

TSS OPM TRAINING BULLETIN

SEPTEMBER - DECEMBER 2024

The Department of Transformation and Shared Services (TSS) Office of Personnel Management (OPM) Training and Outreach provides state employees with a variety of training opportunities. These training programs are designed to meet the professional development needs of employees and to help improve performance and constituent service.



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INSIDE THIS ISSUE

From the Secretary.....	1
Training Classes are Free.....	1
New Classes This Term.....	2
Required Supervisory Training.....	2
TSS OPM Training Center.....	2
Course Catalog.....	3
Class Schedule.....	5



FROM THE SECRETARY

The Department of Transformation and Shared Services (TSS) Office of Personnel Management's (OPM) Training and Outreach offers free training opportunities designed to enhance the skills and knowledge of state employees. During the last year, we set a goal to make training more accessible to every department, and removing fees has made that possible.

I encourage you and your teams to take advantage of these valuable resources to support continuous professional development and improve service delivery across our workforce. Participating in these sessions is a great way to build a stronger, more efficient state government. Don't miss out on this opportunity!

Leslie Fiskien, TSS Secretary

ABOUT TSS

TSS was established in 2019 to create more efficient government services and collaboration across state government. TSS is comprised of the Office of the Secretary, the Arkansas Geographic Information Systems Office, Arkansas State Surplus, the Division of Building Authority, the Division of Information Systems, the Employee Benefits Division, the Office of Personnel Management, and the Office of State Procurement.

TRAINING CLASSES ARE FREE!

Starting on July 1, 2024, all regularly scheduled TSS OPM Training classes will be free to attend. Training has never been more convenient or cost-effective for departments and employees! In order to be as efficient as possible, we may send course materials to trainees prior to in-person classes; we ask that trainees bring to class any materials we send. Sign up for training by clicking into the event on the [TSS website](#).

Fees will apply only for specially requested classes or events unless otherwise approved. Fees will be determined by TSS OPM Training based on the duration of the event and the number of trainers needed.

NEW CLASSES THIS TERM

In classes and on our training evaluation forms, we've asked you over the last few months to tell us what classes you'd like us to offer in the future. We've received excellent feedback from you, and we are pleased to announce that we are offering new classes this term. New classes for this term include Dealing with Difficult People, Project Management, Six Critical Practices for Team Leadership, Excel Basics, and a revised Interpersonal Communication course.

Our Excel course will be offered in person in our computer lab at the TSS OPM Training Center. Because of the size of the lab, attendance will be limited to 20 trainees, so sign up soon if you are interested in joining us. We intend to expand our training into Word and PowerPoint in the next term.

REQUIRED SUPERVISORY TRAINING

Executive Order 94-07 requires all supervisors to complete the training curriculum established by TSS OPM Training and Outreach within six months of assuming supervisory duties. The courses in this curriculum are designed to give supervisors relevant training in essential areas such as how bills become laws, how department regulations are made, the Freedom of Information Act, budget, accounting, human resources, and procurement, worker's compensation, interviewing and hiring, and other important aspects of managing in the government setting.

INCLEMENT WEATHER TRAINING POLICY

In the event of inclement weather, TSS OPM Training will follow the guidelines established by the Governor's Office for executive branch offices. If government offices are closed, or if travel to training is deemed hazardous, training classes will be rescheduled.

TSS OPM TRAINING CENTER

LOCATED AT THE ARKANSAS DEPARTMENT OF COMMERCE

In-person trainings are scheduled at the TSS OPM Training Center, located at the Arkansas Department of Commerce. The TSS OPM Training Center is a modern, multipurpose training facility that can host classes and events for up to 150 people. Our suite of classrooms and meeting rooms provide flexible spaces for learning and development activities. In addition to our classrooms and meeting rooms, the TSS OPM Training Center features a computer lab with up to 20 stations to help employees develop necessary technology skills. Parking is free and convenient. The TSS OPM Training Center is a great place to connect with colleagues while receiving top-tier training delivered by our training faculty right in the heart of Arkansas' capital city.

