

# OPM TRAINING BULLETIN

**MAY - SEPTEMBER 2024**

The TSS Office of Personnel Management (OPM) Training section 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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### FROM THE DIRECTOR

If there's one constant in government, it's change. While seasons of change can bring uncertainty, they often bring opportunity. OPM is committed to helping employees take advantage of these opportunities to provide the best service possible for our customers—the citizens of Arkansas.

I'm very excited about the future of OPM Training. We have added many new course options, and our former courses have recently undergone extensive revision. Our training section is now being led by OPM Assistant Administrator Mike Bonds. Mike first came to OPM as our training manager, and I know he and his team share my deep commitment to preparing and inspiring our employees to excel in today's fast-paced public sector environment.

**Kay Barnhill, OPM Director**



### MEET THE STAFF

Transitions can be challenging and exciting. My journey at OPM began as the OPM Training Manager, and I'm excited to be able to get back into training. Training has always had a special place for me. I believe in our employees—we have great people who work hard for us and our fellow citizens every day. I believe that our employees are our most valuable asset, and it is worth investing in their professional growth and development.

I'm very excited about the curriculum we have to offer this term. OPM Training has been busy revising our courses and preparing new offerings. As we continue to expand our offerings, we would love to hear from you regarding what classes you would like to see us present. I look forward to seeing you soon!

**Mike Bonds, OPM Assistant Administrator**





## ABOUT OPM

The Office of Personnel Management (OPM) is responsible for managing the state's personnel system and establishing policies, procedures, and regulations to ensure that personnel practices are in conformity with state and federal law.

OPM offers personnel services, support, and guidance to all state departments to help them achieve human resource management goals and objectives.

OPM provides statewide personnel services in classification and compensation, payroll, training, policy, and AASIS HR technical support for all executive branch departments. OPM's goal is to ensure fairness, equity, and uniformity in the application and administration of human resource management and to recruit and retain a talented, motivated workforce dedicated to public service



## REQUIRED SUPERVISORY TRAINING

### COURSES REQUIRED BY EXECUTIVE ORDER

Did you know that supervisors are required to take specific supervisory training courses? Executive Orders require all supervisors to complete the training curriculum established by OPM 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, HR, and procurement; workers compensation; interviewing and hiring; and other important aspects of managing in the government setting.

New supervisors are required to take Arkansas Government Basics, HRkansas, and Interviewing and Hiring. With multiple dates and both in-person and virtual options, you'll be sure to find a date and delivery method that meets your schedule. We look forward to seeing you soon.

## **OPM TRAINING CENTER**

### **VISIT OUR MODERN TRAINING CENTER AT THE DEPARTMENT OF COMMERCE**

If you have an in-person training scheduled with us, we look forward to hosting you at the OPM Training Center, located at the Arkansas Department of Commerce. The 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 OPM Training Center also features a computer lab with up to 20 stations to help employees develop necessary technology skills. Parking is free and convenient. The 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 OPM Training Center's address is 1 Commerce Way in Little Rock. To learn more about the OPM Training Center, room availability, our scheduled offerings, or any other questions about OPM Training, call us at (501) 682-1846 or email us at [OPM.Training@arkansas.gov](mailto:OPM.Training@arkansas.gov).



# COURSE CATALOG

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

CLASS TITLE	DURATION/ COST
<p><b>ARKANSAS GOVERNMENT BASICS*</b></p> <p>Arkansas Government Basics covers how Arkansas state government is arranged; the legislative process; the rulemaking process; the Freedom of Information Act; worker’s compensation; government accounting; procurement; and travel and vehicle policies.</p> <p><b>Dates: May 21 (virtual), June 4, June 18 (virtual), July 9, July 23 (virtual), August 6, August 20 (virtual)</b></p>	<p>1 Day \$50</p>
<p><b>HRKANSAS*</b></p> <p>HRkansas covers information related to human resources-related topics such as the appropriation process; job specifications; crossgrading and downgrading; pool positions; extra help; state compensation; overtime and compensatory time; payroll processing; holidays and leave; employment law; and the Equal Employment Opportunity Commission process.</p> <p><b>Dates: May 22 (virtual), June 5, June 19 (virtual), July 10, July 24 (virtual), August 7, August 21 (virtual)</b></p>	<p>1 Day \$50</p>
<p><b>INTERVIEWING AND HIRING*</b></p> <p>Interviewing and Hiring teaches students everything they need to know about the hiring process: hiring freeze; how to use ARCareers, the state’s recruiting system; selecting candidates for interview; veterans preference; and how to prepare and conduct interviews.</p> <p><b>Dates: May 23 (virtual), June 6, June 20 (virtual), July 11, July 25 (virtual), August 8, August 22 (virtual)</b></p>	<p>1 Day \$50</p>

