

# **STATE PERSONNEL DEPARTMENT TRAINING CLASSES**

## **Customer Service**

**Registration for four hour class:** 9:30 a.m. to 10:00 a.m. with classes beginning at 10.00 a.m. and ending at 3:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**Course Description:** This course provides individuals with techniques for providing outstanding service for customers. It is designed specifically for non-supervisory employees whose jobs involve responding to requests from the public or from other employees for information, products, or services. Topics presented include understanding customer expectations, maintaining a positive attitude, listening effectively, and speaking effectively. The Customer Service Course is not recommended for supervisors because these topics are presented from a different perspective in the Dynamics of Supervision Course.

## **Dealing With Difficult People**

**Registration for full day class:** 8:00 a.m. to 8:30 a.m. with class beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**Course Description:** This course provides individuals effectively. Although the course is open to all employees, it is ideal for individuals whose jobs involve with techniques for interacting with individuals with challenging personalities and challenging behaviors. It is not about changing other people, but about changing how we respond to them in order to work together frequent contact with the public or frequent contact with other employees. The curriculum emphasizes effective communications under stressful circumstances. Topics presented include understanding abrasive behavior, managing workplace conflicts, working with difficult personalities, and working with difficult behaviors.

## **Dynamics of Supervision**

**Registration for full day class:** 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**Course Description:** This two-day course provides individuals supervising personnel in state government with a solid understanding of the four management functions – planning, organizing, motivating, and controlling. Although it is open to all supervisors, it is ideally suited for individuals who have been promoted to their first supervisory position. The curriculum emphasizes how the role of a supervisor differs from that of an employee. Topics presented include communicating effectively, making sound decisions, setting performance goals, creating a motivating work environment, promoting a spirit of teamwork, coaching for performance, and resolving interpersonal conflicts.

## **Employment Law for Supervisors**

**Registration for this class:** This is a three hour class that is offered at various times. ***Please arrive in time to sign in and be seated prior to class start time.***

**Course Description:** This class is highly suggested for ANY person who is or will be supervising personnel in state government. The participants will get a detailed study of federal employment laws that will cross their paths in today's workplace. Some of the laws discussed will be the Civil Rights Act of 1964 and 1991, the Americans with Disabilities Act, the Age Discrimination in Employment Act, and the Pregnancy Discrimination Act. Case studies will be conducted for the participants to put their newfound knowledge to work in simulated situations.

## **Family and Medical Leave Act**

**Registration for this class:** This is a two hour class that is offered at various times. ***Please arrive in time to sign in and be seated prior to class start time.***

**Course Description:** Supervisors and employees will attend the first half of the program. Employees with no supervisory duties will be dismissed after the first half and supervisors and personnel staff only will reconvene to discuss specific responsibilities for handling employee FMLA requests. In 1993, the Family and Medical Leave Act became a federal law. This program will cover the eligibility requirements for leave under the law, the types of leave, the qualifying illnesses, and necessary documentation. Other areas of discussion will include retaliatory actions under the law, employee, as well as employer, rights and obligations. Procedures for initiating, implementing, and monitoring FMLA leave will also be covered. Any new regulations for FMLA will be discussed. This class is highly suggested for ANY person who is currently a state employee in ANY position if the agency is eligible for FMLA.

## **Interview and Selection**

**Registration for full day class:** 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**Course Description:** This course is recommended for supervisors and managers. The program offers a comprehensive look at the procedures necessary to conduct a valid and legal interview with superior results. It explains the selection procedures as established in the State Personnel Board Rules for actions prior to and after the interview. It details the responsibilities of the manager in the interview process including researching the job, writing questions, performing reference checks, conducting the interview (external and internal features), facilitating conversation and questioning, documenting during and after the interview, selecting the most qualified candidate, and considering the legal ramifications of all phases of the selection process.

## **Performance Appraisal for Supervisors**

**Registration for full day class:** 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**Course Description:** The one-day appraisal course is recommended for supervisors and managers, who are or will be supervising personnel in state government. The program offers a comprehensive look at the procedures necessary to conduct employee evaluations with correct techniques and in a legally defensible manner. Participants will learn the supervisory responsibilities of Preappraisal, Midappraisal, and Final Appraisal periods and how to complete the forms associated with this

management process. In addition, writing responsibilities and results, evaluating the level of employee performance, and rating/scoring employee performance will be explained. Exercises will allow participants to use the new skills learned in the program.

## **Progressive Discipline**

**Registration for full day class:** 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**Course Description:** The one-day discipline course is recommended for supervisors and managers, who are or will be supervising personnel in state government. The program offers a comprehensive look at the procedures necessary to conduct employee discipline with correct techniques and in a legally defensible manner. A participant can learn the disciplinary procedures for the steps of warning, reprimand, suspension, and termination. Skills taught include the ability to coach and counsel employees through feedback, intervention, documentation, and action plan, as well as the use of steps and due process when conducting a disciplinary action. State law and State Personnel Board Rules, as they refer to the discipline process, are discussed in detail. Case studies are conducted to allow participants to utilize the new skills learned in the program

## **Performance Appraisal/Progressive Discipline Overview**

**Registration for half day class:** 8:00 p.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 11:30 a.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**Course Description:** The course is recommended for supervisors and managers who may need a refresher course on Performance Appraisal and Progressive Discipline. In order to attend this program, the attendee must have taken the complete one day course for each program. The agency will be responsible for making sure the attendee has met the above criteria. We will be glad to assist you if your records do not give you the necessary information.