Departments can also reserve classroom and meeting room space for use on a space availability basis. The TSS OPM Training Center's address is 1 Commerce Way in Little Rock. To learn more about the TSS OPM Training Center, room availability, our scheduled offerings, or any other questions about TSS OPM Training, call us at (501) 682-1846 or email us at OPM.Training@arkansas.gov.

Course Catalog

CLASS TITLE
<p>ARKANSAS GOVERNMENT BASICS*</p> <p>Arkansas Government Basics covers how Arkansas state government is arranged, the legislative process, the rulemaking process, the Freedom of Information Act, workers compensation, government accounting, procurement, and travel and vehicle policies. Duration: 1 Day</p>
<p>HRKANSAS*</p> <p>HRkansas covers information related to human resources-related topics such as the appropriation process, job specifications, cross grading and downgrading, pool positions, extra help, state compensation, overtime and compensatory time, payroll processing, holidays and paid leave, employment law, and the Equal Employment Opportunity Commission process. Duration: 1 Day</p>
<p>INTERVIEWING AND HIRING*</p> <p>Interviewing and Hiring teaches students everything they need to know about the hiring process: hiring freeze, using ARCareers, the state's recruiting system, selecting candidates for interview, veterans preference, and how to prepare and conduct interviews. Duration: 1 Day</p>
<p>ADDRESSING EMPLOYEE CONDUCT</p> <p>Managing conduct or performance issues effectively is a critical challenge for leaders in any workplace. This course explores how to identify and address the causes of problematic behavior, coach or counsel an employee, and administer employee discipline when needed. Duration: ½ Day</p>
<p>BUSINESS WRITING</p> <p>If you want to become a better writer, this course is for you. This course features resources and tips to help you practice your writing skills and take them to the next level. Learn how to plan, design, draft, and revise documents while using proper grammar and mechanics. Duration: 1 Day</p>

* Denotes required supervisory course

CONFLICT RESOLUTION

In this course, we'll explore different types of conflict, what causes conflict, and how to reach positive outcomes when you find yourself in conflict with peers or must manage conflict between subordinates. Conflict can be resolved—and it can bring issues to light, strengthen relationships, and spark innovation. Duration: ½ Day

CUSTOMER SERVICE

Government is a service industry that is citizen-focused. No matter how great our programs are or how talented our people are, the customer's experience is based on their direct interaction with us. Those interactions shape customers' opinions not just of our departments but of state government. Learn the fundamentals of great customer service. Duration: ½ Day

DEALING WITH DIFFICULT PEOPLE

Dealing with Difficult People covers the most difficult types of people you encounter during work and provides you with the techniques to deal with them. While no one always fits into a specific category, characteristics can be identified and dealt with effectively. This course will provide strategies and tools to help you cope with difficult people and situations. Duration: ½ Day

EXCEL BASICS

Learn how to turn Microsoft Excel into your most powerful productivity tool. Starting with the basics and moving to more advanced features, our training in Excel basics gives a comprehensive overview of Microsoft's spreadsheet application. This course builds a skill set that helps define you and your work skills. Excel training is just what you need to increase your productivity and take your skills to the next level.
Duration: 1 Day

FIVE LEVELS OF LEADERSHIP

What makes a good leader? Some say you'll recognize one when you see it, while others mistakenly equate leadership with simply holding a title. *The Five Levels of Leadership*, written by John C. Maxwell, defines what great leadership looks like and offers a clear roadmap to help you unlock your full potential. In this session, you'll discover how to transition from being just a boss to becoming a true, influential leader. You'll learn how to inspire people to follow you without relying on your authority and how to build a lasting leadership legacy. Duration: ½ Day

I'M A NEW MANAGER. NOW WHAT?

Becoming a manager is an exciting opportunity that requires new responsibilities. Your success no longer depends on your own work but on the work of the people on your team. Learn how to make this shift, avoid mistakes, and smoothly transition into your new role.

