



# State of Hawaii Executive Branch Training Catalog

July – December  
2014



# TABLE OF CONTENTS

## **GENERAL INFORMATION**

Human Resources Management System (HRMS) Registration Procedures .....	05
Community College (Vendor) Registration Procedures .....	06
Student's Responsibilities .....	07
Department of Human Resources Development (HRD) Registration Form 410 .....	08
Class Location Code Addresses .....	09
Vendor Contact List for Registration and Payments .....	10-11

## **HAWAII**

### **HAWAII COMMUNITY COLLEGE COMPUTER COURSES**

Microsoft Access Introduction .....	12
Microsoft Access Intermediate .....	12
Microsoft Access Advanced .....	12
Microsoft Excel Introduction .....	12
Microsoft Excel Intermediate .....	12
Microsoft Excel Advanced .....	13
Microsoft Word Introduction .....	13
Microsoft Word Intermediate .....	13
Microsoft Word Advanced .....	13

### **HUMAN RESOURCES DEVELOPMENT**

BU1 Non-CDL Drug and Alcohol Testing Program for Employees .....	13
BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors .....	13
Drug and Alcohol Testing Program for Supervisors – CDL, HGEA, BU10 .....	14
Workplace Violence Training Program .....	14

## **KAUAI**

### **KAUAI COMMUNITY COLLEGE COMPUTER COURSES**

Excel 2010 Level 2 .....	15
Excel 2010 Level 3 .....	15
Word 2010 Level 2 .....	15
Word 2010 Level 3 .....	15

### **HUMAN RESOURCES DEVELOPMENT**

Forklift Certification .....	16
------------------------------	----

### **INDIVIDUAL AND INTERPERSONAL DEVELOPMENT**

ABC's of Business Writing ( <i>new</i> ) .....	16
--	----

### **MANAGEMENT AND SUPERVISORY DEVELOPMENT**

Conflict Resolution ( <i>new</i> ) .....	16
--	----

## MAUI

### **HUMAN RESOURCES DEVELOPMENT**

BU1 Non-CDL Drug and Alcohol Testing Program for Employees.....	17
BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors .....	17
Drug and Alcohol Testing Program for Supervisors – CDL, HGEA, BU10 .....	17
Workplace Violence Training Program .....	17

### **MANAGEMENT AND SUPERVISORY DEVELOPMENT**

Managers in Training: Bringing Out the Best in Your Employees ( <i>new</i> ) .....	18
The 7 Habits for Managers: Managing Yourself, Leading Others, Unleashing Potential.....	18

## OAHU

### **CENTER FOR ALTERNATIVE DISPUTE RESOLUTION (CADR) CLASSES**

CADR 1.0: Working It Out: Skills for Dispute Resolution.....	19
CADR 2.0: Negotiation Skills.....	19
CADR 3.0: Mediation Skills.....	19
CADR 4.0: Better Meeting Management .....	19
CADR 5.0: Handling Difficult Situations in the Workplace .....	20
CADR 5.1: More Handling Difficult Situations in the Workplace.....	20
CADR 7.0: Neutral Language .....	20

### **LEEWARD COMMUNITY COLLEGE COMPUTER COURSES (LCC)**

Adobe Acrobat XI.....	20
Microsoft Access 2010, Introduction.....	20
Microsoft Access 2010, Intermediate.....	20
Microsoft Excel 2010, Introduction.....	21
Microsoft Excel 2010, Intermediate .....	21
Microsoft PowerPoint 2010.....	21
Microsoft Word 2010, Introduction.....	21
Microsoft Word 2010, Intermediate.....	21

### **WINDWARD COMMUNITY COLLEGE COMPUTER COURSES (*New Training Vendor*)**

Microsoft Excel 2010, Level 1.....	21
Microsoft Excel 2010, Level 2 .....	21
Microsoft PowerPoint 2010, Level 1 .....	22
Microsoft Word 2010, Level 2.....	22

### **HUMAN RESOURCES DEVELOPMENT**

BU1 Non-CDL Drug and Alcohol Testing Program for Employees .....	22
BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors .....	22
Discrimination/Harassment-Free Workplace – Conducting Investigations ( <i>new</i> ).....	23
Discrimination/Harassment-Free Workplace Training for Non-Supervisors .....	23
Discrimination/Harassment-Free Workplace Training for Supervisors.....	23
Drug and Alcohol Testing Program for Supervisors – CDL, HGEA, BU10 .....	23
Ergosafe: Applied Ergonomics for a Safe Workplace.....	24
Examination and Screening for Personnel Officers and Staff.....	24
Forklift Recertification .....	24
Heartsaver First Aid with CPR and AED.....	24
Interview and Selection for Supervisors .....	24

Performance Appraisal System .....	25
Pre-Retirement Seminar – Contributory Plan .....	25
Pre-Retirement Seminar – Hybrid Plan .....	25
Pre-Retirement Seminar – Noncontributory Plan .....	25
Position Action Processing .....	25
Position Classification On-The-Job Training.....	26
Position Classification Overview.....	26
Reasonable Accommodations for Coordinators and Supervisors ( <i>new</i> ).....	26
Reasonable Accommodations for Supervisors.....	26
Recruitment .....	26
Selection Interview.....	26
Suitability Investigation Training .....	27
Types of Appointments .....	27
Unlawful Harassment in Employment.....	27
Workers' Compensation 101 .....	27
Workplace Violence Training Program .....	27

### **INDIVIDUAL AND INTERPERSONAL DEVELOPMENT**

Communication is the Secret to Success...Pass It On ( <i>new</i> ) .....	28
It's Not What You Say, But <i>How</i> You Say It ( <i>new</i> ) .....	28
That's What I Said, But It's Not What I Meant ( <i>new</i> ) .....	28
Handling Conflict: An All-Year Resolution ( <i>new</i> ) .....	28
Listening: The Forgotten Skill ( <i>new</i> ).....	28
Perception is Reality? ( <i>new</i> ).....	28
Advanced Business Writing .....	29
Advanced Grammar Review.....	29
Business Writing – Memos and E-mail Messages.....	29
Review of English Grammar .....	29
Time Management.....	29

### **MANAGEMENT AND SUPERVISORY DEVELOPMENT**

The Art of Leadership Certificate Program .....	29-30
Activating Change ( <i>new</i> ) .....	30
Addressing Emotions at Work ( <i>new</i> ) .....	30
Building Trust Under Pressure: The Basic Principles ( <i>new</i> ).....	30
Developing Others ( <i>new</i> ).....	30
Fundamentals of Management .....	31
Giving Recognition.....	31
Introduction to Supervision .....	31
Listening in a Hectic World ( <i>new</i> ).....	31
Providing Constructive Feedback ( <i>new</i> ).....	31
Resolving Conflicts With Your Peers ( <i>new</i> ).....	31
Speaking to Influence Others ( <i>new</i> ) .....	31
Team Building.....	32

### **VOLUNTARY LEARNING AND SELF-DEVELOPMENT**

Toastmasters .....	33
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**HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS) REGISTRATION PROCEDURES  
for HUMAN RESOURCES DEVELOPMENT (HRD) CONDUCTED CLASSES  
(as identified in the Training Catalog next to cost column)**

**Note: These procedures are for the Departmental Personnel Offices (DPOs) only.**

**REGISTRATION**

Enrollment is subject to space availability and employee names should be listed by departmental priority. Registration will close 15 working days prior to the start date of class.

**DRESS CODE**

Employees must come to class dressed appropriately, e.g., no shorts, zoris-style slippers, tank tops, etc.

**CONFIRMATION**

Confirmation to the DPOs will be made through the HRMS upon close of registration. Notification of employee attendance, class start time, and class location is the responsibility of each DPO. Employees who are registered for classes must receive **confirmation of enrollment** from their DPOs **before** coming to class. All employees should be reminded that they should not assume confirmation status without this verification.

**ATTENDANCE**

Attendance on the first day of a class is mandatory. Should an employee miss the **first day** of a *multi-day course*, he or she will be dropped from the course, and their department will be charged for any registration fee costs. Employee cancellation notices must be received by HRD's Training Office **within** the stated grace periods (see "CANCELLATION") to avoid being assessed the fee.

