



Commonwealth University (CU)

Course Catalog | Summer/Fall Term | July - December 2021

With the Summer/Fall term the Keystone Academy for Learning (KAL) officially becomes Commonwealth University (CU). This name change marks a new and exciting time for employee development. With the combined talents and expertise of subject matter experts across the commonwealth, Commonwealth University (CU) is able to help you ***learn, grow, thrive*** and ***succeed*** with expanded course offerings to meet more of your learning needs.

Studies show that ongoing employee development improves job performance and satisfaction. The Office of Administration's *Commonwealth University (CU)* offers a variety of courses to help you expand current skills and develop new ones.

Most live courses for this term are being offered virtually via Microsoft Teams or Microsoft Live Events. Review the course catalog and discuss interesting opportunities with your supervisor. You may attend courses, with your supervisor's approval, in any Learning Series, provided you will benefit from the course objectives and meet the appropriate pre-requisites for the session. CU Booking and Cancellation policies can be found on the following pages.

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Booking Policy:

- Course attendance must be approved by the employee's supervisor.
 - The latest possible booking date is typically 1 week prior to the session unless the course has a fee associated with it. The latest possible booking date for courses with a fee is typically 3 weeks prior to the session.
 - If the course is not approved by the supervisor by 10pm on the latest possible booking date, the training request will be rejected, and the employees' name will be removed from the roster. A notification will be sent to the employee and the employees' supervisor with the subject "WF LSO BOOKING REJ" and rejection reason code "008 - No approval action taken."
- Please send requests for ADA accommodations to the program office at RA-CU@pa.gov or 717.787.3813 as soon as possible.
- **Non-Supervisors** are not eligible for "Supervisor Series" courses.
 - Registrations by non-supervisors will be cancelled. They will receive a notification from LSO that they have not met the pre-requisites for the course.
- **Contractors** are not eligible for live instructor-led training within the Commonwealth University (CU) 'Professional Development' or 'Supervisor' Series.
 - Registrations by contractors, into courses they are not eligible for, will be cancelled. They will receive a notification from LSO that they have not met the pre-requisites for the course.
- For courses that have reached maximum capacity, you may click the "Waitlist Booking" link to join the waitlist, which works on a first come, first served basis. If you are at the top of the waitlist, you will be automatically booked when a place in the course opens due to cancellation. **Please note:** Being placed on a waitlist does **not** guarantee you a seat in the session.
- Please do not attempt to register for courses prior to the earliest possible booking date listed at the top of this page. Bookings received prior to the earliest possible booking date (registration begin date) will be cancelled.
- Please contact the program office at RA-CU@pa.gov or 717.787.3813 with any questions regarding booking policies.

How to book a virtual or classroom course in LSO

1. Go to ESS (<https://www.myworkplace.pa.gov/>)
2. Click the **"My Training"** tile located under COPA Home. *"My Training" homepage appears.*
3. Click the **"Commonwealth University"** link in the Course Catalog section on the lower left.
4. Click the Learning Series links in the Assigned Subject Areas section to view available courses.
5. Click the Course Title link for the course you would like to attend. *The Course Description page appears.*
6. Scroll to the bottom of the Course Description page. *Details for the scheduled sessions appear.*
7. Click the **"To Registration"** link associated with the date and time you would like to attend. *Details for the date and time you selected appear.*
8. Scroll to the bottom of the page and click the **"Request participation in this course"** button. *The "Do you want to request participation in this course?" pop up window appears.*

Helpful hint: For courses that have reached maximum capacity, you can click the "Waitlist Booking" link to join the waitlist, which works on a first come, first served basis. If you are at the top of the waitlist, you will be automatically booked when a place in the course opens due to cancellation. **Please note:** Being placed on a waitlist does **not** guarantee you a seat in the session.

9. Click "OK." *The "participation request was submitted" message appears at the top of the page.*

The course will appear in your "My Training Activities" section. "Partic. Requested" will appear in parentheses under the course title until your attendance is approved by your supervisor. Courses must be approved by your supervisor by the latest possible booking date, which is one week prior to the course date for courses without a fee, or three weeks prior for courses with a fee.

If you are unable to register/cancel CU courses through LSO, contact the program office at RA-CU@pa.gov or 717.787.3813. For courses found outside of the Commonwealth University catalog, please contact your [training officer](#).

Registration for Summer/Fall Term begins June 22nd, 2021.

How to book a web-based training course in LSO

1. Go to ESS (<https://www.myworkplace.pa.gov/>)
2. Click the **"My Training"** tile located under COPA Home. *"My Training" homepage appears.*
3. Click the **"Commonwealth University"** link in the Course Catalog section on the lower left.
4. Click the Learning Series links in the Assigned Subject Areas section to view available courses.
5. Click the Course Title link for the course you would like to attend. *The Course Description page appears.*
6. Scroll to the bottom of the Course Description page. *Details for the scheduled sessions appear.*
7. Click the **"Book"** link. *Details for the date and time you selected appear.*
8. Scroll to the bottom of the page and click the **"Start Now"** button.

Cancellation Policy:

- **Fee Courses:** Please be aware that agencies will still be charged the course fees if the employee fails to attend or cancels participation within 15 business days prior to the course start date.
 - In some instances, agencies may choose to send a replacement if an employee is unable to attend on the scheduled date. If agencies choose to send a replacement, Commonwealth University must be notified via e-mail at RA-CU@pa.gov. This notification must occur no later than seven (7) days before the course is presented to allow for the adjustment of the course roster and the agency billing. Please call 717.787.3813 with questions.
- **No-Fee Courses:** Learners may choose to cancel their attendance in ESS for courses up to 1 week prior to the date of the session. Cancellation requests received after that date should be sent to RA-CU@pa.gov.

If you are unable to register/cancel CU courses through LSO, contact the program office at RA-CU@pa.gov or 717.787.3813. For courses that occur outside of the Commonwealth University (CU), please contact your [training officer](#).

How to cancel your attendance in a virtual or classroom course in LSO

1. Go to ESS (<https://www.myworkplace.pa.gov/>)
2. Click the **"My Training"** tile located under COPA Home. *"My Training" homepage appears.*
3. Under **"My Training Activities"** in the center of the screen, click the **"Course Title"** link that you are currently booked into and would like to cancel your attendance from. *The Course Description page appears.*
4. Scroll to see the list of participants booked for this session.
5. Select **"Cancel Participation"** next to your name. *The "Do you want to cancel participation in this course?" pop up window appears.*
6. Click "OK." *The "Your booking was cancelled" message appears at the top of the page.*

If you are unable to register/cancel CU courses through LSO, contact the program office at RA-CU@pa.gov or 717.787.3813. For courses that exist outside of the Commonwealth University catalog please contact your [training officer](#).

Commonwealth University Questions:

Any questions related to CU policy may be directed to the program office at RA-CU@pa.gov or 717-787-3813. For courses found outside of the Commonwealth University catalog, please contact your [training officer](#).

