

TRANSFORMATION AND SHARED SERVICES

TRAINING BULLETIN

OFFICE OF PERSONNEL MANAGEMENT

2025

April through June

CONTACT US

TSS OPM Training and Outreach

501 Woodlane Street, Suite 205

Little Rock, Arkansas 72201

(501) 682-1846

OPM.Training@arkansas.gov

<https://www.transform.ar.gov>

[/personnel/training/](https://www.transform.ar.gov/personnel/training/)



TSS Training Bulletin

April-June 2025



New Courses

Emotional Intelligence: This course will help you understand what emotional intelligence is and how you can improve both your professional and personal life. Learn techniques to self-motivate, control emotions, and challenge negative thought patterns. You will understand the importance of self-awareness and developing your emotional skills. **Duration: ½ Day**

Public Speaking: Not comfortable speaking in front of people? Whether you're in an arena full of people or leading your office discussion, our Public Speaking course explores what you can do to make sure you nail your next presentation. **Duration: Full Day**

Manager Self-Care: Effective leaders are able to take care of their teams but also take care of themselves. This course explores what managers and supervisors can do, both in the office and outside the office, to make sure they are the best version of themselves and to be better leaders. **Duration: ½ Day**

Effective Performance Evaluations: This course covers everything you need to know to conduct an effective performance evaluation. Learn why we conduct performance evaluations and how to prepare and conduct an effective performance evaluation, and how to use the state's performance evaluation system, MyARPerformance. We also cover how to move forward with different types of performers so your team can become more effective in the future. These will be offered as virtual courses with a 500 max class size and will be held:

Friday, April 4, 9 AM

Monday, April 7, 1:30 PM

Tuesday, April 8, 9 AM

Wednesday, April 9, 9 AM

We have Microsoft Courses!

**All Microsoft classes are
Full Day courses**



Word Basics

This course covers document creation, collaboration, and communication in Word. Learn how to create, format, and navigate documents, editing text, creating lists, drawing tables, inserting graphics, including references, and more.

Excel Basics

Our training in Excel basics gives a comprehensive overview of Microsoft Office's spreadsheet application. This course builds up a skill set that helps enhance your work skills.



Power Point Basics

Learn how to create engaging and professional presentation slides using Microsoft PowerPoint. Our training in Power Point basics covers the essential tools and functions needed to craft custom slides.

April 2025

Mon	Tue	Wed	Thu	Fri
	1 <ul style="list-style-type: none"> Ark Government Basics 	2 <ul style="list-style-type: none"> HRkansas 	3 <ul style="list-style-type: none"> Interviewing & Hiring 	4 <ul style="list-style-type: none"> Effective Performance Evaluations (VIRTUAL)
7 <ul style="list-style-type: none"> Effective Performance Evaluations (VIRTUAL) 	8 <ul style="list-style-type: none"> Interpersonal Communication Effective Performance Evaluations (VIRTUAL) 	9 <ul style="list-style-type: none"> Conducting Effective Meetings Effective Performance Evaluations (VIRTUAL) 	10 <ul style="list-style-type: none"> Possible 	11
14	15 <ul style="list-style-type: none"> Excel Basics 	16 <ul style="list-style-type: none"> Dealing with Difficult Customers 	17 <ul style="list-style-type: none"> 5 Levels of Leadership Public Speaking 	18
21	22 <ul style="list-style-type: none"> Excel Basics 	23 <ul style="list-style-type: none"> Power Point Basics 	24 <ul style="list-style-type: none"> Customer Service 	25
28	29 <ul style="list-style-type: none"> Ark Government Basics (Virtual) 	30 <ul style="list-style-type: none"> HRkansas (virtual) 		

May 2025

Mon	Tue	Wed	Thu	Fri
			1 • Interviewing & Hiring (Virtual)	2
5	6 • Ark Government Basics	7 • HRkansas	8 • Interviewing & Hiring	9
12	13 • Excel Basic	14 • Conducting Effective Meetings	15 • Business Writing	16
19	20 • Ark Government Basics (Virtual) • Emotional Intelligence	21 • HRkansas (Virtual)	22 • Interviewing & Hiring (Virtual)	23
26 MEMORIAL DAY NO CLASSES	27	28 • The Prepared Leader	29 • Word Basics	30