<p><b>PRESENTING TESTIMONY</b></p> <p>Learn about the judicial process and how to testify in court and in front of 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.</p> <p><b>Dates: August 28</b></p>	<p>½ Day \$25</p>
<p><b>COMMUNICATION FOR MANAGERS</b></p> <p>Successful management is built on a foundation of good communication. When the communication between managers and employees is positive, departments run smoothly and get things done. In this course, you'll learn how to become a more effective communicator and avoid the pitfalls that derail clear and open communication.</p> <p><b>Dates: May 14, June 13, July 16, August 13</b></p>	<p>½ Day \$25</p>
<p><b>CONFLICT RESOLUTION</b></p> <p>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.</p> <p><b>Dates: June 11, August 29</b></p>	<p>½ Day \$25</p>
<p><b>COMMUNICATION AND CUSTOMER SERVICE</b></p> <p>Government is a service industry. No matter how great our programs are, or how talented are people are, the main thing customers remember is the direct interaction they have with us. Those interactions shape customer's opinions not just of our departments, but of government in general. Learn the fundamentals of great communication and customer service.</p> <p><b>Dates: May 16, July 30</b></p>	<p>1 Day \$50</p>
<p><b>ADDRESSING EMPLOYEE CONDUCT</b></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, how to coach or counsel an employee, and how to administer employee discipline when the need arises.</p> <p><b>Dates: May 15, August 15</b></p>	<p>½ Day \$25</p>

<p><b>I'M A NEW MANAGER. NOW WHAT?</b></p> <p>Becoming a manager is a huge transition with a lot of new responsibilities. Your success no longer just depends on your own work but on the work of the people on your team. Learn how better to make this shift, avoid mistakes, and smoothly transition into your new role.</p> <p><b>Dates: May 30, August 1</b></p>	<p>½ Day \$25</p>
<p><b>TRUST: THE ONE THING THAT CHANGES EVERYTHING (QUICK LEARNING SERIES)</b></p> <p>Trust is the new currency in today's connected collaborative world. Contrary to what most people think, creating trust is a learnable skill. In this session, we will discuss trust: what it is, and how to develop, restore, and extend trust.</p> <p><b>Dates: May 29 (virtual), June 19 (virtual), July 18 (virtual), August 28 (virtual)</b></p>	<p>1 Hour Free</p>
<p><b>CAN WE TALK? HOW TO HAVE DIFFICULT/CRUCIAL CONVERSATIONS (QUICK LEARNING SERIES)</b></p> <p>Avoiding difficult conversations doesn't make them go away and having them can substantially improve our work and home lives. Difficult conversations are a necessary part of working with others. In this session we will discuss steps to help you navigate them successfully.</p> <p><b>Dates: May 22 (virtual), June 12 (virtual)</b></p>	<p>1 Hour Free</p>
<p><b>GENERATIONAL INSIGHTS</b></p> <p>We've all seen generational differences. So how do you lead, manage, communicate, and influence the different generations? In Generational Insights we will discuss new ways to view and engage with each generation. We will discuss the generational myths and stereotypes that divide us and share solutions that bring us together.</p> <p><b>Dates: July 17</b></p>	<p>½ Day \$25</p>
<p><b>7 HABITS OF HIGHLY EFFECTIVE PEOPLE</b></p> <p>Great performance requires a common set of values, behaviors, and skills that align individual capabilities to their organization's strategy. In the 7 Habits of Highly Effective People Foundations, participants will learn how to make better choices about how they spend their time and energy and also learn how to work more effectively with others to achieve far better results.</p> <p><b>Dates: July 31</b></p>	<p>1 Day \$50</p>

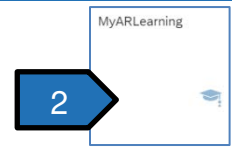
<p><b>5 LEVELS OF LEADERSHIP</b></p> <p>What makes a good leader? Some say you'll know one when you see one; others confuse being a leader with simply having a title. In <i>The 5 Levels of Leadership</i>, John C. Maxwell gives a shape and form to something seemingly indefinable and provides a roadmap to help you reach your full leadership potential. In this session, you'll learn how to go from being a boss to a real leader, how to get people to follow you without using your rank, and how to use your leadership to build a legacy that stands the test of time.</p> <p><b>Dates: June 18, August 14</b></p>	<p>½ Day \$25</p>
<p><b>BUSINESS WRITING</b></p> <p>If you want to become a better writer, this course is for you. This course features resources and tips that will help you practice your writing skills and take them to the next level.</p> <p><b>Dates: May 28, June 20, July 30, August 27</b></p>	<p>1 Day \$50</p>