Commonwealth University (CU) Coaching Cohorts

The Office of Administration's Bureau of Talent Development is pleased to offer these specialized sessions. A CU Coaching Cohort session is an individually designed session for intact teams on a wide variety of topics including, but not limited to, leadership, supervision, productivity, morale, conflict management and team communication. Typically, the virtual presentation will be a two-hour instructor-led module based on the outcome of a learning needs assessment intake interview conducted by a Bureau of Talent Development consultant, beforehand. A minimum of 12-15 attendees is required to be considered for a coaching cohort with a maximum of 30 participants. If your work unit, team, or organization is looking for a session tailored to specific topics or to meet targeted educational or behavioral goals, contact us at 717.787.3813 or via email at RA-CU@pa.gov. Requests for a CU Coaching Cohort presentation must be submitted by a member of the organization's supervisory or leadership team.

Course Catalog

- Courses listed under the [Professional Development Series](#) are open to all commonwealth employees with appropriate supervisory approval.
- Courses listed under the [Microsoft Skill Series](#) are open to all commonwealth employees and contractors with appropriate supervisory approval.
- Courses listed under the [Supervisory Series](#) are open to all commonwealth supervisors.

Professional Development Series

Courses listed under this series are open to all commonwealth employees with appropriate supervisory approval.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Addressing Emotions at Work Virtual <i>NEW COURSE OFFERING!</i>	Emotions are everywhere. Working, is also something that takes up a large amount of our time, so it goes without saying, emotions, are going to show up at work. This course will give you guidance on how to deal with those emotions to stay calm, cool, and collected.	08/25/21 09:00am-11:00am Angel Bradford 09/28/21 04:00pm-6:00pm Mandy Schwemm	Virtual Session Microsoft Teams	\$ 0
Appreciating Differences at Work Virtual	This virtual course explores patterns of communication in the workplace that ultimately do or do not lead to building a respectful and inclusive workplace. Course content primarily focuses on personal accountability and is highly introspective as learners identify the ways they may unknowingly perpetuate discrimination; hold internal beliefs that may or may not be fair; fall on a cultural competence continuum; view life through the lenses of others; and reflect on how frequently they intentionally interact with all co-workers. Join this session if you're ready to take a deeper look at the role you play in appreciating differences and finding commonalities of/with those you interact every day in a home or office-based work environment.	08/19/21 09:00am-11:00am 09/30/21 09:00am-11:00am 10/14/21 09:00am-11:00am Jeffrey Kreider	Virtual Session Microsoft Teams	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Basics of Effective Presentations Virtual	A presentation is a reflection of you and your work. You want to make the best possible impression in the short amount of time given you. This session will provide you with tools to craft and deliver an effective presentation that delivers the message and achieves the goals of the presentation.	08/11/21 01:30pm-3:30pm Eileen Forney	Virtual Session Microsoft Teams	\$ 0
Business Writing Basics Virtual	In order to book into this course, you must complete the Web-based Training "Grammar & Punctuation." In this course, participants will discuss best practices for effective business writing. Business Writing Basics provides commonwealth employees with the fundamental skills necessary to transfer information, in writing, to a variety of audiences. The course focuses on eight basic foundational items to help learners focus and construct their messages: purpose, audience, context, clarity, organization, visual appeal, accuracy, and proofreading.	08/19/21 09:00am-11:00am 10/05/21 09:00am-11:00am 12/07/21 09:00am-11:00am Marleigh Turner	Virtual Session Microsoft Teams	\$ 0

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Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Choice Architecture Virtual	Human beings often rely on a range of decision-making shortcuts that, while useful in making efficient choices, can also be self-sabotaging and lead to poor outcomes. This session will identify some of these shortcuts, then describe how choice architecture can be used to reframe a decision or modify its environment. From there we can “nudge” a decision-maker, whether that be ourselves or another, toward a more rational decision and/or behavioral change while at the same time limiting their choices or their freedom to choose. This course will look at examples from both the workplace and our everyday lives. Please note that the content in this session is an abbreviated webinar version of the Choice Architecture classroom course.	08/10/21 09:00am-11:00am 09/07/21 01:00pm-3:00pm Nick Klimowicz	Virtual Session Microsoft Teams	\$ 0
Civility Virtual NEW COURSE OFFERING!	Participants will discuss what incivility is, reasons why it exists in the workplace, the cost of incivility to the workplace and themselves, and how to respond to uncivil behavior confidently. They’ll discover their own civility score and identify ways to be a catalyst for civility in the workplace and in their personal lives.	08/04/21 02:00pm-03:30pm Nick Klimowicz 11/17/21 10:00am-11:30am Nicole Tyler	Virtual Session Microsoft Teams	\$ 0
Conflict Management Skills Virtual	Conflict can occur when one person’s concerns or desires differ from those of another person. Based on that definition, conflict is normal and inevitable and learning to manage it is crucial for getting along in the workplace. This course prepares participants to manage their responses to conflict and work towards collaborative resolutions.	08/17/21 09:00am-11:00am 10/21/21 01:00pm-03:00pm 12/16/21 09:00am-11:00am Nick Klimowicz	Virtual Session Microsoft Teams	\$ 0

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Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Cultural Competence Virtual NEW COURSE OFFERING!	Cultural competence is the awareness, knowledge, and skills needed to work with others who are culturally different from self in relevant and productive ways. Learners will be provided tools to work effectively across cultures in a way that acknowledges and respects the culture of the person or organization being served.	10/12/21 09:00am-11:00am Eileen Forney	Virtual Session Microsoft Teams	\$ 0
Customer Service Essentials Virtual	What is customer service and why is it so important? Join us as we tackle these topics and more in Customer Service Essentials. The course takes shape around the LAST (Listen, Apologize, Solve, and Thank) method – a four step process for ensuring excellent customer service interactions. Together, we’ll also investigate the qualities we value most in exceptional customer service exchanges, give focus to identifying our different customers, and spend time addressing customer service quick wins. Please bring your customer service experiences ready to share. We look forward to your attendance!	07/20/21 09:00am-11:00am 09/14/21 09:00am-11:00am 11/10/21 09:00am-11:00am Marleigh Turner	Virtual Session Microsoft Teams	\$ 0

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Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
De-Escalating Emotional Situations NEW COURSE OFFERING!	This course is intended to strengthen your ability to cope with and manage emotionally charged situations to minimize negative outcomes, maximize safety, and attain as positive an end-result as possible by the close of the event.	07/13/21 09:00am-11:00am 07/28/21 09:00am-11:00am 08/12/21 09:00am-11:00am 08/18/21 07:00pm-09:00pm 09/02/21 02:00pm-04:00pm 09/14/21 10:00am-12:00pm 09/30/21 10:00am-12:00pm 10/13/21 09:00am-11:00am 10/27/21 02:00pm-04:00pm 11/10/21 09:00am-11:00am 11/23/21 10:00am-12:00pm 12/09/21 02:00pm-04:00pm 12/21/21 02:00pm-04:00pm Jim Poland	Virtual Session Microsoft Teams	\$ 0
Define Your Success – A Personal Journey NEW COURSE OFFERING!	Today's world is in constant state of change. This 2-hour virtual course provides tools to help you not only manage your emotions and feelings as you navigate change but also set yourself up to be happier, more connected and have a work life balance.	08/04/21 09:00am-11:00am 10/13/21 01:30pm-03:30pm 11/23/21 09:00am-11:00am Amy Butler	Virtual Session Microsoft Teams	\$ 0
Defusing Telephone Frustrations Virtual	This course is an abbreviated webinar version of the classroom session titled "Defusing Telephone Customer Frustrations." Inevitably, you will encounter a frustrated customer at work. Are you prepared with the tools to help defuse the situation? This course will focus on tips and techniques to maintain self-control, demonstrate empathy, and deploy verbal self-defense methods over the telephone.	08/04/21 09:00am-11:00am 10/21/21 09:00am-11:00am 12/07/21 09:00am-11:00am Karen McCurdy	Virtual Session Microsoft Teams	\$ 0