**CANCELLATION**

Departments will not be charged any class registration fee if notice of an employee cancellation is received by HRD's Training Office no later than 5 working days **prior** to the start date of class. Class registration fees are non-refundable (except for proper cancellations), non-transferable, and cannot be credited towards future classes.

**PAYMENT**

DPOs will be sent invoices for each class that has a fee. Payment to HRD can be made by Journal Voucher or check. The HRD account code number is **805-S- \*\*\*insert fiscal year\*\*\*-310-P-1368-0600**. DPOs will be notified regarding collection of any overdue payments.

**SUBSTITUTION**

Any substitution, once confirmation of employee enrollment has been made, must be done by either phone or fax to the following HRD offices:

- For Drug and Alcohol, Violence in the Workplace, and ErgoSafe classes – Safety Office, ph. 587-1060 or fax number 587-1322
- For all other HRD conducted classes – Training Office, ph. 587-1050 or fax number 587-1107
- The notice should include the name of the employee being dropped, the name of the substitute, and the reason for the change.
- In the case of a *multi-day course*, the substitute is expected to attend **all** sessions of the course.

**PARKING**

HRD does **not** provide or arrange for parking for training classes. Employees should contact their DPOs to inquire about any parking options, e.g., parking permits, available locations, etc.

**SPECIAL NEEDS**

If your department needs any auxiliary aids or services for employees attending classes, please inform the Training Office at least 15 working days prior to the start date of class.

## COMMUNITY COLLEGE (VENDOR) REGISTRATION PROCEDURES

**Note: These procedures are for the Departmental Personnel Offices (DPOs) only.  
Employees must register for classes through their DPOs.**

### **REGISTRATION**

Approved Human Resources Development Registration (HRD) Form 410 must be received by the vendor no later than 15 working days prior to the start date of class. This advance timeframe allows a vendor to determine class confirmation. If you would like to register an employee *within* 15 working days prior to the start date of class, please call the vendor for class space and registration availability.

List employee names in order of priority on the HRD Form 410. If the number of employees exceeds class capacity, confirmation will be made according to the listing of priority.

The HRD Form 410 should be sent to the respective vendor regardless of the class location listed in the training catalog. (See "*VENDOR LIST FOR REGISTRATION & PAYMENTS*", page 10). The vendor is identified in the course fee column, e.g., "\$95.00-HaCC" - (Hawaii Community College).

### **DRESS CODE**

Employees must come to class dressed appropriately, e.g., no shorts, zoris-style slippers, tank tops, etc.

### **CONFIRMATION**

Enrollment is confirmed on a first-come, first-serve basis. Each vendor will notify the contact person listed on the HRD Form 410 when confirming attendance. To facilitate the confirmation process, departments should provide the contact's e-mail address, phone number, and/or FAX contact number. Listing a backup contact person with the appropriate information is recommended but not required.

All employees who are registered for classes must receive **confirmation of enrollment** from either their DPOs or the training vendor, e.g., Kapiolani Community College, University of Hawaii at Manoa Outreach College, etc., **before** coming to class. Employees should not assume confirmation status without this verification.

### **CANCELLATION**

The vendor will accept cancellations no later than 5 working days **prior** to the start date of class. Employee cancellations received less than 5 working days prior to the start date of class will be charged the full registration fee for the class.

The vendor will notify the department contact person when a class is cancelled or if there are any class changes.

### **SUBSTITUTION**

Substitutions are allowed by the vendor. Each substitute must inform the class instructor of the name of the employee that they are replacing. In the case of a *multi-day course*, the substitute is expected to attend **all** sessions of the course.

### **PAYMENT**

Invoices will be sent by the respective vendor (indicated in the course fee column). Payments can be made through State purchase order, check, or State purchasing (P) card.

### **PARKING**

Parking arrangements, if available, will be handled through each vendor.

### **SPECIAL NEEDS**

Departments must indicate the need for special needs arrangements on the HRD Form 410 that is sent to the vendor.

## STUDENT'S RESPONSIBILITIES

### **GENERAL INFORMATION**

Employees should be on time for classes, prepared with note taking materials, and bring any preparatory materials sent to them for the class. Should there be any change that would affect class attendance, employees must inform their work supervisor of the change.

### **CONFIRMATION OF ENROLLMENT**

All employees for classes must receive **confirmation of enrollment** from either their Departmental Personnel Office (DPO) or the training vendor, e.g., Kapiolani Community College, University of Hawaii at Manoa Outreach College, etc., **before** coming to class.

Should an employee not receive their confirmation notice or have any questions regarding their registration status, they must contact their DPO for verification of their status before the start of the class.

### **ATTENDANCE**

Attendance on the first day of a multi-day class is mandatory. Should an employee miss the **first day** of a *multi-day class*, he or she will be dropped from the class and their department will be charged the full fee (if any) for the class. Exceptions would be for any employee cancellation notices received by the Human Resources Development (HRD), Training Office **within** the stated grace periods (see "*HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS) REGISTRATION PROCEDURES FOR HUMAN RESOURCES DEVELOPMENT (HRD) CONDUCTED CLASSES – CANCELLATION*", page 5).

### **CLASS MAKE UPS**

If an employee attends the first day of class, and due to an unforeseen emergency, is unable to attend one, or all, of the **subsequent days** (of a multi-day class); they may make up the missed class time at no additional charge, within the next 12 months. Employees must contact their DPO to arrange for make up sessions.

If the employee is dropped from a class due to his or her absence on the first day, make ups will **not** be allowed.

### **DRESS CODE**

Employees must come to class dressed appropriately, e.g., no shorts, zoris-style slippers, tank tops, etc.

Please note that environmental conditions for classes may vary depending upon the location. To prepare for this, employees may wish to bring either a sweater or jacket to class or contact the vendor in advance, to inquire about room temperature conditions.

### **PARKING**

HRD does **not** provide or arrange for parking for training classes. Employees should contact their DPO to inquire about any parking options, e.g., parking permits, available locations, etc.

### **SPECIAL NEEDS**

Employees must notify their DPO as soon as possible if they have any special needs requirements for a class.

**State of Hawaii**  
**Department of Human Resources Development Sponsored Courses**  
**Human Resources Development (HRD) Registration Form 410**

Course Title: \_\_\_\_\_ Course Date/Time: \_\_\_\_\_

Vendor: \_\_\_\_\_ Course/Session No. (If applicable) \_\_\_\_\_

Course Location /Campus: \_\_\_\_\_ Fee \$ \_\_\_\_\_

Vendor's Address: \_\_\_\_\_

Registrant's Department Information:

Dept. Name/Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_ **Phone:** \_\_\_\_\_ Purchase Order: \_\_\_\_\_

**Contact Person's E-mail:** \_\_\_\_\_ **FAX No.:** \_\_\_\_\_

Contact Person (secondary): \_\_\_\_\_ Phone: \_\_\_\_\_  
*(optional)*

Instructions:

- 1) List only **one** class and session per form.
- 2) List participants **in order of priority**.
- 3) Send this registration form directly to the vendor or departmental personnel office (as applicable).
- 4) Persons who have **special needs** should note this on the Form 410 and submit it **no later than 15 working days prior to the start date of class**.

Name/s (Last, First, M.I.)	E-mail Address	Title	Division	Phone No.

I have determined that this training is appropriate for the employee(s) listed above.

Signature of Division Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Dept. Head or authorized rep.: \_\_\_\_\_ Date: \_\_\_\_\_



## CLASS LOCATION CODE ADDRESSES

### HAWAII

Ha HaCC Bldg. 380, rm. 39  
Ha UPW Conf. rm.

Hawaii Community College, 1175 Manono Street, Hilo, Hawaii  
United Public Workers (UPW), 362 E. Lanikaula Street, Hilo, Hawaii

### KAUAI

Ka KaCC OCET 104a  
Ka KaCC OCET 103  
Ka KaCC OCET 105

Kauai Community College, OCET Bldg., 3-1901 Kaunualii Highway, Lihue, Kauai

### MAUI

Ma UHMC Laulima 106  
Ma UHMC Laulima 225  
Ma UPW Conf. rm.

UH-Maui College, 310 Kaahumanu Avenue, Kahului, Maui

United Public Workers (UPW), 841 Kolu Street, Wailuku Maui

### OAHU

Oa Aliiolani Hale rm. 101

Center for Alternative Dispute Resolution (CADR), Aliiolani Hale, 1<sup>st</sup> floor, 417 S. King Street, Honolulu, Oahu

Oa Aloha Stad. Hospitality rm.