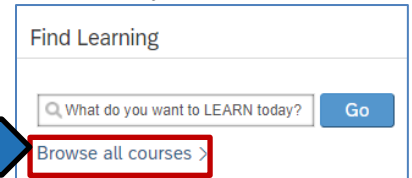
# How to Register for Classes

**Purpose:** Use this job aid to locate and register for courses within the **MyARLearning** tile.

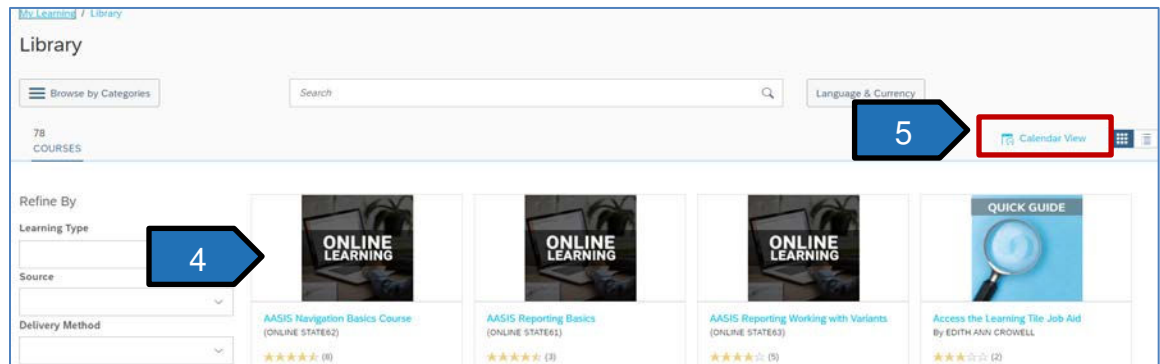
1. Log into **MYARCAREERS**.
2. Click the **MyARLearning** tile.



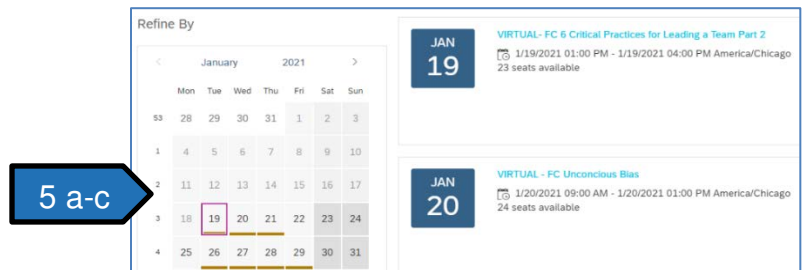
3. Locate the **Find Learning** tile and click **Browse all courses** to access the course library.
  - a. If you know the course name, enter it in the field and click **Go**.



4. The library is a listing of courses offered in different formats.
  - a. Virtual is an instructor-led course using the Zoom platform.
  - b. Instructor-Led is an in-person course.
  - c. Online is a self-paced online course.
  - d. Program is a group of eLearnings, job aids, and links that provide information for a single topic.

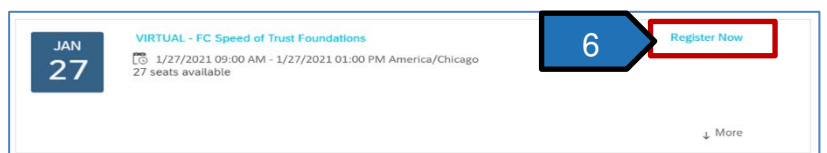


5. Click **Calendar View** to view classes scheduled.
  - a. **Course Name** links to the course details.
  - b. **Purple square** indicates today's date.
  - c. **Dates with a gold line** indicate classes are scheduled for that date.



## Registering for Class

6. Scroll through the list and click **Register Now** to register for the class.



7. Click **Register** to register for the class.
  - a. Note: This course requires supervisor approval.

8. A supervisor's approval is required to register for this course and your registration is pending approval. An email is sent to the listed approver.

9. Check **My Learning Assignments**. *Pending* changes to *Enrolled* after the supervisor approves it.

10. Click on the course title to view the **Congrats** message box indicating your completed registration.

11. Prior to the course start date and time, an email is sent to you with directions about attending the course.