

DEPARTMENT OF HUMAN RESOURCES**Center for Learning and Development**
August Virtual Course Series**Monday, August 1****Communicate Strategically (Course Number: CU415W)**

If you are curious about the following “the most important thing in communication is hearing what is not said”, then this is the right class for you. Furthermore, Emotional awareness is necessary so you can properly convey your thoughts and feelings through your communication.

This class will emphasize the Communication Competency and will help participant to recognize and understand: the goal of communication & its basic components; the knowledge and acceptance of core values and factors that influence communication; as well as recognize the influence as well as the impact of Emotional Intelligence in our engagement and interactions. Thus, allowing all of us to intentionally top into our EI as well as our impact and not just intent in all interactions professionally, socially, and personally.

Tuesday, August 2**Communicating Non-Defensively (Course Number: 501W)**

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

PS Position Management (Course Number: 160)

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

Wednesday, August 3

PS Core HR (Course Number: 161)

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

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

Emotional Intelligence Concept (Course Number: 917W)

Incorporating Emotional Intelligence Concepts into the Hybrid Mindset. Designed for all employees, this course will focus on demonstrating the various adult emotional intelligence scales and how to best utilize these areas while working and supporting your team in a hybrid environment.

Thursday, August 4

DC Benefits Info. Session (Course Number: BE990)

This is an information session, not for credit.

The informational session outlines an overview of The District Government's comprehensive benefits package. Learn more about how the benefits program is designed to support the many aspects of your life – from health and wellness to income protection and retirement by listening to live HR Specialists review the different plans offered to District employees including:

- Health, Dental, and Vision Insurance
- Flexible Spending Accounts (Healthcare, Dependent Care, and Commuter Benefits)
- Disability Insurance (Short-Term and Long-Term Disability)
- Life Insurance
- Wellness Benefits
- Smartrip Benefits
- Retirement Plans (401(a) Defined Contribution / 457(b) Deferred Compensation)
- Employee Assistance Program (EAP)

Unpacking Bias ESS (Course Number: CU123W)

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

Tuesday, August 9

Communicate Strategically MSS (Course Number: 415W)

The most important part of communication is hearing what is not said, Emotional awareness is necessary so you can properly convey your thoughts and feelings through your communication.

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Contracting & Procurement 101 (Course Number: CU400)

This is a City University training course.

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

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LGBTQ Cultural Competency (Course Number: 517W)

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

Reasonable Suspicion MSS (Course Number: 909W)

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

Thursday August 11

Advancing Racial Equity MSS (Course Number: AE204)

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

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

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

Quality Customer Care (Course Number: 302W)

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

Friday August 12

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

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

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

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

Tuesday August 16

Building High Performance Teams (Course Number: 920W)

This course examines the manager's role in establishing and maintaining effective, productive teams. The course will provide valuable information about building teams from drafting the initial team charter to making teamwork part of the corporate culture. The course will also provide valuable information about leading a team to include topics ranging from developing leadership and effective communication skills to dealing with team conflict, making decisions, and recognizing performance.

Giving and Receiving Feedback (Course Number: CU520W)

Being able to effectively give and receive feedback is important for professional and personal development. It also opens the door to discussion and problem solving. What we should also realize is that feedback involves both a giver and a receiver. It is not just something that happens to us, but something we can respond to and interact with.

PS eRecruit (Course Number: 162)

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

Managing Conflict Effectively (Course Number: 94W)

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

Wednesday August 17

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

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

Principles of Management for MSS (Course Number 919W)

This is a MSS core management learning course.

This course is designed to give employees the essential management and leadership skills to inspire and influence their people to achieve team goals. Today's managers need to both manage and lead effectively. In this course, employees will 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.

Taking Care of You: Self Care Practices (Course Number: 527)

In this course, participants will define Self Care and identify the roles/responsibilities they hold that impede their Self Care practice. Participants will learn about different types of Self Care and analyze the connection between Self Care and stress. Participants will examine ways to integrate Self Care into their professional and personal lives. Throughout the course, participants will take part in a variety of Self Care techniques.