Aloha Stadium, 99-500 Salt Lake Boulevard, Honolulu, Oahu

Oa KCC Mamane 101

Kapiolani Community College, 4303 Diamond Head Road, Honolulu, Oahu

Oa LCC CE201

Oa LCC CE303

Oa LCC DA Basement

Leeward Community College, 96-045 Ala Ike Street, Pearl City, Oahu

Oa Location: TBD

Location to be determined at later date

Oa StCap Aud

State Capitol Bldg., Auditorium (Chamber level), 415 S. Beretania Street, Honolulu, Oahu

Oa SOT ESD Multi-Purp. rm.

State Office Tower, Employee Staffing Division (ESD), 11<sup>th</sup> floor, 235 S. Beretania Street, Honolulu, Oahu

Oa SOT rm. 204

Oa SOT rm. 1403

State Office Tower, 235 S. Beretania Street, Honolulu, Oahu

Oa UHMOUT Krauss rm. 012

University of Hawaii, Manoa Outreach College (UHMOUT), Krauss Hall, 2500 Dole Street Honolulu, Oahu

## VENDOR CONTACT LIST FOR REGISTRATION AND PAYMENTS

### **HAWAII**

#### **Hawaii Community College (HaCC)**

Office of Continuing Education & Training  
Manono Campus, Bldg. 379A-3

200 W. Kawili Street

Hilo, Hawaii 96720

Website: <http://hawaii.hawaii.edu/ocet/>

For customized training requests, contact Debbie Shigehara

Ph: 934-2700

Fax: 934-2701

Ph: 934-2516

### **KAUAI**

#### **Kauai Community College (KaCC)**

Office of Continuing Education & Training

3-1901 Kaunualii Highway

Lihue, Hawaii 96766

Website: <http://info.kauaicc.hawaii.edu/training/>

For customized training requests, contact Peggy Lake

Ph: 245-8318

Fax: 245-8271

Ph: 245-8319

### **MAUI**

#### **UH-Maui College (UHMC) EdVenture**

Office of Continuing Education & Training

310 Kaahumanu Avenue

Kahului, Hawaii 96732

Website: [www.edventuremaui.com](http://www.edventuremaui.com)

For customized training requests, contact Lori Teragawachi

Ph: 984-3231

Fax: 984-3874

Ph: 984-3406

### **OAHU**

#### **Center for Alternative Dispute Resolution (CADR)**

State of Hawaii Judiciary

417 S. King Street

Honolulu, Hawaii 96813

Website: [http://www.courts.state.hi.us/services/alternative\\_dispute/alternative\\_dispute\\_resolution.html](http://www.courts.state.hi.us/services/alternative_dispute/alternative_dispute_resolution.html)

For customized training or specialized program requests, contact the CADR office.

Ph: 539-4237

Fax: 539-4416

#### **Department of Human Resources Development (HRD)**

Training Office

235 S. Beretania Street, Room 1004

Honolulu, Hawaii 96813-2437

Website: <http://dhrd.hawaii.gov/>

For customized training requests, contact Patricia McDonald

Ph: 587-1050

Fax: 587-1107

Ph: 587-1050

#### **Kapiolani Community College (KCC)**

Continuing Education & Training Office

4303 Diamond Head Road, Manono 115

Honolulu, Hawaii 96816

Website: <http://continuinged.kcc.hawaii.edu/>

For customized training requests, contact Juli Kobayashi

Ph: 734-9211

Fax: 734-9447

Ph: 734-9315

#### **Leeward Community College (LCC)**

Office of Continuing Education & Workforce Development

96-045 Ala Ike Street, Room CE 101

Pearl City, Hawaii 96782

Website: <http://www.ocewd.org/>

For customized training requests, contact William Castillo

Ph: 455-0477

Fax: 453-6730

Ph: 455-0501

**University of Hawaii at Manoa Outreach College (UHMOUT)\***

2425 Campus Road  
Sinclair Library, Room 301  
Honolulu, Hawaii 96822

Website: [www.outreach.hawaii.edu/](http://www.outreach.hawaii.edu/)

\*If payment is by state purchase order, please call UHMOUT for instructions at 956-9249 or e-mail a notice regarding this method of payment to [hagal@hawaii.edu](mailto:hagal@hawaii.edu).

For customized training requests, contact Paulette Feeney

Ph: 956-8400

Fax: 956-3752

Ph. 956-2037

**Windward Community College (WCC)**

Office of Career and Community Education  
45-720 Kealahala Road  
Kaneohe, Hawaii 96744

Website: [www.windwardcce.org](http://www.windwardcce.org)

For customized training requests, contact Jane Uyetake

Ph. 235-7433

Fax: 235-7434

Ph. 235-7363

# HAWAII

## COMPUTER COURSES

### HAWAII COMMUNITY COLLEGE

#### **MICROSOFT ACCESS INTRODUCTION**

This course is designed to introduce you to the fundamental features of a database. Topics include setting up a database, creating tables, forms, queries and reports, sorting and filtering data, formatting and viewing a datasheet, and printing database objects. (2 meetings)

**Recommended preparation:** *Basic Microsoft Windows knowledge*

(Textbook included)

COM1008-3	Sep. 09 & 11	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1004-4	Dec. 02 & 04	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39

#### **MICROSOFT ACCESS INTERMEDIATE**

In this course you will further your knowledge on database management, saving your files, importing and exporting your files, linking files, formatting and customizing tables, report formatting and controls, single and multi-table queries, and action queries. (2 meetings)

**Recommended preparation:** *Microsoft Access Introduction class or have equivalent knowledge*

(Textbook included)

COM1009-3	Sep. 16 & 18	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1009-4	Dec. 09 & 11	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39

#### **MICROSOFT ACCESS ADVANCED**

Completing this series, you will move ahead to learn Access' advanced features. In this course, you will learn table relationships, referential integrity of tables, creating and modifying a switchboard, adding controls and setting properties to forms and reports, using subforms, advanced form tasks, limiting user access to forms, creating check boxes and command buttons on forms, creating and using Pivot Chart and Tables. (1 meeting)

**Recommended preparation:** *Microsoft Access Intermediate class or have equivalent knowledge*

(Textbook included)

COM1010-3	Sep. 23	12:30p – 4:30p	\$85-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1010-4	Dec. 16	12:30p – 4:30p	\$85-HaCC	Ha HaCC Bldg. 380, rm. 39

#### **MICROSOFT EXCEL INTRODUCTION**

This course is designed to introduce you to Excel spreadsheets. You will learn to create and manage data, modify columns and rows, use worksheet shortcuts, add borders and shading, and use Excel functions (sum, average, count). (2 meetings)

**Recommended preparation:** *Computer Basics class or have equivalent knowledge*

(Textbook included)

COM1005-4	Aug. 19 & 21	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1005-5	Nov. 13 & 14	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39

#### **MICROSOFT EXCEL INTERMEDIATE**

In this course you will broaden your knowledge of Excel by learning to use templates, using more Excel functions (Financial, Logical, Date/Time, Vlookup, and Hlookup), inserting check box controls, creating charts, and linking related worksheets. (2 meetings)

**Recommended preparation:** *Microsoft Excel Introduction class or have equivalent knowledge*

(Textbook included)

COM1006-4	Aug. 26 & 28	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1006-5	Nov. 18 & 20	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT EXCEL ADVANCED**

In this course you will learn to use Excel's advanced features. You will cover topics such as restricting cell entries, applying conditional formatting, creating custom templates, and creating pivot table and pivot chart reports. (1 meeting)

**Recommended preparation:** *Microsoft Excel Intermediate class or have equivalent knowledge*

(Textbook included)

COM1007-4	Sep. 02	12:30p – 4:30p	\$85-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1007-5	Nov. 25	12:30p – 4:30p	\$85-HaCC	Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT WORD INTRODUCTION**

This course will introduce you to basic word processing skills using Microsoft Word. You will learn skills such as creating and editing a document, inserting dates and times, changing fonts, adding bullets, adjusting tab stops, and inserting section breaks. (2 meetings)

**Recommended preparation:** *Computer Basics class or have equivalent knowledge*

(Textbook included)