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
DEI: Re-Imagining the Culture of Your Workplace	<p>Today, more and more companies are investing in making their workplaces better for their employees. A big part of this are words you have probably heard before – diversity, inclusion, and equity. But what exactly do they mean? Why are they needed? This session will bring clarity to these powerful words and their positive impact on employees and the organization. In addition to addressing the role that unconscious bias plays in hindering diversity initiatives, this session provides best practices for embracing diversity and fostering an inclusive culture. This course was originally conducted as a live virtual event. This WBT is a recording of that one-hour presentation.</p>	<p>Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.</p>	<p><u>WBT</u></p>	<p>\$ 0</p>
DEI: Re-Imagining the Culture of Your Workplace Virtual	<p>Today, more and more companies are investing in making their workplaces better for their employees. A big part of this are words you have probably heard before – diversity, inclusion, and equity. But what exactly do they mean? Why are they needed? This session will bring clarity to these powerful words and their positive impact on employees and the organization. In addition to addressing the role that unconscious bias plays in hindering diversity initiatives, this session provides best practices for embracing diversity and fostering an inclusive culture. This presentation is one-hour in length, followed by a one-hour Q&A session moderated by a panel of experienced DEI commonwealth facilitators.</p>	<p>08/25/21 09:00am-11:00am 10/06/21 01:00pm-03:00pm 12/01/21 09:00am-11:00am Nicole Tyler</p>	<p><u>Virtual Session</u> <u>Microsoft Teams</u></p>	<p>\$ 0</p>

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Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Effective Communication Virtual	This 2-hour virtual course examines two very important communication skills: listening and speaking assertively. Learners will participate in various activities to practice these skills.	07/14/21 09:00am-11:00am 09/09/21 09:00am-11:00am 12/08/21 01:30pm-3:30pm Amy Butler	Virtual Session Microsoft Teams	\$ 0
Effective Virtual Communication & Teamwork <i>NEW COURSE OFFERING!</i>	Working virtually can present challenges to effective communication and teamwork. The importance of creating trust, regular and clear communications, and creating standards that build and maintain a cohesive team will be covered.	09/29/21 09:00am-11:00am Eileen Forney	Virtual Session Microsoft Teams	\$ 0
Electronic Communications Virtual <i>NEW COURSE OFFERING!</i>	Email continues to be a primary source of communication. How do we make sure what we are trying to say to someone, is relayed the way we want it to be? In this course, you will learn the steps to writing a quality email that people will know what to do with, understand that emails can be interpreted in different ways, and what to do when conflict has arisen in email.	07/13/21 09:00am-11:00am Conner Newkam-Ulrich 09/15/21 01:00pm-3:00pm Angel Bradford	Virtual Session Microsoft Teams	\$ 0

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Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Empathy and Active Listening Virtual	To have empathy means to recognize, understand, and share the feelings of others while remaining self-aware. By being empathetic, employees better able to understand the perspectives of others and act with kindness and compassion. This session will explore what empathy is (and is not) and how to develop and practice it at work. Participants will learn about the different types of empathy, its benefits, and key strategies for effectively communicating empathy to coworkers and the public at large, starting with active listening skills. In addition, participants will discuss how empathy is an integral piece of diversity inclusion, civility, trust, and employee engagement.	07/29/21 01:00pm-03:00pm 09/28/21 09:00am-11:00am 10/26/21 09:00am-11:00am 12/08/21 01:00pm-03:00pm Nick Klimowicz	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0
Employee Self Service Overview	ESS or Employee Self Service offers you the opportunity to have immediate access to important HR and job-related information while on the job or after hours at home. The purpose of this course is to introduce the services offered through ESS. At the end of the course, you should have a basic understanding of how ESS is structured, what transactions employees can perform, and what HR related information is available.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Goal Planning & Achievement – Part 1 <i>NEW COURSE OFFERING!</i>	This course provides Commonwealth employees techniques for greater job performance and results attainment. The course consists of two parts to best support your success. Part 1 provides the core knowledge, methodology, resources materials, and assignment for you to identify opportunities in your work role where you would want to improve by designing, planning, and implementing 2 to 3 goals. It is recommended that you allow 4 weeks following Part 1 to complete the assignment and recommended steps. You will then be eligible to participate in the Part-2 course to receive the maximum benefit of this program. Completion of Part 1 is a prerequisite for registering and participating in Goal Planning & Achievement Part 2.	07/15/21 02:00pm-03:30pm 08/11/21 09:00am-10:30am 09/16/21 02:00pm-03:30pm 10/06/21 07:00pm-08:30pm 11/02/21 10:00am-11:30am 11/17/21 01:00pm-02:30pm Jim Poland	Virtual Session Microsoft Teams	\$ 0
Goal Planning & Achievement – Part 2 <i>NEW COURSE OFFERING!</i>	Completion of Goal Planning & Achievement - Part 1 and the accompanying assignment is a prerequisite for registering and participating in this course. This course provides commonwealth employees who have participated in Goal Planning & Achievement Part 1 the ability to receive personalized coaching from the instructor concerning up to 2 Goal Plans they designed. This course's format is a virtual workshop during which you will present one of the Goal Plans that you have designed to your fellow participants to demonstrate your planning skills, receive feedback, and encouragement.	08/12/21 02:00pm-03:00pm 09/08/21 09:00am-10:00am 10/14/21 02:00pm-03:00pm 11/03/21 07:00pm-08:00pm 11/30/21 10:00am-11:00am 12/15/21 01:00pm-02:00pm Jim Poland	Virtual Session Microsoft Teams	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Grammar and Punctuation	When we write, we all make grammatical and punctuation mistakes. The English language has many grammatical and punctuation nuances. It is difficult to get things right 100 percent of the time. This course will help you improve your writing skills. Topics tackled in this training include: commas, apostrophe usage, capitalization errors, dangling modifiers, and more. After taking the course, learners will be able to identify and revise common grammatical and punctuation errors.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0
High Impact Communication Virtual <i>NEW COURSE OFFERING!</i>	This session includes various aspects of effective communication skills including how to communicate clearly and effectively, giving and receiving feedback, active listening skills, using an assertive message, verbal and nonverbal communication, and gender communication differences. It is an interactive course using communication techniques such as paraphrasing, listening for feeling, etc.	12/22/21 09:00am-12:00pm Tarita Kauffman	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0
Leading with Influence Virtual	Leadership can be exercised by everyone at all levels of an organization. This session compares authority and influence, explores how motivations, trust, and communication can help strengthen ones overall influence with people and provides an action plan for getting things accomplished.	07/14/21 09:00am-11:00am 09/15/21 09:00am-11:00am 11/16/21 09:00am-11:00am Marleigh Turner	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<p>Made Easy: Engaging Presentations <i>NEW COURSE OFFERING!</i></p>	<p>You have been tasked with providing a presentation to your agency – now what? Made Easy: Engaging Presentations is one course in a series of learning opportunities that will help you prepare for that upcoming presentation, facilitation, or training. Along with Made Easy: Virtual Meeting Tools (Teams) and Made Easy: Facilitation Skills, find tips, tricks, and techniques to ace your next event. Made Easy: Engaging Presentations shares important items to consider as you prepare and deliver your next presentation. You will come away from this training knowing which delivery method fits your needs as well as many new ideas on how to build more participant engagement into your gatherings. Grab their attention and hold onto it with Made Easy: Engaging Presentations.</p>	<p>09/15/21 09:00am-11:00am Michelle Frechette</p> <p>11/03/21 10:00am-12:00pm Mandy Schwemm</p>	<p><u>Virtual Session Microsoft Teams</u></p>	<p>\$ 0</p>

