

PeopleSoft Title: Performance Management (ESS)
6 hours (1 six-hour day-0.6 CEUs)

Description
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.

Objectives

- To provide understanding of the Performance Management Program as defined in the DPM
- To correlate the DPM to the implementation of the Performance Management Program
- To gain a clear understanding of performance plans, competencies and individual development plans
- To understand the role and responsibility of the employee in the performance management process

Who Should Attend
Employees only
Prerequisites
None

309 Overview of Performance Management (ESS) Training

PeopleSoft Title: Overview of Performance Management
2 hours (1 two-hour day-0.2 CEUs)

Overview
The course will provide participants with information on:
The Purpose of Performance Management
The Three Phases of Performance Management
How to develop S.M.A.R.T. goals and Individual Development Plan (IDP's)
How to engage employees in the Performance Management Process
How to prepare for and conduct performance based progress discussions
How to write a sound Rating Narrative Justification
How to Use e-Performance to plan, manage and evaluate performance

MSS Suite

Management Supervisory Service Learning and Development Program

Dear MSS Employee:

As a member of the Management Supervisory Service (MSS), you are a leader and a vital member of the District of Columbia Government. The DC Department of Human Resources has developed a professional development and continuing education program to ensure that you have every tool necessary to effectively perform.

The *MSS Suite* combines core management courses and professional development courses for leaders. The core management courses contain lessons that every manager and supervisor should know to be proficient in their roles. The professional development courses offer electives for you to choose from, so you can learn even more about a particular area of interest.

The goal of this program is to provide all MSS employees with the fundamental elements to be great leaders and continue to grow a highly-qualified management team within the District Government.

Thank you for serving the District Government and its residents.

Sincerely,

Shawn Y. Stokes
Director
D.C. Department of Human Resources

Intro

The MSS Suite is an education series to continuously develop and grow managers and supervisors in the DC Government. The program is designed to provide managers with the critical knowledge and skills to effectively manage people, as well as execute the various programs in accordance with District policy, regulations, and industry best practices.

The MSS Suite has three categories:

1. **Core Management Learning**
2. **Continuous Professional Development Training** (electives)
3. **District Mandated Training** (as determined by the Mayor or DCHR)

Program

The ***Core Management Training*** consists of five (5) required courses that must be completed within the next two years — or the first two years of the MSS appointment for new managers. MSS employees are strongly encouraged to complete the three (3) courses denoted with an asterisk within the first year of their MSS appointment. In addition, MSS employees must complete any District-mandated training.

After completing the Core Management Training (five (5) courses) within the first two years, MSS employees are required to complete two electives under the ***Continuous Professional Development*** category each fiscal year, as well as any District-mandated training. The electives are outlined under the Continuous Professional Development category.

If you started taking courses under the prior MSS program you may be able to receive transfer credit for core courses or electives. Please refer to the Transfer Credit section of this booklet for information on those courses.

In addition, learning and development courses completed outside of this program may be acceptable substitutions for the Continuous Professional Development category only, upon DCHR Workforce Development Administration (WDA) review and evaluation.

DCHR may add courses to the Continuous Professional Development category to expand the learning and development opportunities for MSS. DCHR may update existing courses and/or add new courses to the Core Management Learning, particularly if there has been a significant change in policy, regulations, and/or best practices.

Timeline

Complete Core Management Learning (5 Courses)		Complete Two (2) Electives Each Fiscal Year	
Year 1	**Year 2**	**Year 3**	**Year 4 and beyond...**
Complete District-mandated Training			

Courses

Core Management Learning	District-mandated Training
1. Principles of Management* 2. Performance Management* 3. Progressive Discipline* 4. Building High-Performing Teams 5. Leadership Essentials	Sexual Harassment (2013) *(Additional trainings will be added.)*

**DCHR recommends completing the first three courses in the Core Management category in the first year of the program.*

Continuous Professional Development (Electives)	
Budgeting for Agency Operations	Mid-Year Discussion and Performance Improvement Plan (P.I.P.)
Critical Thinking for Supervisors and Managers	Multi-generation Appreciation in the Workplace
Curing the Negativity Virus	PeopleSoft - eProfile
Developing Powerful Communications and Listening Skills	PeopleSoft - eRecruit / TAM
EEO / Sexual Harassment	PeopleSoft - Position Management
Employee Relations	PeopleSoft - Reports / Query
Ethical Decision Making for Managers	Procurement I
GLBT Cultural Competency Training	Project Management
Interviewing Techniques for Managers	Providing Quality Customer Service in Government
Management Dynamics	Understanding the District's Budget

Course Descriptions

Core Management Learning

Principles of Management
6 hours (1 six-hour day–0.6 CEUs)

Description
Employees who are making the transition from line staff to their first supervisory position or those managers who want to sharpen their skills will learn solid supervisory techniques that will be invaluable in the workplace. They will learn the basics of coaching delegation, communication and motivation, and they will discover the necessary ingredients to understand their new role or better understand their existing role.

