

# TSS Training Bulletin January—March 2025

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## The Office of Personnel Management

The Office of Personnel Management (OPM) administers the state’s personnel system and establishes policies, procedures, and regulations to ensure compliance with state and federal law. OPM offers personnel services to all departments to help achieve human resource management goals and objectives.

OPM provides statewide personnel services in classification and compensation, payroll, training, and policy 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 develop a talented, motivated workforce dedicated to public service.



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## About TSS



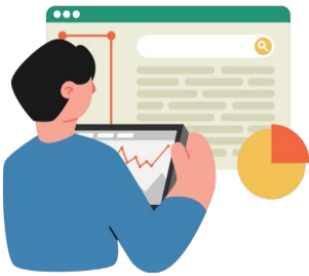
TSS was established in 2019 to create more efficient government services and collaboration across state government. TSS is comprised of the Office of the Secretary, the Arkansas Geographic Information Systems Office, Arkansas State Surplus, the Division of Building Authority, the Division of Information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

## New Courses This Quarter



In classes and on our training evaluation forms, we've asked you 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 the following new courses this quarter: The Prepared Leader, Possible—Thriving in an Age of Conflict, Word Basics, Harassment Prevention & Handling, and Conducting Effective Meetings. Additionally, our courses on Dealing with Difficult Customers and Customer Service have been extensively revised.

## Microsoft Office Courses



TSS Training & Outreach offered Excel Basics classes during the previous term. Based on feedback from participants and the number of people who asked to enroll, we are offering these classes again this quarter in January and March. Additionally, we are offering a new Word Basics course.

Our computer skills courses are offered in person in our computer lab at the TSS Training Center. Because lab's size, attendance is limited to 20 students per class, so sign up early if you are interested in joining us. If we have waitlists for these courses, we will consider offering additional classes.

## Required Supervisory Training



Did you know that supervisors are required to take certain 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. Required supervisory courses are:

### COURSE TITLE

#### **ARKANSAS GOVERNMENT BASICS**

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. **Duration: 1 Day**

## HRKANSAS

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 leave, employment law, and the Equal Employment Opportunity Commission process. **Duration: 1 Day**

## INTERVIEWING AND HIRING

Interviewing and Hiring teach 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. **Duration: 1 Day**

## Inclement Weather & Holidays



In the event of inclement weather, TSS 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.

Arkansas public schools will have Spring Break during the week of March 24—March 28. Holidays during this training quarter are:

- New Year's Day, Wednesday, January 1
- Martin Luther King, Jr. Day, Monday, January 20
- Presidents' Day, Monday, February 17

## TSS Training Center

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

### COURSE TITLE

#### 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 needed. **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: 1 Day**

#### CONDUCTING EFFECTIVE MEETINGS

Conducting Effective Meetings is designed to give you the basic tools you need to plan and manage productive meetings. You will learn planning and leadership techniques that will give you the confidence to run an engaging 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's 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 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 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 Office'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 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**

## HARASSMENT PREVENTION & HANDLING

You may think, “not in my office,” or “not our department,” but workplace harassment is an increasing issue in many organizations today. This course covers the different types of harassment that can occur in the workplace and how to prevent and address them, helping you and your department avoid potential legal difficulties.

**Duration: 1 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**

## 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 online daylong in April 2022. **Duration: ½ Day**

## THE PREPARED LEADER

In no other time in recent history have leaders in every industry and on every continent grappled with so many changes that 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**

## 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 Foundations, 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. 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**

## WORD BASICS

Understanding Microsoft Word is crucial in today's business environment. This course covers document creation, collaboration, and communication in Word. Learn how to create, format, and navigate documents, as well as editing text, creating lists, drawing tables, inserting graphics, including references, and more. **Duration: 1 Day**

## Class Schedule

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

### JANUARY

DATE	CLASS
7	Arkansas Government Basics
8	HRkansas
9	Interviewing & Hiring
14	Excel Basics
15	Business Writing
16	Five Levels of Leadership
21	Addressing Employee Conduct
22	Possible—Thriving in an Age of Conflict
23	Interpersonal Communication
28	Arkansas Government Basics (virtual)
29	HRkansas (virtual)
30	Interviewing & Hiring (virtual)

### FEBRUARY

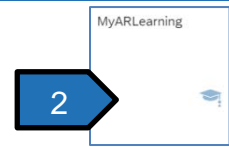
DATE	CLASS
4	Arkansas Government Basics
5	HRkansas
6	Interviewing & Hiring
11	Six Critical Practices for Leading a Team
12	Conducting Effective Meetings
13	Dealing with Difficult Customers
18	Seven Habits of Highly Effective People
19	Customer Service
20	Interpersonal Communication
25	The Prepared Leader
26	Word Basics
27	Business Writing

# MARCH

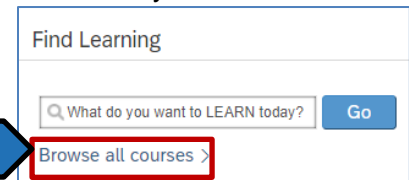
<b>DATE</b>	<b>CLASS</b>
4	Arkansas Government Basics (virtual)
5	HRkansas (virtual)
6	Interviewing & Hiring (virtual)
11	Excel Basics
12	Possible—Thriving in an Age of Conflict
13	Harassment Prevention & Handling
18	Conducting Effective Meetings
19	Interpersonal Communication
20	Addressing Employee Conduct
25	Project Management