June 2025

Mon	Tue	Wed	Thu	Fri
2	3 <ul style="list-style-type: none"> • Ark. Government Basics 	4 <ul style="list-style-type: none"> • HRkansas • Excel Basics 	5 <ul style="list-style-type: none"> • Interviewing & Hiring • Excel Basics 	6
9	10 <ul style="list-style-type: none"> • Addressing Employee Conduct 	11 <ul style="list-style-type: none"> • Power Point Basic 	12 <ul style="list-style-type: none"> • Customer Service 	13
16	17 <ul style="list-style-type: none"> • 6 Critical Practices 	18 <ul style="list-style-type: none"> • Public Speaking 	19 <ul style="list-style-type: none"> • Manager Self-Care 	20
23	24 <ul style="list-style-type: none"> • Ark Government Basics (Virtual) 	25 <ul style="list-style-type: none"> • HRkansas (Virtual) 	26 <ul style="list-style-type: none"> • Interviewing & Hiring (Virtual) 	27
30				

Course Descriptions

*****REQUIRED FOR SUPERVISORS*****

Arkansas Government Basics

Arkansas Government Basics covers the basics on how Arkansas' state government is arranged, the legislative process, the rulemaking process, the Freedom of Information Act, worker's compensation, government accounting, procurement, and the travel and state vehicle policies. **Duration: Full Day**

HRkansas

HRkansas covers information related to the human resource-related topics within Arkansas state government. Topics like the appropriation process, job specification, cross grading and downgrading, pool positions, extra help, state compensation, overtime and compensatory time, payroll processing, the different types of leave, basic employment law, and the Equal Opportunity Commission process. **Duration: Full Day**

Interviewing & Hiring

Interviewing and Hiring teaches everything to know about the hiring process: hiring freezes, how to use ARCareers, the state's recruiting system, selecting candidates for interview, veterans preference, and how to prepare and conduct interviews. **Duration: Full Day**

Other Courses Offered This Quarter

Addressing Employee Conduct

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 necessary. **Duration: ½ Day**

Business Writing

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. **Duration: Full Day**

Conducting Effective Meetings

Conducting Effective Meetings is designed to give you the basic tools to plan and manage productive meetings. You will learn planning and leadership techniques which will give you the confidence to run an engaging and productive meeting that will leave a positive and lasting impression. **Duration: ½ Day**

Customer Service

Government is a service industry. No matter how great our programs are or how talented our people may be, customers mainly remember the direct interaction they have with us. Those interactions shape customer opinions not just of our departments, but of government in general. Learn the fundamentals of great customer service. **Duration: ½ Day**

Dealing with Difficult Customers

Dealing with Difficult Customers covers difficult customer encounters and provides you with the techniques to deal with them. While no one 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**

Emotional Intelligence

This course will help you understand what emotional intelligence is and how you can improve both your professional and personal life. Learn techniques to self-motivate, control emotions, and challenge negative thought patterns. You will understand the importance of self-awareness and developing your emotional skills. **Duration: ½ Day**

Five Levels of Leadership

What makes a good leader? Some say you'll know one when you see one; others confuse being a leader with simply having a title. In *The Five Levels of Leadership*, John C. Maxwell gives a shape and form to something seemingly indefinable and provides a roadmap to help you reach your full leadership potential. In this session, you'll learn how to go from being a boss to a natural leader, get people to follow you without using your rank, and use your leadership to build a legacy that stands the test of time. **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: Full Day**

Manager Self-Care

Effective leaders are able to take care of their teams but also take care of themselves. This course explores what managers and supervisors can do, both in the office and outside the office, to make sure they are the best version of themselves and to be better leaders. **Duration: ½ Day**

Possible - Thriving in an Age of Conflict

Conflict is increasing everywhere, threatening everything we hold dear—from our families to our democracy, from our workplaces to our world. In nearly every area of society, we are fighting more and collaborating less, especially over crucial problems that demand solutions. Based on the book by top negotiation expert William Ury, these methods were tested at Harvard University with almost a thousand participants from business, government, academia, and the nonprofit sector. Ury's "Path to Possible" proved so valuable that Harvard's Program on Negotiation selected it as its inaugural presentation in April 2022. **Duration: ½ Day**

Public Speaking

Not comfortable speaking in front of people? Whether you're in an arena full of people or leading your office discussion, our Public Speaking course explores what you can do to make sure you nail your next presentation. **Duration: Full 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. Yet many people are promoted into leadership because of their technical capabilities without mastering the skills of managing and motivating others. Without these basic skills, leaders at every level can struggle with leading teams in today's workplace. 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**

The Prepared Leader

In no other time in recent history have leaders in every industry grappled with so many changes which have independently and simultaneously undermined their ability to lead. The Prepared Leader encapsulates more than two decades of research to convey how you can navigate through the distinct challenges of today and tomorrow. These insights have implications for every leader in every industry and every worker at every level. **Duration: ½ Day**

TSS Training Center

Our training facility is located on the 2nd floor in the Department of Commerce Building at 1 Commerce Way in Little Rock. The TSS Training Center features various classrooms, meeting rooms, and a computer lab with 25 workstations to develop and enhance technical skills. Parking is free. Please do not park in front of the Blue Cross Blue Shield building.