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<p>Made Easy: Facilitation Skills NEW COURSE OFFERING!</p>	<p>You hear the sentences, “Remember that conference you went to last week? You’re going to be our facilitator for a similar presentation to the group in two weeks.” You panic. What does facilitating mean for a group of adults? Don’t worry, we have you covered! Made Easy: Facilitation Skills is one course in a series of learning opportunities that will help you prepare for that upcoming presentation, facilitation, or training. Along with Made Easy: Engaging Presentations and Made Easy: Virtual Meeting Tools (Teams), find tips, tricks, and techniques to ace your next event. Made Easy: Facilitation Skills shares important items to consider as you prepare and deliver your next presentation. You will come away from this training with the ability to identify what is adult learning, define your role as a facilitator, understand the difference between training versus facilitating, and have some tips and tools on managing participant behavior. Get your audience thinking with Made Easy: Facilitation Skills!</p>	<p>08/11/21 10:00am-12:00pm Mandy Schwemm</p> <p>10/26/21 09:00am-11:00am Michelle Frechette</p>	<p><u>Virtual Session</u> <u>Microsoft Teams</u></p>	<p>\$ 0</p>
<p>Managing for the Ages</p>	<p>For the first time in history, we have four generations in the workplace. And each generation brings with it a different point of view influenced by events of their time. Multigenerational workplaces are unique and sometimes challenging work environments. This course is designed to help you maximize your team’s effectiveness and appreciate the value that each generation brings to the workplace by sharing generational knowledge and best practices.</p>	<p>Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.</p>	<p><u>WBT</u></p>	<p>\$ 0</p>

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Managing Your Stress Virtual	Don't let your stress, stress you out! Discover a process to help you identify and manage the stressors in your life. This course is designed to give you tools for cultivating your own wellbeing.	07/13/21 09:00am-11:00am 08/04/21 09:00am-11:00am 09/14/21 01:00pm-03:00pm 10/27/21 09:00am-11:00am 11/09/21 01:00pm-03:00pm 12/02/21 09:00am-11:00am Michelle Frechette		
Microaggressions in the Workplace Virtual <i>NEW COURSE OFFERING!</i>	Microaggressions are subtle comments or actions (intentional or unintentional) that can have a negative impact on others and the workplace. As one of many steps we can take to improve workplace culture, this session is designed to motivate employees to recognize microaggressions and respond in ways that can lead to positive change, whether they are a target, bystander, or have committed a microaggression. This session, designed for all employees, explains microaggressions and the effect they can have on others; examines why certain remarks are considered microaggressions; and provides guidance for responding to microaggressions in a positive and effective manner.	09/29/21 09:00am-12:00pm 10/21/21 01:00pm-04:00pm 12/07/21 01:00pm-04:00pm Cheryl Peoples	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0
Motivation Through Gamification Virtual	This session explores the benefits of gamification as a motivational tool and seeks to dispel common misunderstandings about what makes gamification successful. We will also review the difference between internal and external motivation through the lens of famed psychologist, Frederick Herzberg's Two Factor Theory, and relate those concepts to how gamification can motivate others to increase productivity and engagement.	07/13/21 01:00pm-03:00pm 09/14/21 09:00am-11:00am 11/09/21 01:00pm-03:00pm Marie McGuire	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Navigating Change Virtual	The song lyric is correct, "A change, will do you good"! Change is all around us. Sometimes we don't even notice that change is actually happening. However, when we do, it can cause stress, anxiety, and uncertainty of how to deal with it.	07/20/21 01:00pm-03:00pm Connor Newkam-Ulrich 11/18/21 01:30pm-03:30pm Kaylene Wance	Virtual Session Microsoft Teams	\$ 0
Navigating Emotional Intelligence Virtual	People are, by nature, emotional creatures. How emotions impact our decision-making, communication strategies, and even conflict management-is much more involved in the workplace than one possibly realizes. In this virtual format, we will dive into understanding Emotional Intelligence and why harnessing it in the workplace matters.	09/15/21 03:30pm-05:30pm 11/18/21 01:00pm-03:00pm Sue Zehner	Virtual Session Microsoft Teams	\$ 0
Overcoming Team Dysfunction Virtual <i>NEW COURSE OFFERING!</i>	During the course, participants will be asked to actively engage by sharing their experiences, observations, and input to increase their interactive learning. The course utilizes a resource that encourages participants to commit to apply what they have learned by implementing new actions/behaviors to improve their personal team skills and their team's effectiveness immediately following their participation in the class.	07/14/21 09:00am-11:00am 07/20/21 07:00pm-09:00pm 08/03/21 09:00am-11:00am 08/19/21 09:00am-11:00am 08/31/21 10:00am-12:00pm 09/09/21 01:00pm-03:00pm 09/21/21 10:00am-12:00pm 10/13/21 01:00pm-03:00pm 10/27/21 09:00am-11:00am 11/10/21 02:00pm-04:00pm 11/24/21 09:00am-11:00am 12/08/21 01:00pm-03:00pm 12/22/21 09:00am-11:00am Jim Poland	Virtual Session Microsoft Teams	\$ 0