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

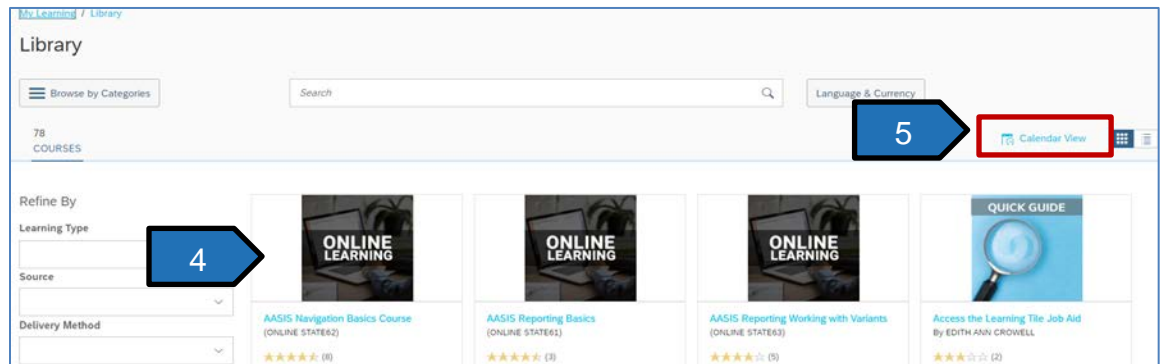
1. Log into **MYARCAREERS**.
2. Click the **MyARLearning** tile.



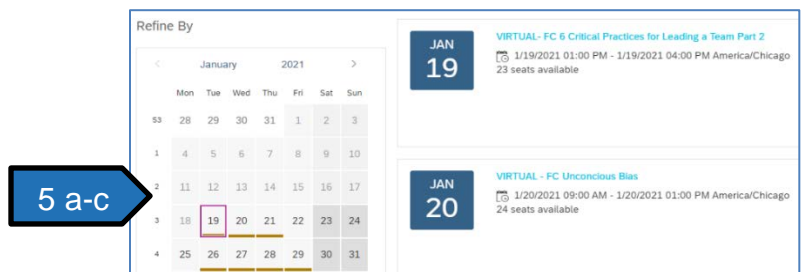
3. Locate the **Find Learning** tile and click **Browse all courses** to access the course library.
  - a. If you know the course name, enter it in the field and click **Go**.



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.

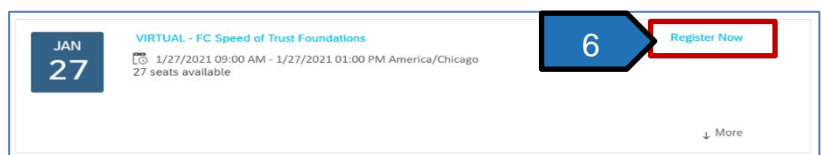


5. Click **Calendar View** to view classes scheduled.
  - a. **Course Name** links to the course details.
  - b. **Purple square** indicates today's date.
  - c. **Dates with a gold line** indicate classes are scheduled for that date.



*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.

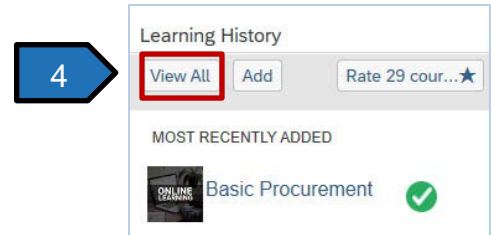
9. Check **My Learning Assignments**. *Pending* changes to *Enrolled* after the supervisor approves it.

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

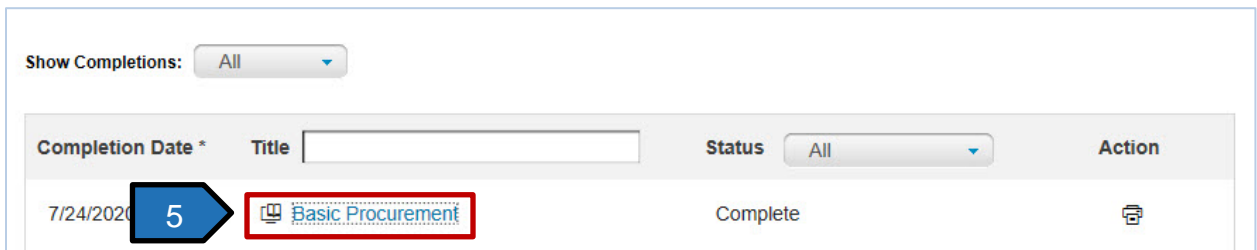
11. Prior to the course start date and time, an email is sent to you with directions about attending the course.

**Purpose:** Use this job aid to view and print your course certificate.

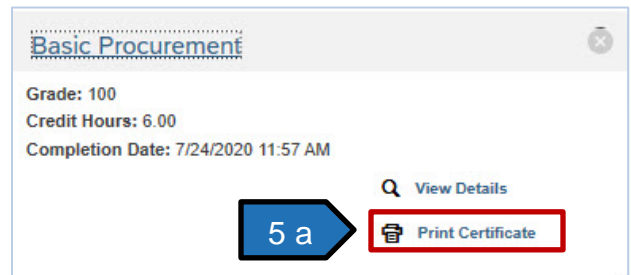
1. Log into **MYARCAREERS**.
2. Select the **MyARLearning** tile.
3. Locate the **Learning History** tile.
4. Click **View All** to view the learning history details.



5. Select the course title to view course details. This will open a second window to print the certificate.



- a. To view and print your certificate, click **Print Certificate**.



- b. The certificate can be printed or saved to your computer.