COM1002-5	Jul. 29 & 31	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1002-6	Oct. 21 & 23	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT WORD INTERMEDIATE**

In this course you will learn additional editing and formatting techniques to create a table, set up multiple column documents, use styles and templates, set up an outline, and use mail merge features. If time permits, Word Internet features will be covered. (2 meetings)

**Recommended preparation:** *Microsoft Word Introduction class or have equivalent knowledge*

(Textbook included)

COM1003-4	Aug. 05 & 07	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1003-5	Oct. 28 & 30	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT WORD ADVANCED**

In this course you will get an in-depth look at Word's advanced features. You will cover topics such as adding calculations to tables, working with charts and pictures, creating forms, and managing workgroup projects. (1 meeting)

**Recommended preparation:** *Microsoft Word Intermediate class or have equivalent knowledge*

(Textbook included)

COM1004-4	Aug. 12	12:30p – 4:30p	\$85-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1004-5	Nov. 06	12:30p – 4:30p	\$85-HaCC	Ha HaCC Bldg. 380, rm. 39

## **HUMAN RESOURCES DEVELOPMENT**

### **BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR EMPLOYEES**

This course is an employee briefing for the United Public Workers bargaining unit one (BU1) non-commercial driver licensed (CDL) Drug and Alcohol Testing Program (DAT). It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employees who may be subject to the DAT Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

DATU1 0110	Oct. 08	9:00a – 11:00a	\$0-HRD	Ha UPW Conf. Rm.
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### **BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS**

This course is for supervisors of employees in the United Public Workers bargaining unit one (BU1) non-commercial driver licensed (CDL) Drug and Alcohol Testing Program (DAT). It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional and Medical Review Officer, and other information under the State DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

***Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.***

DATU1S 0066	Oct. 07	12:30p – 4:30p	\$0-HRD	Ha UPW Conf. Rm.
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**DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS – CDL, HGEA, BU10**

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing Program (DAT) to meet requirements found in federal regulations, Collective Bargaining Unit Agreements, and Memorandum of Agreements for the commercial driver licensed (CDL), Hawaii Government Employees Association (HGEA), and bargaining unit ten (BU10) agreements only. This training program will inform supervisors of their responsibilities under the State DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

***The bargaining unit one (BU1) testing requirements are covered in a separate course: BU1 non-CDL DAT for Supervisors (DATU1S).***

CDAT 0085            Oct. 08                            12:30p – 3:30p            \$0-HRD                            Ha UPW Conf. Rm.

**WORKPLACE VIOLENCE TRAINING PROGRAM**

This program is designed to meet the bargaining unit one agreement provisions. The program informs supervisors and employees about violence in the workplace, where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities as well as employee/supervisor responsibilities. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

***This program is a combination of previous classes known by course codes EVIW and VIW.***

WVP 0092            Oct. 07                            9:00a – 11:00a            \$0-HRD                            Ha UPW Conf. Rm.

# KAUAI

## COMPUTER COURSES

### KAUAI COMMUNITY COLLEGE

#### **EXCEL 2010 LEVEL 2**

This intermediate level course is intended to help everyday users of Excel become more proficient by expanding their knowledge of functions, formulas, and new Excel features. This course will cover advanced file management tasks by using functions and formulas to calculate information, and using tables in a worksheet. It will also cover how to use different reviewing and researching tools, work with text boxes, images, pictures, themes, and format images. Finally, it will cover how to use SmartArt, symbols, equations, and the very handy Sparklines feature. By the end of this course, users should be comfortable with taking their workbook to the next level of functionality by ensuring the accuracy of their information, and increasing the presentation value of their work. (4 meetings)

**Prerequisite:** *Completed Excel Level 1*

COM4110-003 Jul. 29, 31, Aug. 05 8:30a – 12:00p \$120-KaCC Ka KaCC OCET 104a  
& 07

#### **EXCEL 2010 LEVEL 3**

This advanced level course is intended to help regular users of Excel become even more proficient by expanding their knowledge of Excel's data analysis tools, consolidation tools, advanced functions, and PivotTables. This course will cover a variety of organizing tools and What-If analysis tools that will help Excel users get the most out of their data. In addition, two key advanced spreadsheet tools (PivotTables and PivotCharts) will be discussed at length. Following that, advanced concepts dealing with Excel functions, AutoFill lists, and consolidating and combining data, will also be covered. The new Slicer features and PowerPivot add-on, two important tools for working with PivotTables and PivotCharts, are covered as well. (4 meetings)

**Prerequisite:** *Completed Excel 2010 Level 2*

COM4120-002 Aug. 26, 28, Sep. 02 8:30a – 12:00p \$120-KaCC Ka KaCC OCET 104a  
& 04

#### **WORD 2010 LEVEL 2**

This intermediate level course is intended to help everyday computer users become more proficient with Word. The major topics in this course include how to manage documents on your computer, working with templates, headers, and footers, using the new Navigation Pane, and using the Mail Merge Wizard. By the end of this course, users should be comfortable with making more complex documents. (4 meetings)

**Prerequisite:** *Completed Word 2010 Level 1*

COM4410-004 Jul. 15, 17, 22 & 24 8:30a – 12:00p \$120-KaCC Ka KaCC OCET 104a

#### **WORD 2010 LEVEL 3**

This advanced level course is intended to help users who are already proficient with Word become more familiar with adding various types of objects to their documents. This course will cover pictures, shapes, text boxes, WordArt, SmartArt, Building Blocks, Quick Parts, tables, and charts. By the end of this course, users should be completely comfortable inserting and manipulating these objects. (4 meetings)

**Prerequisite:** *Completed Word 2010 Levels 1 & 2*

COM4420-002 Aug. 12, 14, 19 & 21 8:30a – 12:00p \$110-KaCC Ka KaCC OCET 104a

## HUMAN RESOURCES DEVELOPMENT

### **FORKLIFT RE-CERTIFICATION**

Hawaii Occupational Safety & Health, United States Department of Labor (USDOL), and the Occupational Health and Safety administration (OSHA) require that employers certify all their forklift operators in proper driving and safety precautions once every three years. Successful completion of this certification update course will fulfill this requirement. (1 meeting)

**Prerequisite:** *“Experienced” forklift operators who need to update their forklift certification (Class 1, 4, & 5 forklifts only)*  
TRAD8300      Sep. 26 (or) Nov. 14      8:30a – 1:30p      \$135-KaCC      Ka KaCC OCET 105

## INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

### **ABC’S OF BUSINESS WRITING** *(new)*

In the business world, people who can write proper English often get the job or promotion. This exciting course teaches grammar, punctuation, and spelling, with a focus on correcting the most common writing mistakes. The instructor takes a “fun” approach to teaching, using practical examples that can be immediately applied. If you would like to write effective letters, e-mails, reports, proposals, brochures, press releases, and other materials, then this life-changing course is for you. (6 meetings)

BUS4010-003      Aug. 11, 13, 18, 20,      9:00a – 11:30a      \$99-KaCC      Ka KaCC OCET 103  
25 & 27

## MANAGEMENT AND SUPERVISORY DEVELOPMENT

### **CONFLICT RESOLUTION** *(new)*

This course is great for anyone supervising or managing people. Students will examine the nature of conflict, and gain an understanding of the alternatives for settlement. Students will be able to practice using real work situations and will leave class with a toolbox of communication tips. Back at work, students will be better able to assess conflict and determine the best resolution whether it is concession, negotiation, mediation or arbitration. (2 meetings)

BUS4006-004      Sep. 08 & 10      8:30a – 11:30a      \$90-KaCC      Ka KaCC OCET 103



# MAUI

## HUMAN RESOURCES DEVELOPMENT

### **BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR EMPLOYEES**

This course is an employee briefing for the United Public Workers bargaining unit one (BU1) non-commercial driver licensed (CDL) Drug and Alcohol Testing Program (DAT). It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employees who may be subject to the DAT Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

DATU1 0109      Aug. 20      9:00a – 11:00a      \$0-HRD      Ma UPW Conf. Rm.

### **BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS**

This course is for supervisors of employees in the United Public Workers bargaining unit one (BU1) non-commercial driver licensed (CDL) Drug and Alcohol Testing Program (DAT). It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional and Medical Review Officer, and other information under the State DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

***Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.***

DATU1S 0064      Aug. 19      12:30p – 4:30p      \$0-HRD      Ma UPW Conf. Rm.