Objectives
After completing this section, students will be able to
- Provide the necessary knowledge, skills and behaviors for supervisors to increase their effectiveness in their current roles.
- Provide managerial skills that enable supervisors to adapt to changing demands in the future.
- Improve succession planning by providing a structured development program that will enable supervisors to fulfill their potential

Building High Performing Teams
12 hours (2 six-hour days–1.2 CEUs)

Description
This course examines the manager's role in establishing and maintaining effective, productive teams. The first day – Building Effective Teams provides valuable information about building teams from drafting the initial team charter to making teamwork part of the corporate culture. The second day – Leading Effective Teams, provides valuable information about leading a team. It covers topics ranging from developing leadership and effective communication skills to dealing with team conflict, making decisions and recognizing performance.

Objectives
After completing this section, students will be able to:
- Establish direction and goals
- Set clear roles and ground rules
- Establish formal and informal accountability
- Reinforce positive team behaviors
- Make teamwork part of the culture

Performance Management
6 hours (1 six-hour day-0.6 CEUs)

Description
This course introduces managers 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.

Objectives
- To provide understanding of the Performance Management Program as defined in the DPM
- To correlate the DPM to the implementation of the Performance Management Program
- To gain clear instructions in the development of performance plans and individual development plans
- To write and conduct effective performance discussions
- To engage employees in the Performance Management Process

Progressive Discipline
6 hours (1 six-hour day–0.6 CEUs)

Description
Managers and supervisors will receive tools for solving performance and conduct issues through progressive discipline. They will learn the benefits of disciplinary and no disciplinary actions; the differences between corrective action and adverse action; and the procedural steps outlined in chapter 16 of the District Personnel Manual (DPM) for administering corrective and disciplinary actions, from verbal counseling to summary removals.

Objectives
- Identify the difference between a corrective action and an adverse action
- Understand how to use the DPM as a resource for the Progressive Discipline Process
- Understand progressive discipline procedures

Leadership Essentials
12 hours (2 six-hour days–1.2 CEUs)

Description
Leadership is difficult to define but most leaders can identify essential leadership skill sets for any leadership situation. Managers and supervisors will learn a variety of effective leadership ideas and actions, with an emphasis on the District's general work environment.

Objectives
- Develop a self-awareness of individual leadership/management preferences or styles; identify personal areas for improvement and begin the process to meet those goals
- Increase overall understanding of leadership issues and apply basic principles of leadership to lead people and organizations
- Increase awareness and appreciation of excellence in municipal leadership and understand the effects of leadership on individuals, organizations, and municipal life.

Continuous Professional Development (Electives)

For additional information on the Continuous Professional Development courses listed below, visit the table of contents in the Course Catalog found on the DCHR website (dchr.dc.gov).

Organizational Skills
- Developing Powerful Communication and Listening Skills
- Work It Out: Solving People Problems at Work
- Curing the Negativity Virus
- EEO/Sexual Harassment
- Multi-generational Appreciation in the Workplace

Workplace Essentials Series
- Providing Quality Customer Services in Government

Management and Leadership Development Series
- Procurement
- Understanding the District's Budget
- Budgeting for Agency Operations

Human Resources Development Series
- Employee Relations

Performance Management
- Mid-year Discussion and Performance Improvement Plan (P.I.P.)

PeopleSoft Series
- PeopleSoft – Reports/Query
- PeopleSoft – eProfile
- PeopleSoft – Position Management
- PeopleSoft – eRecruit/TAM

CLD - MSS COURSE TITLE	MINDLEADERS COURSE TITLES **Employees must complete ALL courses listed in order to receive full substitution credit.**
Introduction to Management	1. Management Skills Introduction: Ready! Set! Manage! 2. Management Fundamentals: Functions of Front-Line Management
Principles of Management (Core)	(Transitioning Into Management)
Building High-Performance Teams (Core)	1. Teams That Work: Building Effective Teams 2. Teams That Work: Leading Effective Teams
Leadership Essentials (Core)	1. Management Fundamentals: Management in Perspective 2. Management Fundamentals: Functions of Front-Line Management 3. Management Fundamentals: Managerial Finance and Accounting
Developing Powerful Communication and Listening Skills (Elective)	Management Skills Introduction: Communication
Working it Out, Solving People Problems (Elective)	Communication in the Workplace: Resolving Conflict

Contracting and Procurement Skills Series

For the Contracting and Procurement Skills Series, DCHR has partnered with the Office for Contracting and Procurement (OCP) to offer essential, District-focused courses in contracting and procurement.

Employees who want more information should contact the Office of Contracting and Procurement at (202) 727-0252.

The Contracting and Procurement Skills Series includes the following courses:

Introduction to D.C. Government Contracting: The Basics
Contract Administrator Training
Creating Effective Statements of Work
D.C. Government Purchase Card Program
Competitive Small Purchase/Contract File Compliance
Procurement Dynamics
PASS Buyer
PASS Analysis

1010 Introduction to D.C. Government Contracting: The Basic

PeopleSoft Title: DC Government Contracting

2 hours (1 two-hour day–0.2 CEUs)

Description

This course is an overview of the procurement process, covering the basic stages of purchasing. Focus is on developing insights into the roles and responsibilities of the requesting agency and the procurement office. Topics include identifying your need, selection and award and contract administration.