Emotional Intelligence Concept (Course Number: 917W)

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- Employee Assistance Program (EAP)

Giving/Receiving Feedback MSS (Course Number: 523W)

Open to all MSS employees and Leads. This session is designed to discuss the importance of feedback and the value of communication exchanges between managers and employees.

Managing Up (Course Number: 412W)

Open to all employees, this session is focused on understanding the expectations of managers and necessary support systems needed to provide operational and functional support to our direct reports. To inspire individuals and teams while working in both virtual/non-virtual environments, this course will provide insightful tips for using a proactive approach to understanding your manager's priorities and critical needs.

PS Commitment Accounting (Course Number: 165)

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

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

PS Reports/Query (Course Number: 166)

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

Performance Management MSS (Course Number: 913W)

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

Unpacking Bias (Course Number: 0123W)

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

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Friday, August 19

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

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

Designated Employer Representative (DER) (Course Number: 943W)

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

Tuesday, August 23

DC Benefits Info. Session (Course Number: BE990)

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Mindfulness/Managing Stress MSS (Course Number: 918W)

This course will encourage and challenge Leaders to create time, space, and a routine for self-care as a primary means of generating capacity for leadership in all the roles they occupy. You can't pour from an empty cup; this training is both a refill and respite. We'll create community so that we can, in turn, support trajectory.

Quality Customer Care (Course Number: 302W)

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

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Wednesday, August 24

3T/Instructional System Designer (Course Number: 404W)

This Course will provide an overview of the most critical skills for instructional designers, trainers, and/or facilitators. From identifying various learning approaches to designing a curriculum, participants will learn strategies around building effective presentations, presentation skills, and audience engagement within the virtual/in-person classroom.

Contracting & Procurement 101 (Course Number: CU400)

This is a City University training course.

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

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

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

PS Develop/Entering Questions (Course Number: 163)

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

Thursday, August 25

City University Grants Management 101 (Course Number: 600W)

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

Tuesday, August 30

LGBTQ Cultural Competency (Course Number: 517W)

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Progressive Discipline MSS (Course Number: 916W)

Open to MSS Employees, this course will focus on operationalizing progressive discipline practices for virtual teams/remote employees. This course provides managers and supervisors with tools for solving performance and conduct issues through progressive discipline. The participants will learn the benefits of discipline. The participants 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. will feature core content found within the Progressive Discipline course while also incorporating the strategies for ensuring compliance within this area.

Virtual Communications Tips (Course Number: 914W)

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

Wednesday, August 31

Building High Performance Teams (Course Number: 920W)

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Understanding the DC Budget (Course Number: 931W)

Understanding the District Budget

Objectives:

This course will provide participants with an:

- Overview of the budget cycle and process
- Explanation of the budget formulation, approval, and execution phases
- Understanding of the roles played by key stakeholders
- Up-to-date look at policy issues that impact the budget

Thursday, September 1

Principles of Management for MSS (Course Number 919W)