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Overcoming Unconscious Bias Virtual	If you are a human with a brain, you deal with the daily onslaught of information by generalizing, sorting and categorizing, and taking mental short cuts based on experience or familiarity. We do it unconsciously and it biases us towards or against certain people or things – which can mean we interact with them less effectively. In this course, participants will learn how biases influence their behavior so they can take action to create an inclusive culture – one where everyone can contribute, innovate, and provide solutions.	07/20/21 09:00am-11:00am 08/12/21 01:00pm-03:00pm 09/14/21 09:00am-11:00am 10/14/21 01:00pm-03:00pm 11/09/21 09:00am-11:00am 12/09/21 01:00pm-03:00pm Nicole Tyler	Virtual Session Microsoft Teams	\$ 0
Positivity in the Workplace Virtual NEW COURSE OFFERING!	Positivity is attitude, and attitude is everything! Positivity in the workplace leads to increased productivity, more effective relationships, increased creativity, less conflict, and better decision making. Learners will gain an understanding of what positivity is and its benefits; how to assess their personal thinking style; and to Identify practices for increasing positivity.	11/02/21 10:00am-12:00pm Kristine Jehu	Virtual Session Microsoft Teams	\$ 0
Positivity Virtual	We are all on a journey, and along life’s path we come in contact with countless people within and outside of the workplace. This session will allow you to explore and apply the key principles associated with the power of positivity in order to live a more productive life and achieve personal and professional fulfillment, not only for yourself but also for those that you work with or lead. Please note that the content in this session is an abbreviated webinar version of the Positivity: Path to Purpose/Productivity classroom course.	07/15/21 09:00am-11:00am 09/09/21 01:00pm-03:00pm 11/04/21 09:00am-11:00am Nicole Tyler	Virtual Session Microsoft Teams	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Problem Solving Virtual	This session explores the benefits of using a systematic approach to problem solving. Participants are encouraged to explore current systems used to solve problems, identify past experiences used to facilitate critical thinking, and determine how creativity can serve to solve problems encountered in both the present and the past.	07/27/21 09:00am-11:00am 09/23/21 01:00pm-03:00pm 10/12/21 01:00pm-03:00pm 11/16/21 09:00am-11:00am Nick Klimowicz	Virtual Session Microsoft Teams	\$ 0
Professional Presence Virtual	This course is an abbreviated webinar version of the classroom session titled "Professional Presence." This course explores the importance of looking and being your best by maintaining a professional presence in the workplace. Participants will learn: The definition of professional presence; the importance of first impressions; the principles of professional dress; appropriate personal, verbal, and written office etiquette, and common professional mistakes.	08/19/21 01:00pm-03:00pm 10/14/21 09:00am-11:00am 12/01/21 09:00am-11:00am Mary Lane	Virtual Session Microsoft Teams	\$ 0
Rapid Learning Series: Active Listening	Examine what active listening means, your current level of proficiency and tips for improvement in this seven-minute rapid learning series installment.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	WBT	\$ 0
Rapid Learning Series: Conflict Management	Avoid unproductive discussions and get to the root of the issue! This course shows you how a slight shift in the focal point of your conflict can turn an unproductive conversation into a shared solution meanwhile opening the door to collaboration by focusing on the problem at hand rather than the person(s) involved.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	WBT	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Rapid Learning Series: Coping with Change	Workplace change happens all the time but working through it can be challenging. This Rapid Learning Series module explains the process of accepting workplace change and recommends four steps you can take to manage your response.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0
Rapid Learning Series: Creating an Individual Development Plan	This course will walk you through the commonwealth's individual development plan form and assist you in creating your own individual development plan (IDP), a plan that will help you to develop your current skills, further your office's mission, and achieve your career goals.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0
Rapid Learning Series: Interviewing for Success	The purpose of this course is to increase your knowledge and skills to prepare for, and deliver, an excellent interview for new positions you may apply for throughout your commonwealth career.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0
Rapid Learning Series: Resiliency	We all encounter daily challenges. Are you able to quickly recover from these setbacks? Maybe you find yourself derailed by the day's tests. Or could you be somewhere in between? If you would like to discover ways to help increase your resiliency, or bounce-back ability, then this course is for you. This Rapid Learning Series session focuses on the definition of resiliency, four key resiliency factors, and on-the-job suggestions, for improving your personal resiliency.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Rapid Learning Series: Six Thinking Hats for Meetings	The purpose of this microlearning module is to explore Dr. Edward de Bono's Six Thinking Hats approach to leading productive meetings. This proactive tool is based on the concept of "parallel thinking" which encourages teams to discuss topics from the same vantage point when prompted by the meeting leader. Upon completion of this Rapid Learning Series module learners will be able to: (1) state the concept each of the colored hats represents; (2) sequence the use of the hats strategically; and (3) manage time to keep meetings focused and on track.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0
Rapid Learning Series: Write to the Point	Examine 7 tips to writing clear and concise emails that are easily understood, garner timely replies, and highlight your professionalism.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0
Staying Connected in a Virtual Age	As we are all navigating these different times living in a virtual environment, we are presented with challenges as well as opportunities. Are you feeling burnout, isolated, or perhaps disconnected? No matter what you're feeling, it's ok and even normal! Please join this session to discover tips and tricks in staying connected during this virtual age!	07/14/21 02:00pm-03:00pm 09/15/21 09:00am-10:00am 11/16/21 02:00pm-03:00pm Mary Lane	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0
Teambuilding Virtual	This session will identify the importance and characteristics of a successful team; define stages of team development; tips for successful teambuilding; and teambuilding opportunities.	08/31/21 09:00am-12:00pm Kristine Jehu	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
The Introverted Leader Virtual <i>NEW COURSE OFFERING!</i>	Do you describe yourself as having a predominately introverted personality? This session will provide insight into how introverts can use their unique strengths to connect and engage with their fellow team-members or staff, drive performance, and build confidence as a leader within their work area. This training may assist those who provide support, coaching or mentoring to others who aspire to a leadership role.	07/14/21 01:00pm-02:30pm 11/17/21 01:00pm-02:30pm Sue Zehner 09/22/21 01:00pm-02:30pm 12/08/21 01:00pm-02:30pm Joe Hoke	Virtual Session Microsoft Teams	\$ 0
Time Management Virtual	There is only so much time in a day. That never changes. This course will allow you to take a look at what is happening in your life and allow you to realize what are your priorities and how you want to manage those priorities. We will also take a look at a few time-saving organizational tools to help you navigate the time you have.	09/22/21 09:00am-11:00am Angel Bradford 10/27/21 09:30am-11:30am Kaylene Wance 11/02/21 01:00pm-3:00pm Conner Newkam-Ulrich	Virtual Session Microsoft Teams	\$ 0
Trust in the Workplace Virtual <i>NEW COURSE OFFERING!</i>	The session is designed to explore the importance of trust in the workplace. We discuss ways that trust is gained; how it is broken; and what we can do to rebuild it.	12/15/21 09:00am-12:00pm Tarita Kauffman	Virtual Session Microsoft Teams	\$ 0
Understanding Your Personality Virtual	Ever wonder why you can get along with one person great and maybe not another? Personality! In this course you will take an assessment, so you are aware of what your current personality is projecting, and also some tips on how to deal with others.	07/28/21 04:00pm-06:00pm Mandy Schwemm 08/19/21 01:30pm-03:30pm Conner Newkam-Ulrich 12/08/21 09:00am-11:00am Kaylene Wance	Virtual Session Microsoft Teams	\$ 0