The purpose of this training is to provide a general understanding of how goods and services are purchased in the Government of the District of Columbia.

Objectives

- Understand and define key terms used in the procurement process
- Identify the different stages in the procurement process
- Understand the relevance of purchase levels and how they affect your procurement
- Understand the relevance of the Procurement Automated Support System (PASS)
- Realize the importance of procurement planning
- Realize the importance of the procurement request package
- Have an understanding of the various roles and responsibilities involved in the procurement process

Who Should Attend

Open to all Employees

Prerequisite

None

1020 Contract Administrator Training

PeopleSoft Title: Contract Admin Training

6 hours (1 six-hour day–0.6 CEUs)

Description

As a designated representative acting on behalf of the government during the contracting process, the Contract Administrator (CA) is in a position of great responsibility. Directly interfacing with contractors, CAs are responsible for keeping Contracting Officers fully informed on a project's progress and must monitor, inspect and accept work performed under the contract. Additionally, the CA is responsible for the technical administration of a contract and may advise contractors on the full range of technical matters having an impact on contractor's performance.

This course is a comprehensive training on managing contract awards and the performance situations facing Contract Administrators. Emphasis is placed on providing attendees with guidance on actions necessary to ensure that a contract's goals are successfully met.

Objectives

- Understand the roles and responsibilities of a COTR
- Become familiar with various types of contracts and methods of contracting
- Understand the uniform contract format
- Understand contract monitoring
- Understand the automated evaluation system (e-Val)
- Discuss things you should do and should NOT do during when monitoring contracts

Who Should Attend

District employees designated as COTRs

Prerequisite

Introduction to D.C. Government Contracting: The Basics

1040 Creating Effective Statements of Work

PeopleSoft Title: Statements of Work

6 hours (1 six-hour day–0.6 CEUs)

Description

Creating Effective Statements of Work (SOW) demonstrates the importance of the statement of work (SOW) in achieving successful procurement outcomes and ensuring that District agencies and departments obtain the goods and services needed to achieve their missions. The course discusses how the development of a sound SOW is key to establishing the foundation for any purchase.

Objectives

- Understand the importance of the SOW
- Understand the different types of SOWs
- Understand the components of a SOW
- Understand tips for creating SOW

Who Should Attend

Requisitioners and program/project managers

Prerequisite

Introduction to D.C. Government Contracting: The Basics *(recommended)*

1180 D.C. Government Purchase Card Program

PeopleSoft Title: DC Gov PCard

3 hours (1 three-hour day–0.3 CEUs)

Description

The District's P-Card Program offers a convenient way for agencies to procure goods and services under $2,500. The P-Card provides an alternative method of procurement that reduces the processing cost and delivery time for small dollar purchases.

This course provides a look into this structured program for facilitating the acquisition and issuance of purchase cards to agencies deemed responsible enough to use and manage the card to buy commercially available goods and services. Components of the Purchase Card Program training cover the roles and responsibilities, standards for usage of the purchase card and compliance and oversight.

Objectives

- Understand the benefits of the purchase card program
- Understand the roles and responsibilities in having a purchase card
- Understand inappropriate use and prohibited items
- Understand the travel function of the card
- Understand the reconciliation process (PaymentNet)

Who Should Attend

Card holders, approving officials, agency program coordinators, designated billing officials

Prerequisite

Introduction to D.C. Government Contracting: The Basics *(recommended)*

7100 PASS Buyer

PeopleSoft Title: PASS Buyer

4 hours

Description

This course is a requirement for anyone who needs to access the Procurement Automated Support System (PASS) to submit or process requisitions for the District. The training in this course focuses on the general use of the system, submitting purchase requests, searching for data and making changes in roles and responsibilities.

Competencies

Understanding the Business of DC Government

Who Should Attend

All District Employees

Prerequisite

None

7110 PASS Analysis

PeopleSoft Title: PASS Analysis

4 hours

Description

This course is a requirement for anyone who needs to access the Procurement Automated Support System (PASS) to submit or process requisitions for the District. The training in this course focuses on specific methods of retrieving purchasing data from the system.

Competencies

Understanding the Business of DC Government

Who Should Attend

All District Employees

Prerequisite

None

2000 Reasonable Suspicion Training

PeopleSoft Title: Reasonable Suspicion

5 hours (1 five-hour day–0.5 CEUs)

Description

Managers and supervisors will receive an overview of the District's Drug-Free Workplace Program that includes drug and alcohol education, the DCHR Drug and Alcohol Policy and instruction in making reasonable suspicion determinations. Upon successful completion, leaders will be qualified to make formal observations of suspected substance use and submit referrals for reasonable suspicion testing. This training is mandatory pursuant to the Child and Youth Safety and Health Omnibus Amendment Act for all managers and supervisors in covered agencies who supervise safety-sensitive employees. According to Chapter 39 of the DPM, safety-sensitive employees are those employees who have direct contact with children and youth and whose performance of their duties may affect the health, welfare or safety of children or youth.

Objective

- Learn about the District's Drug-Free Workplace Program.

Who Should Attend

Managers and supervisors of safety-sensitive employees

Prerequisites

None