### **DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS – CDL, HGEA, BU10**

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing Program (DAT) to meet requirements found in federal regulations, Collective Bargaining Unit Agreements, and Memorandum of Agreements for the commercial driver licensed (CDL), Hawaii Government Employees Association (HGEA), and bargaining unit ten (BU10) agreements only. This training program will inform supervisors of their responsibilities under the State DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

***The bargaining unit one (BU1) testing requirements are covered in a separate course: BU1 non-CDL DAT for Supervisors (DATU1S).***

CDAT 0084      Aug. 20      12:30p – 3:30p      \$0-HRD      Ma UPW Conf. Rm.

### **WORKPLACE VIOLENCE TRAINING PROGRAM**

This program is designed to meet the bargaining unit one agreement provisions. The program informs supervisors and employees about violence in the workplace, where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities as well as employee/supervisor responsibilities. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

***This program is a combination of previous classes known by course codes EVIW and VIW.***

WVP 0089      Aug. 19      9:00a – 11:00a      \$0-HRD      Ma UPW Conf. Rm.

## **MANAGEMENT AND SUPERVISORY DEVELOPMENT**

### **MANAGERS IN TRAINING: BRINGING OUT THE BEST IN YOUR EMPLOYEES** *(new)*

As a manager, there are basic communication skills you want to strengthen – particularly giving feedback to employees. In this workshop, you will gain insights and tools to communicate more effectively as you discover what brings out the best in you is the same for your workers. Guided by Daniel Goleman's "5 Components of Emotional Intelligence", the class will work through challenging practice problems, and help you become the best manager you can be. (2 meetings)

BUS6369 - 002      Aug. 06 & 07                      9:00a – 12:00p      \$145-UHMC                      Ma UHMC Laulima 106

### **THE 7 HABITS FOR MANAGERS: MANAGING YOURSELF, LEADING OTHERS, UNLEASHING POTENTIAL**

#### ***A FranklinCovey Program***

This two-day workshop will provide insights and tools from Stephen R. Covey's *The 7 Habits of Highly Effective People* – the most influential business book of our time. Designed for current and future supervisors, managers and leaders, you will learn to leverage hidden resources and unleash your untapped potential to achieve organizational goals. Fee includes materials. (2 meetings)

BUS6300 - 001      Jul. 17 & 18                      8:30a – 5:00p                      \$298-UHMC                      Ma UHMC Laulima 225

# OAHU

## CENTER FOR ALTERNATIVE DISPUTE RESOLUTION (CADR) CLASSES

The Judiciary's Center for Alternative Dispute Resolution (CADR) Training Schedule is listed below. Departmental Personnel Offices (DPOs) seeking to register their employees should go on-line by visiting the CADR website at <http://www.courts.state.hi.us/cadr>, click on Training, then On-Line Registration. All classes are held in Aliiolani Hale, room 101, 1<sup>st</sup> floor, 417 S. King Street, Honolulu.

The CADR training classes listed below are open to state and county employees. **There is no fee to participate, however pre-registration is required.** Please call the Center at 539-4237 for additional class information, questions about registering, or requests for reasonable accommodations due to disability. You may e-mail the Center at [CADR@courts.hawaii.gov](mailto:CADR@courts.hawaii.gov).

### **CADR 1.0: WORKING IT OUT: SKILLS FOR DISPUTE RESOLUTION**

This half-day class is designed to provide an introduction to basic dispute resolution skills, focusing on verbal and non-verbal components of messages, listening skills, understanding positions and interests, and effective use of questions. (1 meeting)

A class manual will be e-mailed to you prior to the class. Please print and bring it to class.

**NOTE: This room can be quite cold, so please bring a sweater.**

Aug. 14	8:15a – 12:00p	\$0-CADR	Oa Aliiolani Hale, rm. 101
Dec. 02	8:15a – 12:00p	\$0-CADR	Oa Aliiolani Hale, rm. 101

### **CADR 2.0: NEGOTIATION SKILLS**

This half-day class is designed to help trainees develop the skills needed to negotiate agreements successfully. Trainees will participate in simulated negotiations and learn to present and respond to offers and counter-offers and use consultative negotiating tactics and techniques. While not designed to train participants to be professional negotiators, this class will provide trainees with an opportunity to learn about some of the skills professional negotiators use. (1 meeting)

**Prerequisite:** *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution*

A class manual will be e-mailed to you prior to the class. Please print and bring it to class.

**NOTE: This room can be quite cold, so please bring a sweater.**

Oct. 28	8:15a – 4:15p	\$0-CADR	Oa Aliiolani Hale, rm. 101
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### **CADR 3.0: MEDIATION SKILLS**

This half-day class presents the lessons mediators have learned and provides an interactive setting to learn new skills. While not designed to train participants to be professional mediators, this class offers trainees with an opportunity to learn about some of the skills professional mediators use. (1 meeting)

**Prerequisite:** *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution*

A class manual will be e-mailed to you prior to the class. Please print and bring it to class.

**NOTE: This room can be quite cold, so please bring a sweater.**

Sep. 25	8:15a – 12:00p	\$0-CADR	Oa Aliiolani Hale, rm. 101
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### **CADR 4.0: BETTER MEETING MANAGEMENT**

This two-day class provides tools to use in meetings to make them as effective as possible. The class emphasizes the importance of setting an agenda and remaining focused. This interactive class is useful not only for those who plan and run meetings, but also for those who attend meetings. (1 meeting)

**Prerequisite:** *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution*

A class manual will be e-mailed to you prior to the class. Please print and bring it to class.

**NOTE: This room can be quite cold, so please bring a sweater.**

Oct. 14 & 16	8:15a – 4:15p	\$0-CADR	Oa Aliiolani Hale, rm. 101
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### **CADR 5.0: HANDLING DIFFICULT SITUATIONS IN THE WORKPLACE**

This half-day class is designed to help develop the interpersonal and communications skills needed to deal confidently with difficult interactions that arise occasionally in the workplace. The emphasis of this class is on sharpening listening skills, gathering information under challenging circumstances to identify problems, defusing anger and building rapport, and maintaining professionalism in stressful situations. The class focuses on just a few behaviors and is not intended to address persistent or habitual problems. (1 meeting)

**Prerequisite:** *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution*

A class manual will be e-mailed to you prior to the class. Please print and bring it to class.

**NOTE: This room can be quite cold, so please bring a sweater.**

Aug. 28                                8:15a – 12:00p                     \$0-CADR                                Oa Aliiolani Hale, rm. 101

### **CADR 5.1: MORE HANDLING DIFFICULT SITUATIONS IN THE WORKPLACE**

This half-day class examines inappropriate behavior in the workplace which could leave one feeling “bullied”, and may result in absenteeism, lower productivity, high turnover, poor morale, and even workplace violence. The class will review some of the ways inappropriate behaviors are displayed in the workplace, actions one can take in difficult situations, and ways to stop the problem behaviors. This interactive class will include skill-building information and exercises. (1 meeting)

(1 meeting)

**Prerequisites:** *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution and CADR 5.0: Handling Difficult Situations in the Workplace*

A class manual will be e-mailed to you prior to the class. Please print and bring it to class.

**NOTE: This room can be quite cold, so please bring a sweater.**

Sept. 16                                8:15a – 12:00p                     \$0-CADR                                Oa Aliiolani Hale, rm. 101

### **CADR 7.0: NEUTRAL LANGUAGE**

This half-day class builds on the skills developed in previous classes. Participants will complete self-assessments to understand judgmental response patterns, review the components of neutral language, learn to translate judgmental statements to descriptive ones, and practice providing effective feedback. (1 meeting)

**Prerequisite:** *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution, Completion of CADR 3.0: Mediation Skills, Completion of CADR 5.0: Handling Difficult Situations in the Workplace, and Completion of CADR 5.1: More Handling Difficult Situations in the Workplace*

A class manual will be e-mailed to you prior to the class. Please print and bring it to class.