## **Presentation Skills**

**Registration for full day class:** 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**Course Description:** This two-day course provides individuals with techniques for preparing and delivering presentations for groups of any size or type. It is designed for individuals who make presentations to employees, supervisors, customers, or the general public during staff meetings, briefings, classroom training, orientation programs, tours, workshops, luncheons, and conferences. Topics include selecting material, designing visual aids, preparing in advance, and delivering a presentation. This course is conducted in two parts – one day for classroom discussion of presentation techniques and one day during a later week for class member presentations. Some homework is required.

## **Sexual Harassment Prevention**

**Registration for this class:** This is a three hour class that is offered at various times. ***Please arrive in time to sign in and be seated prior to class start time.***

**Course Description:** Most people can recognize blatant sexual harassment. However, the boundaries are less clear when friendly flirtation and “shoptalk” occurs. Attendees will examine sexual harassment scenarios and determine the depth of the alleged violation. The participants will examine recent changes in rulings and what affect it might have on management responsibilities. Participants will learn how to identify, initially investigate, report, and respond properly to a sexual harassment accusation. The course will teach how the response of the employer to a sexual harassment claim can potentially increase or decrease the agency’s liability. This class is suggested for ANY person who is currently a state employee in ANY position.

## **State Government Orientation: Employee Benefits**

**Registration for full day class:** 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**Course Description:** Employee Benefits of State Government Orientation will include presentations from representatives of host agencies on the major employment benefit packages of their respective departments. Benefits addressed include Risk Management services, employee insurance, wellness programs for state employees, flexible benefits/dependent health care programs, retirement services, RSA 1 program, State Credit Union, and Alabama Public Library Service. This class is for all state employees but is especially designed for new employees within the first two years of employment. Regardless of years of service, attendees will enjoy learning about the benefits offered by state employment.

## **State Government Orientation: Personnel**

**Registration for full day class:** 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**Course Description:** This orientation course is for new employees who are within their first two years of employment in the Merit System. It is also recommended for any employee who has not had a course that covers the material described herein. The content addresses a comprehensive study of the history of the State Merit System and focuses on the responsibility of state government to provide outstanding customer service to the taxpayers. Subjects include the purpose of the Merit System, personnel pay and leave, responsibilities of state employees, due process, and the level of performance expected of all employees. The functions and procedures of the State Personnel Department are examined, and employee questions are answered regarding classification, pay, examination, certification, and hiring. Additionally, the performance appraisal and discipline system are explained.

## [Time Management](#)

[Registration for four hour class:](#) 9:30 a.m. to 10:00 a.m. with classes beginning at 10:00 a.m. and ending at 3:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

[Course Description:](#) This course provides individuals with techniques for making the most of the limited amount of time we have available for work assignments. Although it is open to all employees, it is ideal for individuals whose jobs require them to perform a wide variety of tasks. The curriculum emphasizes effective planning. Topics presented include establishing priorities, developing schedules, working efficiently, and dealing with the stress associated with managing multiple responsibilities.

## [Train the Trainer: The Basics](#)

[Registration for full day class:](#) 8:00 a.m. to 8:30 a.m. with classes beginning at 8:30 a.m. and ending at 4:00 p.m. ***Please arrive in time to sign in and be seated prior to class start time listed above.***

**[Class is limited to 20 people; once full, a waiting list will be established in case of cancellations.](#)**

**Please note that this four-day course is conducted in two parts consisting of two days each with homework. PARTICIPANTS MUST ATTEND ALL FOUR CLASSES TO RECEIVE CERTIFICATE.**

[Course Description:](#) This four-day course provides individuals with techniques for designing, developing, conducting, and evaluating training programs regardless of the subject. Although it is open to all individuals who make presentations before groups, it is ideally suited for individuals who conduct training classes for state employees. The curriculum emphasizes techniques for creating a stimulating learning experience for adults. Topics include assessing employee needs, developing course curriculum, selecting presentation methodology, designing visual aids, conducting training programs, managing group dynamics, and evaluating training effectiveness. Participants make several presentations during the course to practice new skills in a learning environment that provides constructive feedback.

## **[REGISTRATION PROCESS](#)**

The Personnel Manager or Training coordinator should register the employees with the State Personnel Training Division via the [email address](#) at [RegisterForTraining@personnel.alabama.gov](mailto:RegisterForTraining@personnel.alabama.gov). The desired number of spaces or names of employees should be sent to the email address above for registration. Upon request from the agency, availability of classes will be examined and a response will be emailed to the training contact. The training contact must supply all [names and the last four digits of the attendees' social security numbers](#) within two weeks of initial confirmation. Substitutions are to be made within the agency should someone be unable to attend. The new information should be sent to the above email address. If the substitution occurs within two days of training date, the new attendee is to provide registration information day of training.