Duration: ½ Day

INTERPERSONAL COMMUNICATION

Many of the problems we encounter in the workplace are caused by miscommunication. Interpersonal Communication covers the different methods of communication, barriers to communication, the importance of perception, and techniques for clear and effective communication. Duration: 1 Day

PRESENTING TESTIMONY

Learn about the judicial process and how to testify in court and before legislative committees or administrative boards. We will cover strategies on how to manage the jitters that may affect the delivery of testimony, reduce the barriers to being a good witness, and increase your effectiveness presenting testimony. Duration: ½ Day

PROJECT MANAGEMENT

Project managers wear more hats than almost anyone. They're planners, schedulers, and big-picture thinkers. Project managers must be team builders, coaches, and motivators. They need to know how to negotiate for more time, more resources, and fewer changes. They've got to be smart risk-takers, turn-on-a-dime decision-makers, and communicators extraordinaire. This course will give you the tools to lead projects with confidence and discipline — from drawing board to finished product. Duration: 1 Day

SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE

Great performance requires a common set of values, behaviors, and skills that align individual capabilities to their organization's strategy. In the Seven Habits of Highly Effective People, participants *will* learn how to make better choices about spending their time and energy and how to work more effectively with others to achieve far better results. Duration: 1 Day

SIX CRITICAL PRACTICES FOR LEADING A TEAM

Leaders at every level significantly impact departments: employee productivity and engagement, customer satisfaction and loyalty, innovation, and financial performance. People skills typically account for 80 percent of success in this role. The Six Critical Practices for Leading a Team is a special collection of relevant, practical resources that provide leaders with the mindsets, skillsets and toolsets needed to lead others effectively. Duration: ½ Day

TRUST: THE ONE THING THAT CHANGES EVERYTHING (QUICK LEARNING SERIES)

Trust is the new currency in today's connected, collaborative world. Creating trust is a learnable skill. In this session, we will discuss trust, what it is, and how to develop, restore, and extend trust. Duration: 1 Hour

Class Schedule

SEPTEMBER

DATE	CLASS
17	Business Writing
18	<ul style="list-style-type: none"> Addressing Employee Conduct Trust: The One Thing That Changes Everything (virtual)
19	I'm a New Manager. Now What?
24	Arkansas Government Basics (virtual)
25	HRkansas (virtual)
26	Interviewing and Hiring (virtual)

OCTOBER

DATE	CLASS
8	Arkansas Government Basics
9	HRkansas
10	Interviewing and Hiring
15	I'm a New Manager. Now What?
16	Interpersonal Communication
17	<ul style="list-style-type: none"> Five Levels of Leadership Dealing With Difficult People
22	<ul style="list-style-type: none"> Arkansas Government Basics (virtual) Conflict Resolution
23	HRkansas (virtual)
24	Interviewing and Hiring (virtual)
29	Six Critical Practices for Leading a Team
30	Trust: The One Thing That Changes Everything (virtual)
31	Customer Service

NOVEMBER

DATE	CLASS
5	Arkansas Government Basics
6	<ul style="list-style-type: none"> HRkansas Interpersonal Communication
7	<ul style="list-style-type: none"> Interviewing and Hiring Seven Habits of Highly Effective People
13	Dealing With Difficult People
14	<ul style="list-style-type: none"> Excel Basics Conflict Resolution
19	Arkansas Government Basics (virtual)
20	<ul style="list-style-type: none"> HRkansas (virtual)

Unless noted otherwise, all classes are held at the TSS OPM Training Center

	<ul style="list-style-type: none"> • Trust: The One Thing That Changes Everything (virtual)
21	<ul style="list-style-type: none"> • Interviewing & Hiring (virtual) • Project Management

DECEMBER

DATE	CLASS
3	Arkansas Government Basics
4	HRkansas
5	Interviewing and Hiring
10	Five Levels of Leadership
11	<ul style="list-style-type: none"> • Presenting Testimony • Customer Service
12	Business Writing
17	Arkansas Government Basics (virtual)
18	HRkansas (virtual)
19	Interviewing and Hiring (virtual)