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
What's Your Story? Interviewing Tips Virtual NEW COURSE OFFERING!	In this course, participants will learn how to strategically answer interview questions by providing additional information not found on their resumes. Having a success story that highlights and provides specifics about how detail-oriented and organized you are. Participants should have their most recent resume available while taking this course.	08/25/21 10:00am-11:00am 10/20/21 01:30pm-02:30pm Joe Orndorff	Virtual Session Microsoft Teams	\$ 0

Microsoft Skill Series

Courses listed under this series are open to all commonwealth employees and contractors with appropriate supervisory approval.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Made Easy: Virtual Meeting Tools (Teams)	You hear the sentences, “Remember that conference you went to last week? You’re going to be our facilitator for a similar presentation to the group in two weeks.” You panic. What does facilitating mean for a group of adults? Don’t worry, we have you covered! Made Easy: Virtual Meeting Tools (Teams) is one course in a series of learning opportunities that will help you prepare for that upcoming presentation, facilitation, or training. Along with Made Easy: Engaging Presentations and Made Easy: Facilitation Skills, find tips, tricks, and techniques to ace your next event. Made Easy: Virtual Meeting Tools (Teams) shares important items to consider as you prepare and deliver your next virtual presentation. You will come away from this training with the ability to create a Microsoft Teams meeting, use the virtual meeting tools available within Microsoft Teams to your advantage, and discuss the best practices for their use.	07/13/21 09:00am-12:00pm 09/14/21 01:00pm-04:00pm 11/09/21 09:00am-12:00pm Marie McGuire	Virtual Session Microsoft Teams Protech	\$ 0

Registration for Summer/Fall Term begins **June 22nd, 2021.**

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Microsoft Forms Basics	This is an introduction to Microsoft Forms. This instructor-led training will demonstrate creating a form, how to share, and interpreting the results.	07/13/21 01:00pm-02:00pm 08/10/21 01:00pm-02:00pm 09/07/21 01:00pm-02:00pm 09/15/21 10:00am-11:00am 10/05/21 01:00pm-02:00pm 10/27/21 10:00am-11:00am 11/09/21 01:00pm-02:00pm 12/07/21 01:00pm-02:00pm Robert Hemsch	Virtual Session Microsoft Teams	\$ 0
Microsoft Teams Advanced Features	This class will give audiences an in-depth look at using Teams. Learners will be taught how to use Team's more advanced features for working with the Team's SharePoint site and adding tabs to channels.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	WBT	\$ 0
Microsoft Teams Getting Started	This class will introduce audiences to the Teams application, Microsoft's collaboration hub. Learners will be taught how to navigate the interface and how to use the different tools available to communicate and share ideas.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	WBT	\$ 0
Microsoft Teams Live Events	This class covers how to schedule a Teams live event and invite presenters. Students will learn how to provide a link to attendees and set overall event permissions as well as set recording options. The three different event roles will be discussed with a focus on acting as a producer to control the content and streams being shared.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	WBT	\$ 0
Microsoft Teams Meeting	This class will give audiences an in-depth look at using Teams. Learners will be taught how to use some of the more advanced features creating and running meetings.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	WBT	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Microsoft Teams Mobile Application	This class will introduce audiences to the Teams mobile app, Microsoft's collaboration hub. Learners will be taught how to navigate the interface and how to use the different tools available to communicate and share ideas.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0
MS Access for Office 365: Part 1 <i>NEW COURSE OFFERING!</i>	This course is designed for students looking to establish a foundational understanding of Microsoft Access for Office 365, including the skills necessary to create a new database, construct data tables, design forms and reports, and create queries.	07/29/21 08:30am-04:30pm 09/28/21 08:30am-04:30pm 11/09/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110
MS Access for Office 365: Part 2 <i>NEW COURSE OFFERING!</i>	This course is designed for students wishing to gain intermediate-level skills or individuals whose job responsibilities include constructing relational databases and developing tables, queries, forms, and reports in Microsoft Access for Office 365.	08/12/21 08:30am-04:30pm 10/14/21 08:30am-04:30pm 12/07/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110
MS Access for Office 365: Part 3 <i>NEW COURSE OFFERING!</i>	Students taking this course are database administrators or prospective database administrators who have experience working with Microsoft Access for Office 365 and need to learn advanced skills.	09/14/21 08:30am-04:30pm 10/26/21 08:30am-04:30pm 12/16/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110
MS Excel for Office 365: Part 1 <i>NEW COURSE OFFERING!</i>	This course is intended for students who wish to gain the foundational understanding of Excel that is necessary to create and work with electronic spreadsheets.	07/20/21 08:30am-04:30pm 09/21/21 08:30am-04:30pm 11/02/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110
MS Excel for Office 365: Part 2 <i>NEW COURSE OFFERING!</i>	This course is designed for students who already have foundational knowledge and skills in Excel and who wish to begin taking advantage of some of the higher-level functionality in Excel to analyze and present data.	08/05/21 08:30am-04:30pm 10/05/21 08:30am-04:30pm 11/18/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
MS Excel for Office 365: Part 3 <i>NEW COURSE OFFERING!</i>	This course is intended for students who are experienced Excel users and have a desire or need to advance their skills in working with some of the more advanced Excel features. Students will likely need to troubleshoot large, complex workbooks, automate repetitive tasks, engage in collaborative partnerships involving workbook data, construct complex Excel functions, and use those functions to perform rigorous analysis of extensive, complex datasets.	09/09/21 08:30am-04:30pm 10/21/21 08:30am-04:30pm 12/14/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110
MS PowerPoint for Office 365: Part 1 <i>NEW COURSE OFFERING!</i>	This course is designed for students who wish to gain a foundational understanding of PowerPoint that is necessary to create and develop engaging multimedia presentations.	07/27/21 08:30am-04:30pm 09/23/21 08:30am-04:30pm 11/04/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110
MS PowerPoint for Office 365: Part 2 <i>NEW COURSE OFFERING!</i>	This course is intended for students who have a foundational working knowledge of PowerPoint, who wish to take advantage of the application's higher-level usability, security, collaboration, and distribution functionality.	08/10/21 08:30am-04:30pm 10/07/21 08:30am-04:30pm 12/02/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110
MS Teams Basics and Calling Features	This class introduces audiences to Teams, Microsoft's application for communicating and collaborating. Topics include navigating the interface, adding channels and channel tabs, communicating through posts and chats, sharing files, creating, hosting, and participating in meetings, making and receiving phone calls, managing contacts, setting calling rules, and configuring and accessing your voicemail.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
MS Word for Office 365: Part 1 <i>NEW COURSE OFFERING!</i>	This course is intended for those with a basic understanding of Microsoft Windows and who need to learn basic Word skills, such as creating, editing, and formatting documents; inserting simple tables and creating lists; and employing a variety of techniques for improving the appearance and accuracy of document content.	07/13/21 08:30am-04:30pm 09/16/21 08:30am-04:30pm 10/28/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110
MS Word for Office 365: Part 2 <i>NEW COURSE OFFERING!</i>	This course is designed for students who wish to use Microsoft Word to create and modify complex documents and use tools that allow them to customize those documents.	08/03/21 08:30am-04:30pm 09/30/21 08:30am-04:30pm 11/16/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110
MS Word for Office 365: Part 3 <i>NEW COURSE OFFERING!</i>	This course is intended for students who want to use more advanced functionalities in Microsoft Word, including image manipulation, collaboration and revision tracking, cross-referencing and linking, document security, forms, and process automation through macros.	09/02/21 08:30am-04:30pm 10/19/21 08:30am-04:30pm 12/09/21 08:30am-04:30pm ProTech	<u>Virtual Session</u>	\$110
Office 365 Accessibility Overview Video	This 55-minute presentation is for all commonwealth employees who have been unable to attend the virtual session of the Microsoft "O365 Accessibility Overview" training. This course is a collaboration between the Office of Vocational Rehabilitation, the Office of Administration, Office for Information Technology, and Microsoft to raise awareness of Accessibility features within the Microsoft Office 365 productivity suite. The recorded webinar will provide Commonwealth personnel high-level information on how to integrate Accessibility-based design thinking into their everyday usage of Microsoft Office 365 products.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Office 365 Day in the Life Video	This 40-minute presentation is for all commonwealth employees who have been unable to attend in-person sessions of the Microsoft "Office 365 Day in The Life" overview training. This course provides a high-level overview of the features and functionality of Office 365 components and how they can be used collaboratively to enhance productivity in the workplace. This includes editing/co-editing a document in Word, Skype for Business, scheduling a meeting in Outlook/Skype for Business and creating/storing/managing user permissions for documents in the Commonwealth of Pennsylvania One Drive for Business.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0
SharePoint for End Users	This is a basic course for end users of SharePoint. Basics of SharePoint will be covered.	07/14/21 10:00am-11:00am 08/11/21 10:00am-11:00am 09/08/21 10:00am-11:00am 10/06/21 10:00am-11:00am 11/10/21 10:00am-11:00am 12/08/21 10:00am-11:00am Robert Hemsch	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0
Teleworking with OneDrive	Working from home can be a challenge. This webinar will show you how to transfer your documents from your network drives to your easily accessible OneDrive.	07/14/21 01:00pm-02:00pm 08/11/21 01:00pm-02:00pm 09/08/21 01:00pm-02:00pm 10/06/21 01:00pm-02:00pm 11/10/21 01:00pm-02:00pm 12/08/21 01:00pm-02:00pm Robert Hemsch	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Top 10 Tips for OneNote Virtual <i>NEW COURSE OFFERING!</i>	How do you keep all your notes in one place? A notebook is a simple answer and we have an even better answer, OneNote! OneNote is a digital notebook that helps you keep ALL the things tied together! Emails, meeting notes, meeting info, quick notes that can be used as a to-do lists, everything is all in ONE spot. Come join us to learn 10 things that OneNote can do that could possibly make your day easier!	08/31/21 09:30am-11:30am Connor Newkam-Ulrich 10/05/21 01:30pm-03:30pm Angel Bradford 12/14/21 09:00am-11:00am Kaylene Wance	Virtual Session Microsoft Teams	\$ 0