The Two Sisters coffee bar is also located on the second floor if you need drinks or snacks. We also have an ice machine (with 'Sonic Ice'!) with a water dispenser.

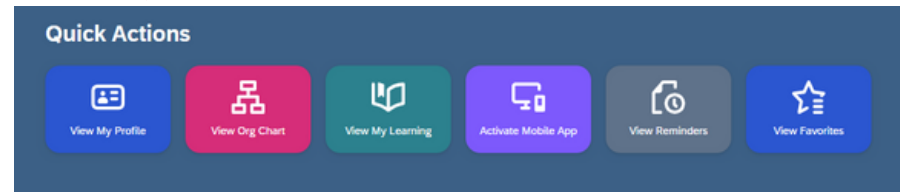
Departments can reserve space for use when available. To reserve a space or if you have questions please contact TSS Training at 501-682-1846 or email at OPM.Training@arkansas.gov.

Contact Us

TSS Training & Outreach
Office of Personnel Management
Arkansas Department of Transformation & Shared Services
501 Woodlane Street, Suite 205 Little Rock, Arkansas 72201
Phone: (501) 682-1846
<https://transform.ar.gov/personnel/training/>

Registering for Classes

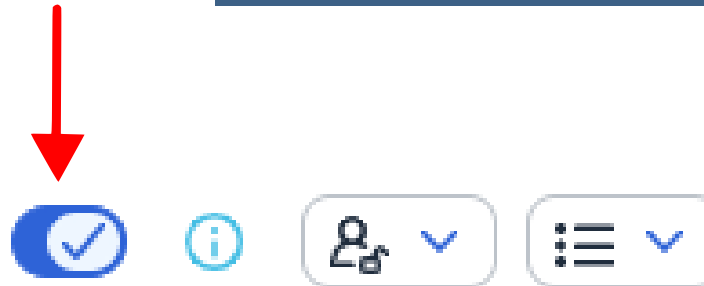
1. Log into MyARCareers



2. Click the 'View My Learning' icon.
You can also go to the header and switch to 'MyARLearning'.



3. Switch your view to the
"Old Experience"

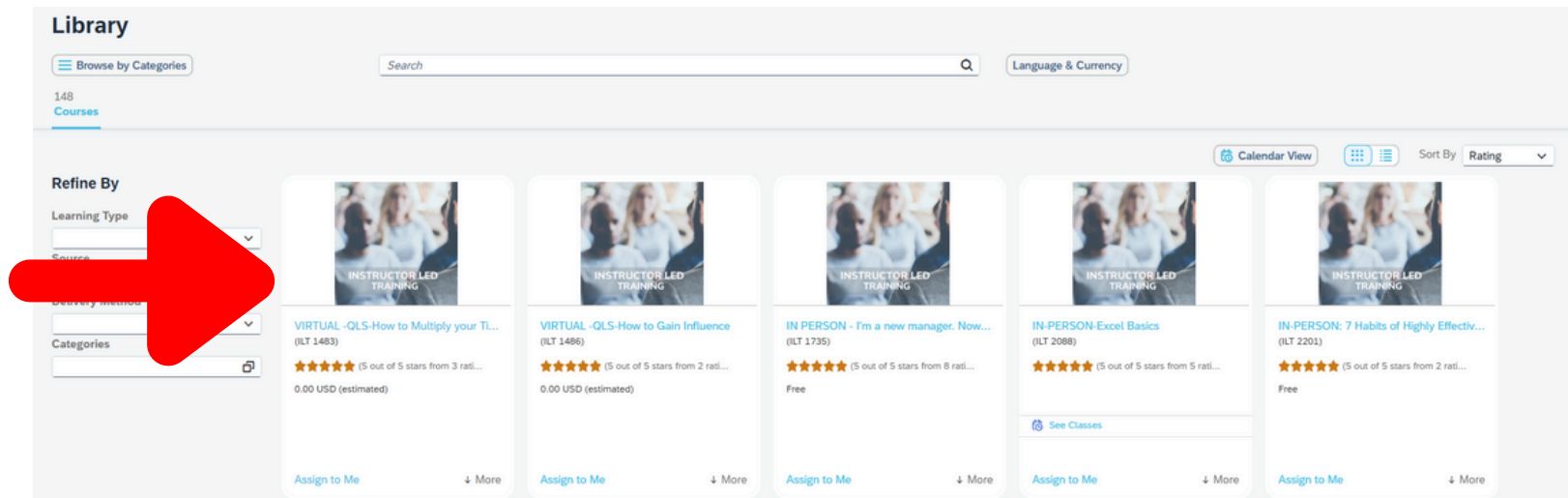


4. Locate the Find Learning tile and click Browse all courses to access the library. If you know the course name and you type it in the search field.