**NOTE: This room can be quite cold, so please bring a sweater.**

Nov. 18                                8:15a – 12:00p                     \$0-CADR                                Oa Aliiolani Hale, rm. 101

## **COMPUTER COURSES**

### **LEEWARD COMMUNITY COLLEGE**

#### **ADOBE ACROBAT XI (new)**

This introductory course will provide participants with a foundation of the many uses of Adobe Acrobat and PDFs. This course will focus on how to convert existing forms into a fillable PDF. Participants will learn the basic functions and tools and explore the various office related uses of the software. (2 meetings)

COM5150                     Jul. 11 & 18                     9:00a – 4:30p                     \$250-LCC                                Oa LCC CE201

#### **MICROSOFT ACCESS 2010, INTRODUCTION**

This course is ideal for first-time Access users or novices wanting to learn the basic mechanics of creating and building a database. The course will provide participants with a foundational knowledge of maintaining an existing database. The program will introduce the uses and functionality of tables, queries, and reports. (2 meetings)

COM5140                     Nov. 14 & 21                     9:00a – 4:30p                     \$190-LCC                                Oa LCC CE201

#### **MICROSOFT ACCESS 2010, INTERMEDIATE**

Students who have completed the Access introductory level will be prepared for this course. This course will prepare participants to be able to design and modify a database using Design View. Participants will be able to create and customize input forms, create and modify reports, and use advanced query functions and techniques.

COM5141                     Dec. 05 & 12                     9:00a – 4:30p                     \$190-LCC                                Oa LCC CE201

### **MICROSOFT EXCEL 2010, INTRODUCTION**

This course is ideal for first-time Excel users or novices wanting to learn useful Excel features. Students will learn to manage office or home information such as rosters, lists, inventories, or basic budgets. The course begins with the fundamentals of entering data, formatting numbers or text entries, creating worksheets, managing columns and rows, moving cells, using auto fills, copying data, cutting, pasting, and selecting ranges. The course culminates in introducing formulas, functions, and creating charts and graphs. (2 meetings)

COM5120            Sep. 19 & 26            9:00a – 4:30p            \$190-LCC            Oa LCC CE201

### **MICROSOFT EXCEL 2010, INTERMEDIATE**

Students who have completed the Excel introductory level will be well prepared for this course. Instruction will begin with a review of formulas and continue with financial formulas, VLookup, IF functions, and introduce pivot tables. Students will also learn to manage large worksheets and manage multiple sheet workbooks. (2 meetings)

COM5121            Oct. 3 & 10            9:00a – 4:30p            \$190-LCC            Oa LCC CE201

COM5121            Oct. 31 & Nov. 7            9:00a – 4:30p            \$190-LCC            Oa LCC CE201

### **MICROSOFT POWERPOINT 2010**

Ever want to make a “splashy” presentation or creative flyer? This introductory course will give first-timers enough skills to feel confident with PowerPoint and provide a great start. The course begins with navigating the PowerPoint ribbon, then moves on to selecting themes and templates, creating slides, adding bullets, selecting layouts, copying objects, editing slides, formatting text, adding sounds, transitions, clipart, and delivering the slideshow, including printing handouts. (2 meetings)

COM5130            Oct. 17 & 24            9:00a – 4:30p            \$190-LCC            Oa LCC CE201

### **MICROSOFT WORD 2010, INTRODUCTION**

First-time computer users and refresher students will benefit from this course. Students will build solid foundations using Microsoft Word 2010 by creating and editing documents using special features, all through practice with realistic projects. Students will work with paragraphs, set tabs, create and compose letters, use copy, paste, autocorrect, adjust page margins, work with pagebreaks, use format features including bullets, line breaks, shading, and borders. Capstone lesson will be mail merging. (2 meetings)

COM5110            Aug. 22 & 29            9:00a – 4:30p            \$190-LCC            Oa LCC CE201

### **MICROSOFT WORD 2010, INTERMEDIATE**

This class builds on the foundation course and is ideal for students interested in creating manuals, fliers, or office documents. The course reviews mail merging, form letters, templates, inserting objects and images, printing envelopes, watermarks, background fills, inserting charts, document review, and more. Students will also learn how to create and manage tables and data, including splitting and merging cells, managing margins, and using the split bar. Real-world, project based learning will serve as the instructional model. (2 meetings)

COM5111            Sep. 05 & 12            9:00a – 4:30p            \$190-LCC            Oa LCC CE201

## **WINDWARD COMMUNITY COLLEGE ([New Training Vendor](#))**

### **MICROSOFT EXCEL 2010, LEVEL 1**

This course will cover key introductory Microsoft Excel 2010 skillsets. Introductory topics covered include entering and editing entries, selecting cells and ranges, creating and modifying basic formulas and more. You will also learn some useful tips and tricks. (2 meetings)

**Prerequisite:** Completion of a basic computer knowledge course or equivalent.

COM7012            Jul. 25 & Aug. 01            9:00a – 4:30p            \$210-WCC            Oa WCC Hale Kuhina 114  
(section 001)

### **MICROSOFT EXCEL 2010, LEVEL 2**

This course will cover intermediate Microsoft Excel 2010 skillsets. Intermediate topics covered include formatting worksheets, importing Web data, sorting worksheet rows, freezing headings, using templates and more. You will also learn some useful tips and tricks. (2 meetings)

**Prerequisite:** Completion of Excel Level 1 or equivalent.

COM7013            Sep. 19 & 26            9:00a – 4:30p            \$210-WCC            Oa WCC Hale Kuhina 114  
(section 001)

### **MICROSOFT POWERPOINT 2010, LEVEL 1**

This course will introduce you to Microsoft PowerPoint 2010 skillsets. Students will learn to work with themes, bulleted lists and outlines, how to format text, deliver a slide show and more. You will also learn some useful tips and tricks to enhance your presentations. (2 meetings)

**Prerequisite:** Completion of a basic computer knowledge course or equivalent.

COM7014	Aug. 22 & 29	9:00a – 4:30p	\$210-WCC	Oa WCC Hale Kuhina 114
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(section 001)

### **MICROSOFT WORD 2010, LEVEL 2**

This course will focus on the Intermediate Word 2010 skillsets. Students will learn to create newsletter columns, how to use WordArt and clip art, basic mail merge, document themes, styles, picture editing, footnotes and endnotes, templates and more. You will also learn some useful tips and tricks. (2 meetings)

COM7011	Oct. 03 & 10	9:00a – 4:30p	\$210-WCC	Oa WCC Hale Kuhina 114
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(section 001)

## **HUMAN RESOURCES DEVELOPMENT**

### **BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR EMPLOYEES**

This course is an employee briefing for the United Public Workers bargaining unit one (BU1) non-commercial driver licensed (CDL) Drug and Alcohol Testing Program (DAT). It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employees who may be subject to the DAT Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

DATU1 0108	Aug. 07	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 204
DATU1 0111	Oct. 30	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality rm.

### **BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS**

This course is for supervisors of employees in the United Public Workers bargaining unit one (BU1) non-commercial driver licensed (CDL) Drug and Alcohol Testing Program (DAT). It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional and Medical Review Officer, and other information under the State DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

***Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.***

DATU1S 0065	Aug. 27	8:30a – 12:30p	\$0-HRD	Oa SOT rm. 204
DATU1S 0067	Nov. 18	8:30a – 12:30p	\$0-HRD	Oa Aloha Stad. Hospitality rm.