Supervisor Series

Courses listed under this series are open to all commonwealth supervisors with appropriate supervisory approval.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Coaching for Change for Supervisors Virtual	This session will assist supervisors in developing the necessary skills to hold an effective coaching meeting with team members. Conducting a successful coaching meeting will ultimately lead to positive change within your work environment. Using the techniques learned in this module will make it much easier to deal with some team member problems that supervisors may have a tendency to avoid.	07/28/21 09:00am-11:00am 09/21/21 09:00am-11:00am 11/03/21 09:00am-11:00am Mary Lane	Virtual Session Microsoft Teams	\$ 0
Delegation for Supervisors Virtual	Delegation is often an overlooked and undervalued tool that managers can use to develop others while completing an ever-increasing list of responsibilities. Join us as we help you make delegation intentional, easy, and stress free.	09/01/21 09:00am-11:00am 11/02/21 09:00am-11:00am Karen McCurdy	Virtual Session Microsoft Teams	\$ 0
Delegation for Supervisors WBT	After completing this course, you will be able to MOVE work to your staff through effective delegation. Specifically, you will be able to: <ul style="list-style-type: none"> • Map it out • Open the conversation • Verify understanding • Evaluate the work You must complete the Knowledge Check at the end of the course to receive credit.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	WBT	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Disability-Related Training for Managers & Supervisors Virtual	This course provides information and policy requirements for current and newly hired or promoted managers and supervisors regarding their responsibilities with respect to disability-related employment issues. The course reviews federal and state laws as well as commonwealth policy and an employer’s obligation to provide reasonable accommodations. It also discusses the process to request and provides examples of reasonable accommodations. Finally, the course explains the role of managers and supervisors in ensuring equal employment opportunity for employees and candidates for employment.	09/15/21 10:00am-12:00pm 10/20/21 10:00am-12:00pm 11/17/21 10:00am-12:00pm 12/15/21 10:00am-12:00pm Martin Kearney	Virtual Session Microsoft Teams	\$ 0
Diversity & Inclusion for Supervisors Virtual	This course is designed to provide supervisors and managers with a comprehensive overview of the importance and advantages of a diverse and inclusive workplace. This course features engaging group and individual activities, including real-world strategies that leaders can use to create and maintain a diverse and inclusive workplace. Supervisors are also tasked with creating a personalized action plan that they can use to ensure more diversity and inclusion in their departments.	07/22/21 09:00am-11:30am 08/31/21 01:00pm-03:30pm 09/30/21 09:00am-11:30am 10/19/21 01:00pm-03:30pm 11/18/21 09:00am-11:30am 12/14/21 01:00pm-03:30pm Nicole Tyler	Virtual Session Microsoft Teams	\$ 0
Employee Performance Review for Supervisors Virtual	This 3.0-hour course outlines the performance management program and how to complete an employee performance review.	07/14/21 09:00am-12:00pm 09/21/21 09:00am-12:00pm 10/07/21 09:00am-12:00pm 11/30/21 01:00pm-04:00pm Nick Klimowicz	Virtual Session Microsoft Teams	\$ 0

Registration for Summer/Fall Term begins June 22nd, 2021.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Employee Relations for Supervisors – Part 1 Virtual	This course is offered in a virtual environment and requires access to a telephone and computer for participation. This is Part 1 of a two-part session that is offered on two different days. This course provides new supervisors/managers with the information and knowledge they need to perform their role in the Commonwealth's employment environment. Topics covered include employee discipline, probationary periods, scheduling, overtime, leave, seniority, contracting out work, and grievance handling. The course also provides participants with an overview of applicable PA labor laws and tips on how to successfully fulfill the obligations they impose.	07/22/21 01:00pm-04:30pm 12/02/21 08:30am-12:00pm Jennifer Kreider 09/14/21 08:30am-12:00pm Jenny Sracic	Virtual Session Microsoft Teams	\$ 0
Employee Relations for Supervisors – Part 2 Virtual	This session is Part 2 of the Labor Relations for Supervisors Virtual. This course continues to provide new supervisors/managers with the information and knowledge they need to perform their role in the Commonwealth's employment environment. Topics covered include employee discipline, probationary periods, scheduling, overtime, leave, seniority, contracting out work, and grievance handling. The course also provides participants with an overview of applicable PA labor laws and tips on how to successfully fulfill the obligations they impose. Note: The class will pick up where the last class left off.	07/29/21 01:00pm-04:30pm 12/09/21 08:30am-12:00pm Jenny Sracic 09/21/21 08:30am-12:00pm Jennifer Kreider	Virtual Session Microsoft Teams	\$ 0