The image shows a 'Find Learning' search bar. It has a title 'Find Learning' in the top left corner and a close button (X) in the top right corner. Below the title is a search input field with the placeholder text 'What do you want to LEARN today?'. To the right of the input field is a blue 'Search' button. Below the input field is a link that says 'Browse all courses >'.

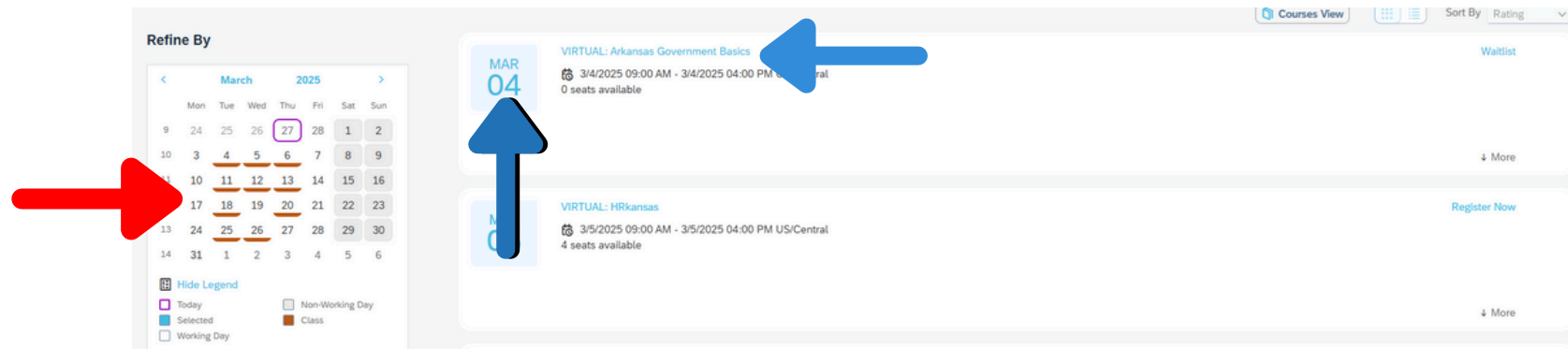
5. The library lists all the offered courses in their different formats.
- a. Virtual is a course held via Zoom.
 - b. In-person is a course held at the TSS Training Center.
 - c. Quick Learning Session is a shorter online session which is instructor-led.



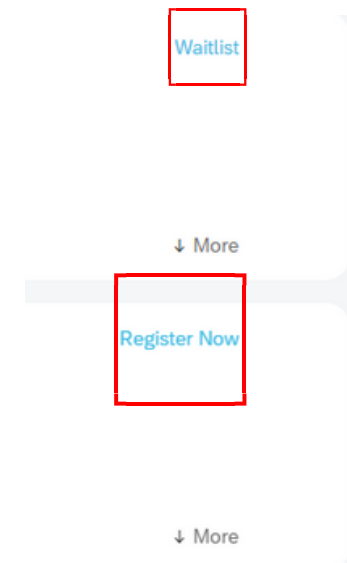
The image shows a 'Library' page with a search bar and a 'Refine By' sidebar. A large red arrow points to the 'Refine By' sidebar. The main content area displays a grid of course cards. Each card has a thumbnail image, a title, a rating, and a price. The 'Refine By' sidebar has a 'Learning Type' dropdown menu, a 'Source' dropdown menu, a 'Delivery Method' dropdown menu, and a 'Categories' dropdown menu. The main content area has a 'Calendar View' button, a 'Sort By' dropdown menu, and a 'Rating' dropdown menu.