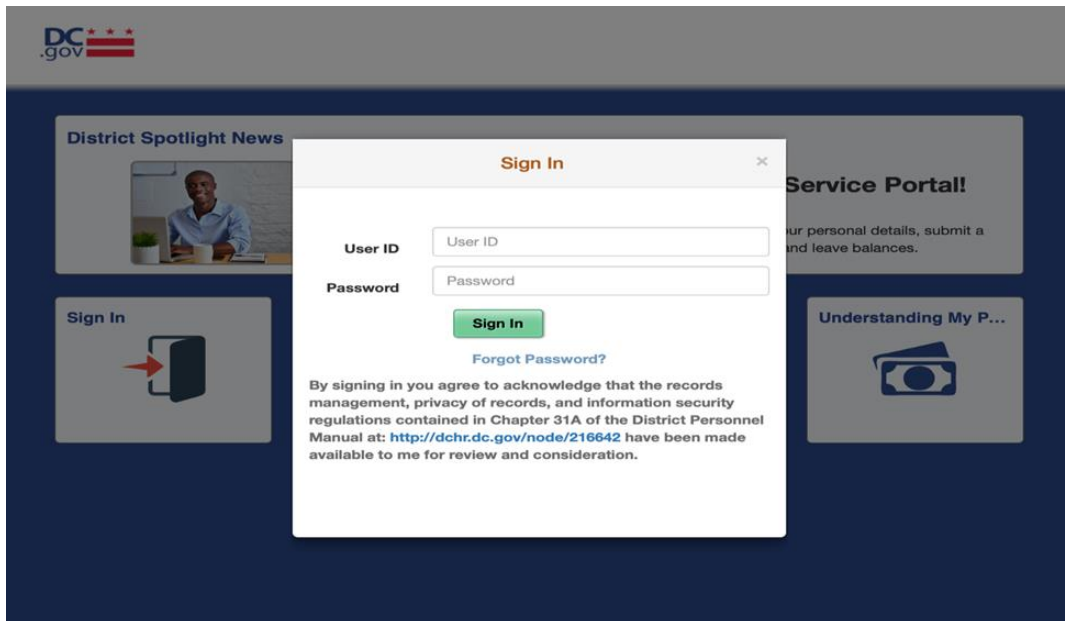
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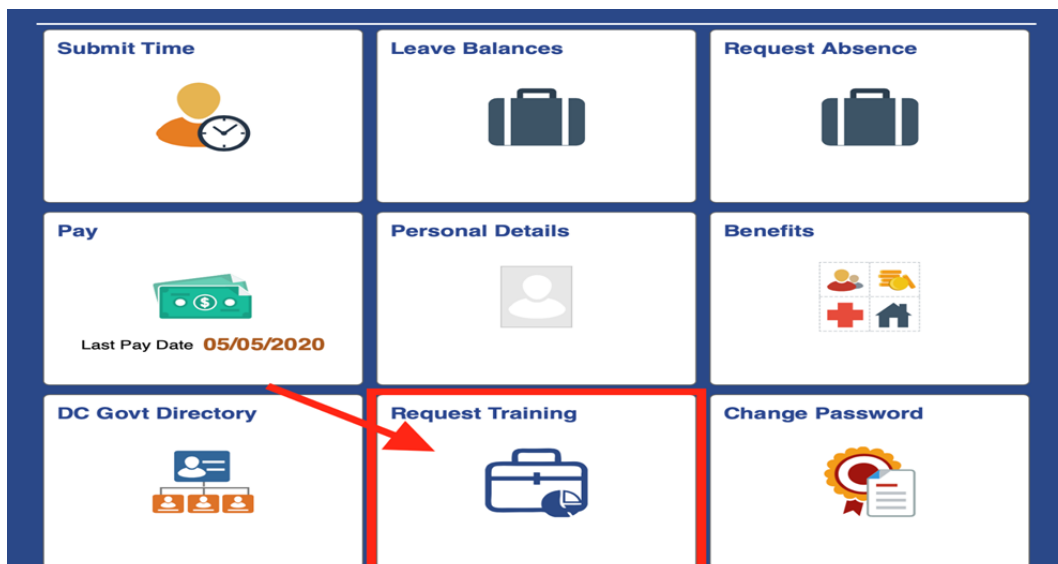
Peoplesoft's Training Registration Guide

QUESTION: HOW DO I ACCESS TRAINING COURSES?

Step 1: Log into Peoplesoft's ESS portal utilizing your dc.gov credentials. ***If you've forgotten your password, please select "Forgot Password" to receive an autogenerated password.**



Step 2: Select "**Request Training**" from the landing page. Training can be found by navigation to Navigator → Self Service → Learning and Development → Request → Training Enrollment



Step3: There are several course **Search** options to choose from.

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

[My Available Courses](#)

[My Mandatory Courses](#)

[Questionnaires, Materials and Surveys](#)

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

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

- [Advanced Course Search](#)
- [Access Skillport Online Courses](#)
- [Career Management Tracks](#)
- [Core Competency Development](#)

- Go To**
- [Self Service](#)
 - [Learning and Development](#)
 - [Training Summary](#)

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

[Request Training Enrollment](#)

Course Search

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

Course Name

Course Details

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