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Essentials of Supervision – Part 1 Virtual	This 2-hour virtual course explores some of the soft skills necessary to be a successful supervisor. The course focuses on an introduction to supervision, interpersonal communication, and motivation. This session is highly interactive, and full participation is expected and required.	07/29/21 01:30pm-03:30pm 09/15/21 09:00am-11:00am 10/28/21 01:30pm-03:30pm Amy Butler	Virtual Session Microsoft Teams	\$ 0
Essentials of Supervision – Part 2 Virtual	To ensure the best learning experience, it is recommended that learners complete Essentials of Supervision – Part 1 prior to taking Essentials of Supervision – Part 2. This 2.5-hour virtual course is a continuation of Essentials of Supervision – Part 1 and continues to explore the soft skills necessary to become a successful supervisor. This course focuses on listening, assertiveness, accountability, and difficult conversations. This session is highly interactive, and full participation is expected and required.	07/22/21 09:00am-11:30am 09/02/21 01:30pm-04:00pm 11/09/21 09:00am-11:30am Amy Butler	Virtual Session Microsoft Teams	\$ 0
Intentional Conversations for Supervisors Virtual	This course is an abbreviated webinar version of the classroom session titled "Intentional Conversations". This course is based on the book "You Have To Say The Words" authored by Kathy Ryan. The actual words stated by supervisors and managers during face-to-face exchanges with team members have a critical impact on effective performance management. Primary emphasis is placed on how to intentionally frame conversations with employees when setting expectations, delivering sensitive feedback, coaching, offering praise, and addressing behavioral issues.	08/11/21 09:00am-11:00am 10/28/21 01:00pm-03:00pm 12/01/21 09:00am-11:00am Michelle Frechette	Virtual Session Microsoft Teams	\$ 0

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Leadership Basics for Supervisors Virtual	This course is an abbreviated webinar version of the classroom session titled "Leadership Basics for Supervisors" and covers the basics of leadership. As a commonwealth supervisor, you are tasked with managing your employees in a fair and consistent manner. Using basic leadership principles in the everyday management of your employees allows you to inspire, develop, and retain your employees. This practice also fosters collaboration which maximizes their productivity in the workplace.	07/15/21 09:00am-11:00am 09/16/21 09:00am-11:00am 11/02/21 01:00pm-03:00pm Michelle Frechette	Virtual Session Microsoft Teams	\$ 0
Managing Your Peers for Supervisors Virtual	This course will help new and existing supervisors/managers deal with managing their former peers. As a supervisor or manager, you may have to deal with the disappointment of some of your former peers who were also in contention for the job you just got. This transition from team member to team leader could be awkward at first. This course is designed to help new and experienced supervisors and managers deal with the shift in the relationships by providing leadership strategies to establish yourself immediately as a confident leader.	07/14/21 10:00am-11:30am 09/15/21 02:00pm-03:30pm 12/08/21 10:00am-11:30am Joe Orndorff	Virtual Session Microsoft Teams	\$ 0
Nibbling (Social Undermining) for Supervisors Virtual	Sorry, no snacks involved!! Nibbling is a slang term for social undermining. In this course, participants will learn what exactly is social undermining, why it's harmful to others, and how to notice when it's happening.	08/11/21 04:00pm-06:00pm Mandy Schwemm 10/13/21 01:00pm-03:00pm Connor Newkam-Ulrich	Virtual Session Microsoft Teams	\$ 0

Registration for Summer/Fall Term begins **June 22nd, 2021.**

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Onboarding Your New Employee	This Enterprise Onboarding training course is recommended for all commonwealth supervisors. It was developed to guide you through a standard process that will improve your new employee's "onboarding" experience. Supervisors play a critical role in engaging, informing and socializing new employees to the commonwealth. This course contains the guidance, tools, and motivation you need to fully meet the expectations for your role. After the course, you'll be equipped to integrate your new employees into your organization so they can be productive and successful throughout their careers.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	<u>WBT</u>	\$ 0
Professional Courage Virtual <i>NEW COURSE OFFERING!</i>	This session is designed to discuss the need to have professional courage to address, or bring attention to, issues of inappropriate or suspect behavior that can have a debilitating effect on our staff and work environment if not properly addressed.	10/27/21 09:00am-12:00pm Tarita Kauffman	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0
Sexual Harassment A&P for Supervisors & Managers Virtual	This course provides information and policy requirements for current and newly hired or promoted managers and supervisors regarding their responsibilities with respect to sexual harassment and related issues. The course reviews federal and state laws as well as commonwealth policy. It also defines sexual harassment, provides guidance for reporting sexual harassment, explains the process for investigating sexual harassment complaints, and provides information on ways to prevent sexual harassment.	09/14/21 10:00am-12:00pm 10/19/21 10:00am-12:00pm 11/16/21 10:00am-12:00pm 12/14/21 10:00am-12:00pm Eileen Hower	<u>Virtual Session</u> <u>Microsoft Teams</u>	\$ 0

Registration for Summer/Fall Term begins **June 22nd, 2021.**

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
Strategic Supervision Virtual <i>NEW COURSE OFFERING!</i>	This 90-minute virtual course will examine strategic supervisions methods. This session is highly interactive, and full participation is expected and required. Following the session, the learner will have an understanding of various strategic supervision.	08/19/21 01:30pm-03:00pm 10/19/21 01:30pm-03:00pm 12/01/21 09:00am-10:30am Amy Butler	Virtual Session Microsoft Teams	\$ 0
Supervisor Self Service	In this course we will be discussing the use and benefits of Supervisor Self Service or SSS.	Web-Based Trainings (WBTs) are available on demand and can be accessed/completed at any time in LSO.	WBT	\$ 0
The Servant Leader Virtual <i>NEW COURSE OFFERING!</i>	Servant leadership stresses the importance of the role a leader plays as the steward of the resources of the group and teaches leaders to serve others while still achieving the goals set forth by the business. This course is designed to help new and existing supervisors and managers learn more about this leadership philosophy.	08/11/21 10:00am-11:30am 09/29/21 02:00pm-03:30pm 11/03/21 10:00am-11:30am Joe Orndorff	Virtual Session Microsoft Teams	\$ 0
Writing Effective Interview Questions for Supervisors Virtual	This session explores how to use the questions you ask in an interview to gain the information you need to select the right candidate.	08/18/21 09:00am-11:00am 10/19/21 09:00am-11:00am 12/09/21 09:00am-11:00am Karen McCurdy	Virtual Session Microsoft Teams	\$ 0