Course Title	Rating	Price
VIRTUAL -QLS-How to Multiply your TL... (ILT 1483)	★★★★★ (5 out of 5 stars from 3 rat...)	0.00 USD (estimated)
VIRTUAL -QLS-How to Gain Influence (ILT 1486)	★★★★★ (5 out of 5 stars from 2 rat...)	0.00 USD (estimated)
IN PERSON - I'm a new manager. Now... (ILT 1735)	★★★★★ (5 out of 5 stars from 8 rat...)	Free
IN-PERSON-Excel Basics (ILT 2088)	★★★★★ (5 out of 5 stars from 5 rat...)	Free
IN-PERSON: 7 Habits of Highly Effectiv... (ILT 2201)	★★★★★ (5 out of 5 stars from 2 rat...)	Free

6. Click Calendar View to view when classes are scheduled specifically.
- [Course Name](#) links to the course details.
 - The date is in the [light blue square](#).
 - [The Red Underline](#) in the calendar indicates courses are scheduled.



7. Click Register Now to enroll in the course or Waitlist to be added to the waiting list.
- When you register it will show you how long the course is and how many seats are available! *Better get in while you can!*
 - You can also assign it to yourself or bookmark a course so you can view it later.



8. After you register, you will get a notification you are enrolled.

9. If you join the waitlist, you will be shown your position on the waiting list.



You're registered!

Information

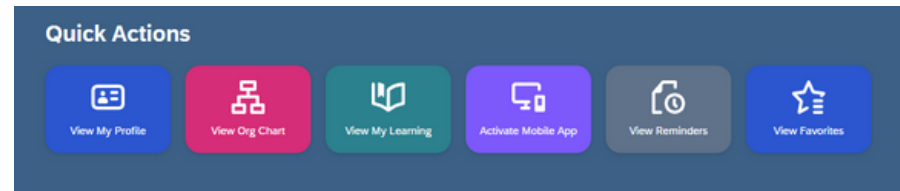
Your Name, your position on the waitlist is 1.

A notification email will also be sent to Your Email when a seat becomes available for you.

10. You will be sent an email prior to the course start date and time with instructions and directions on course attendance.

Printing Course Certificates

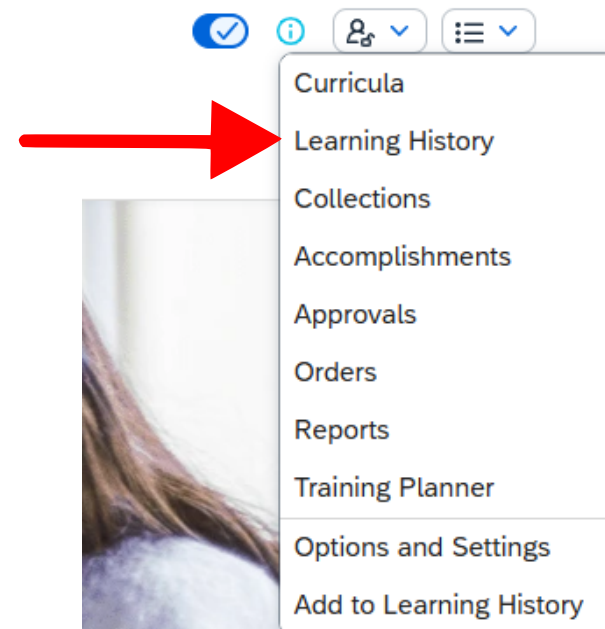
1. Log into MyARCareers



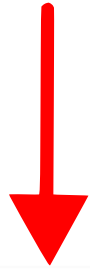
2. Click the 'View My Learning' icon.
You can also go to the header and switch to 'MyARLearning'.






3. Click on **Learning History** in the dropdown menu in the top right corner.



4. All completed activities will be shown here. Under the 'Actions' column you can select the printer icon to print a copy of your course completion certificate.



Completed Activities (18)			
Title	Completion Date	Status	Action
VIRTUAL: Arkansas Government Basics ★★★★★	3/4/2025 04:00 PM	Complete	
IN-PERSON-Excel Basics ★★★★★	1/15/2025 05:00 PM	Complete	
VIRTUAL: Interviewing and Hiring ★★★★★	12/19/2024 04:00 PM	Complete	

5. Your certificate will open in a separate window and you can either print it or you can right click on it and save it to your desktop.