## **DISCRIMINATION/HARASSMENT-FREE WORKPLACE – CONDUCTING INVESTIGATIONS *(new)***

This training session will cover the basics of conducting investigations relating to complaints of discrimination and harassment, the employer's legal obligations, standards for investigations, when to investigate, and how to conduct an investigation and evaluate the evidence. *Note: There will be a 1 hr. Lunch Break (from 12noon – 1:00p) for participants to get lunch on their own. The workshop will also include some short writing exercises related to the investigative/interview process. Participants are advised to bring either a laptop computer or some writing supplies to the class. (1 meeting)*

**Target Audience: Managers, Supervisors, and others who are tasked to conduct Equal Employment Opportunity (EEO) investigations**

HAR-CI 0001	Jul. 07	10:00a – 3:00p	\$0-HRD	Oa SOT rm. 1403
HAR-CI 0002	Aug. 21	10:00a – 3:00p	\$0-HRD	Oa SOT rm. 1403
HAR-CI 0003	Sep. 23	10:00a – 3:00p	\$0-HRD	Oa SOT rm. 1403
HAR-CI 0004	Oct. 28	10:00a – 3:00p	\$0-HRD	Oa SOT rm. 1403
HAR-CI 0005	Nov. 25	10:00a – 3:00p	\$0-HRD	Oa SOT rm. 1403
HAR-CI 0006	Dec. 18	10:00a – 3:00p	\$0-HRD	Oa SOT rm. 1403

## **DISCRIMINATION/HARASSMENT-FREE WORKPLACE TRAINING FOR NON-SUPERVISORS**

This course will provide an overview of discrimination and harassment in the workplace, protected classes as defined by state and federal non-discrimination laws, retaliation, and related inappropriate conduct in the workplace, in addition to employees' rights and responsibilities. (1 meeting)

HAR-NS 0086	Jul. 08	9:00a – 10:30a	\$0-HRD	Oa SOT rm. 1403
HAR-NS 0087	Aug. 05	9:00a – 10:30a	\$0-HRD	Oa SOT rm. 1403
HAR-NS 0088	Sep. 02	9:00a – 10:30a	\$0-HRD	Oa SOT rm. 1403
HAR-NS 0089	Oct. 14	9:00a – 10:30a	\$0-HRD	Oa SOT rm. 1403
HAR-NS 0090	Nov. 06	9:00a – 10:30a	\$0-HRD	Oa SOT rm. 1403
HAR-NS 0091	Dec. 02	9:00a – 10:30a	\$0-HRD	Oa SOT rm. 1403

## **DISCRIMINATION/HARASSMENT-FREE WORKPLACE TRAINING FOR SUPERVISORS**

This course will provide an overview of discrimination and harassment in the workplace, protected classes as defined by state and federal non-discrimination laws, retaliation, and related inappropriate conduct in the workplace, in addition to providing guidance to supervisors on their responsibilities in maintaining a workplace free of discrimination, harassment or retaliation. (1 meeting)

**Target Audience: Managers and Supervisors**

HAR-S 0031	Jul. 03	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403
HAR-S 0032	Aug. 12	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403
HAR-S 0033	Sep. 11	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403
HAR-S 0034	Oct. 21	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403
HAR-S 0035	Nov. 13	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403
HAR-S 0036	Dec. 09	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403

## **DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS – CDL, HGEA, BU10**

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing Program (DAT) to meet requirements found in federal regulations, Collective Bargaining Unit Agreements, and Memorandum of Agreements for the commercial driver licensed (CDL), Hawaii Government Employees Association (HGEA), and bargaining unit ten (BU10) agreements only. This training program will inform supervisors of their responsibilities under the State DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

**The bargaining unit one (BU1) testing requirements are covered in a separate course: BU1 non-CDL DAT for Supervisors (DATU1S).**

CDAT 0083	Jul. 10	8:30a – 11:30a	\$0-HRD	Oa SOT rm. 204
CDAT 0086	Oct. 21	8:30a – 11:30a	\$0-HRD	Oa Aloha Stad. Hospitality rm.

## ERGOSAFE: APPLIED ERGONOMICS FOR A SAFE WORKPLACE

Accident statistics indicate that a high number of work related musculoskeletal injuries to the hands, wrists, arms, shoulders, neck, and back are due to improper body mechanics, poor posture, or repetitive motion. Most of these injuries are preventable by using ergonomic principles. This workshop focuses on how to identify ergonomic hazards and how to control conditions by applying the proper ergonomic techniques and making workstation modifications in order to prevent injuries. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

ERGS 0015	Jul. 29	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality rm.
ERGS 0016	Jul. 29	1:00p – 3:00p	\$0-HRD	Oa Aloha Stad. Hospitality rm.
ERGS 0017	Sep. 23	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 204
ERGS 0018	Sep. 23	1:00p – 3:00p	\$0-HRD	Oa SOT rm. 204
ERGS 0019	Dec. 09	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality rm.
ERGS 0020	Dec. 09	1:00p – 3:00p	\$0-HRD	Oa Aloha Stad. Hospitality rm.

## EXAMINATION AND SCREENING FOR PERSONNEL OFFICERS AND STAFF

This is an interactive session targeted for Departmental Personnel Officers and professional personnel staff. The training will cover the role of departmental personnel staff and program managers and supervisors, relative to the Employee Staffing Division (ESD), within the overall examination and hiring process. Emphasis will be on basic principles and practices of screening job applications, including how to understand and apply the Class Specifications and Minimum Qualification Requirements. Will also cover how laws, rules, regulations, and the merit principle are the basis for examination, screening, and hiring practices. (1 meeting)

**Note: Scheduling shall be done by DPOs or their designee upon request by contacting ESD at 587-0999.**

EXSCR 0003	Oct. 24	8:30a – 12:00p	\$0-HRD	Oa SOT ESD Multi-Purp. rm.
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## FORKLIFT RECERTIFICATION

Hawaii Occupational Safety & Health in conjunction with OSHA, established certification requirements for forklift operators. Regulations require employers to provide the training. Leeward Community College has established a certification training that meets industry standards. Participants must wear long pants and covered shoes. This course will recertify participants with prior experience on a forklift. Certification is for Class 1, 4 & 5 vehicles only. (1 meeting)

TRAN5120	Jul. 16	8:00a – 3:00p	\$135-LCC	Oa LCC CE303
TRAN5120	Jul. 23	8:00a – 3:00p	\$135-LCC	Oa LCC CE303
TRAN5120	Aug. 13	8:00a – 3:00p	\$135-LCC	Oa LCC CE303
TRAN5120	Sep. 24	8:00a – 3:00p	\$135-LCC	Oa LCC CE303
TRAN5120	Oct. 15	8:00a – 3:00p	\$135-LCC	Oa LCC CE303
TRAN5120	Nov. 19	8:00a – 3:00p	\$135-LCC	Oa LCC CE303
TRAN5120	Dec. 17	8:00a – 3:00p	\$135-LCC	Oa LCC CE303

## HEARTSAVER FIRST AID WITH CPR AND AED

This Heartsaver course teaches you the skills to recognize and provide care to treat emergencies until healthcare personnel arrive. You will practice health and safety solutions for adult first aid, environmental emergencies, adult/child CPR with mask, and adult/child CPR AED (American Heart Association). (1 meeting)

HLTH5000	Jul. 25	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HLTH5000	Aug. 25	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HLTH5000	Sep. 26	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HLTH5000	Oct. 27	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HLTH5000	Nov. 24	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement

## INTERVIEW AND SELECTION FOR SUPERVISORS

*Registration priority will be given to Department of Health (DOH) supervisors and agencies without Equal Employment Opportunity assigned personnel*

This course reviews state and federal requirements using the “unlawful questions” as the basis for a briefing on EEO issues in the hiring process. This is an introduction which uses case examples and department policies. (1 meeting)

Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or [gerald.ohata@doh.hawaii.gov](mailto:gerald.ohata@doh.hawaii.gov).

**Target Audience: Managers and Supervisors**

INTS 0012	Jul. 02	8:30a – 10:00a	\$0-HRD	Oa SOT rm. 1403
INTS 0013	Sep. 09	8:30a – 10:00a	\$0-HRD	Oa SOT rm. 1403
INTS 0014	Oct. 01	8:30a – 10:00a	\$0-HRD	Oa SOT rm. 1403



## PERFORMANCE APPRAISAL SYSTEM

This class provides an introductory overview to the State's Performance Appraisal System (PAS). Topics include the three phases of the PAS rating cycle, completing the PAS forms, using the Supervisor's Discussion Notes, and addressing substandard performance using the PAS. Note: Participants must bring the "PAS Manual for Supervisors" with them to class. The manual is available at the Department of Human Resources Development's website: <http://hawaii.gov/hrd/main/lro/PerfMgmt/>. (1 meeting) Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Eric Nitta at 587-3156 or [eric.m.nitta@hawaii.gov](mailto:eric.m.nitta@hawaii.gov).

**Target Audience: New supervisors who have not had any formal training on the State's PAS.**

Class arranged upon request

\$0-HRD

Oa Location: TBD

## PRE-RETIREMENT SEMINAR – CONTRIBUTORY PLAN

This seminar provides a generalized review of the current Contributory Plan. Various speakers will present program information on topics such as the employee retirement system plan, deferred compensation, health care, and social security. The purpose of this seminar **is not to provide specific financial planning advice** but to provide an informational review of the various programs and benefits that are involved in the typical retirement process. (1 meeting) Please direct content questions to Carol Maeda at 587-1050 or [carol.y.maeda@hawaii.gov](mailto:carol.y.maeda@hawaii.gov).

**Target Audience: Contributory Plan members who are retirement eligible and planning to retire in the near future. Contributory Plan members are defined as those who elected to remain in the Contributory Plan.**

PRSC 0025

Sep. 24\*

8:00a – 3:30p

\$0-HRD

Oa StCap Aud

\*Contributory and noncontributory sessions will be held concurrently on this day.

Note: Effective 2015, the Contributory session will be offered only **once** a year.

Please check the 2015 July-December issue of the State of Hawaii Executive Branch Training Catalog for date and time.

## PRE-RETIREMENT SEMINAR – HYBRID PLAN

This seminar provides a generalized review of the current Hybrid Plan. Various speakers will present program information on topics such as the employee retirement system plan, deferred compensation, health care, and social security. The purpose of this seminar **is not to provide specific financial planning advice** but to provide an informational review of the various programs and benefits that are involved in the typical retirement process. (1 meeting) Please direct content questions to Carol Maeda at 587-1050 or [carol.y.maeda@hawaii.gov](mailto:carol.y.maeda@hawaii.gov).

**Target Audience: Hybrid Plan members who are retirement eligible and planning to retire in the near future.**

**Hybrid Plan members are defined as those who transferred from either the Contributory Plan or Noncontributory Plan into the Hybrid Plan.**

PRSH 0025

Sep. 25

8:00a – 3:30p

\$0-HRD

Oa StCap Aud

## PRE-RETIREMENT SEMINAR – NONCONTRIBUTORY PLAN

This seminar provides a generalized review of the current Noncontributory Plan. Various speakers will present program information on topics such as the employee retirement system plan, deferred compensation, health care, and social security. The purpose of this seminar **is not to provide specific financial planning advice** but rather provide an informational review of the various programs and benefits that are involved in the typical retirement process. (1 meeting) Please direct content questions to Carol Maeda at 587-1050 or [carol.y.maeda@hawaii.gov](mailto:carol.y.maeda@hawaii.gov).

**Target Audience: Noncontributory Plan members who are retirement eligible and planning to retire in the near future. Noncontributory Plan members are defined as those who elected to remain in the Noncontributory Plan.**

PRSN 0025

Sep. 24\*

8:00a – 3:30p

\$0-HRD

Oa StCap Aud

\* Contributory and noncontributory sessions will be held concurrently on this day.

## POSITION ACTION PROCESSING

This course provides an overview of such functions as civil service and exempt position action processing, the legal authority for actions and delegated vs. non-delegated actions. It also provides detailed hands-on instruction regarding the preparation of the HRD-1 and other documents and the entering of transactions into the Human Resources Management System for various types of position actions. (1 meeting) Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Lisa Hodges at 587-1024 or [lisa.m.hodges@hawaii.gov](mailto:lisa.m.hodges@hawaii.gov).

**Target Audience: Personnel Clerks/Technicians who are responsible for position action processing and who have a basic understanding of position action terminology and documents.**

POSAPQ class arranged upon request

\$0-HRD

Oa Location: TBD

### POSITION CLASSIFICATION ON-THE-JOB TRAINING

A departmental line classifier works one-on-one with a Department of Human Resources Development classifier on their department's classification requests and receives guidance and feedback on fact-finding and analysis, interpretation of class specifications, and preparation of classifier's reports. (1 meeting) Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Lisa Hodges at 587-1024 or [lisa.m.hodges@hawaii.gov](mailto:lisa.m.hodges@hawaii.gov).

**Target Audience: Personnel Management Specialists who are responsible for position classification.**

PCJOBQ class arranged upon request

\$0-HRD

Oa Location: TBD

### POSITION CLASSIFICATION OVERVIEW

This course provides an overview of the civil service position classification process (including legal authorities, terminology, minimum qualification requirements and selective certification requirements, bargaining units, effective dates, administrative reviews and appeals, and civil service exemptions). (1 meeting) Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Lisa Hodges at 587-1024 or [lisa.m.hodges@hawaii.gov](mailto:lisa.m.hodges@hawaii.gov).

**Target Audience: Personnel Management Specialists who are responsible for position classification.**

PCOQ class arranged upon request

\$0-HRD

Oa Location: TBD

### REASONABLE ACCOMMODATIONS TRAINING FOR COORDINATORS AND SUPERVISORS *(new)*

The state, as an employer, is required to provide reasonable accommodations to qualified applicants with disabilities during the employment application process and to qualified employees with disabilities in performing the essential functions of their jobs. The purpose of this course is to train Reasonable Accommodation Coordinators and supervisors who may deal with requests for reasonable accommodation from employees or applicants on how to deal with requests for reasonable accommodation pursuant to Policy No. 601.002, Reasonable Accommodations for Employees and Applicants with Disabilities. (1 meeting)

**Target Audience: Managers, Supervisors, and others, who are tasked to conduct Equal Employment Opportunity (EEO) investigations**

RAD3 - 0001	Jul. 02	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403
RAD3 - 0002	Aug. 19	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403
RAD3 - 0003	Sep. 16	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403
RAD3 - 0004	Oct. 23	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403
RAD3 - 0005	Nov. 19	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403
RAD3 - 0006	Dec. 16	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 1403

### REASONABLE ACCOMMODATIONS FOR SUPERVISORS

*Registration priority: Dept. of Health (DOH) supervisors and agencies without Equal Employment Opportunity assigned personnel*

This course will include an overview of employment non-discrimination rights and responsibilities and examines unlawful harassment issues using case studies and DOH policies. (1 meeting)

Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Gerald Ohta, DOH Affirmative Action Officer at 586-4614 or [gerald.ohta@doh.hawaii.gov](mailto:gerald.ohta@doh.hawaii.gov).

**Target Audience: Managers and Supervisors**

RAS class arranged upon request

\$0-HRD

Oa Location: TBD

### RECRUITMENT

This course provides an overview on how to fill vacancies, the types of recruitments available, and strategies used to enhance recruitment efforts for hard-to-fill vacancies. (1 meeting) Please direct content questions to Employee Staffing Division at 587-0999.

**Target Audience: Managers and Supervisors**

REC 0004	Oct. 10	9:00a – 11:00a	\$0-HRD	Oa SOT ESD Multi-Purp. rm.
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### SELECTION INTERVIEW

This course provides personnel and managerial/supervisory staff with an overview of the selection process. Participants will learn how to develop an effective selection instrument that can be defended, if challenged, that will assist them in finding the best person for the job. Other topics to be covered include how to conduct an effective selection interview, background/reference check, and probationary period. (1 meeting) Please direct content questions to Employee Staffing Division at 587-0999.

**Target Audience: Managers and Supervisors**

SELIN 0004	Oct. 31	8:30a – 11:30a	\$0-HRD	Oa SOT rm. 204
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## SUITABILITY INVESTIGATION TRAINING

This course provides an overview of the suitability process and the responsibilities of Departmental Personnel Offices (DPOs) and the Department of Human Resources Development. (1 meeting)

- A. Purpose and Types of Suitability Investigations
- B. Types of Suitability Investigations:
  - 1. Criminal
  - 2. Employment
- C. How to Conduct a Suitability Investigation
- D. Do's and Don'ts of a Suitability Investigation
- E. Suitable and Unsuitable Determinations

**Target Audience: DPOs and staff**

SUIT 0004      Oct. 17      9:00a – 11:00a      \$0-HRD      Oa SOT ESD Multi-Purp. rm.

## TYPES OF APPOINTMENTS

This course provides personnel and managerial/supervisory staff with an overview of the different types of appointments and how it affects the incumbent of the position. (1 meeting) Please direct content questions to Employee Staffing Division at 587-0999.

**Target Audience: Managers and Supervisors**

APPT 0004      Oct. 10      8:00a – 9:00a      \$0-HRD      Oa SOT ESD Multi-Purp. rm.

## UNLAWFUL HARASSMENT IN EMPLOYMENT

*Registration priority: Dept. of Health (DOH) supervisors and agencies without Equal Employment Opportunity assigned personnel*

This course will include an overview of employment non-discrimination rights and responsibilities and examines unlawful harassment issues using case studies and DOH policies. (1 meeting)

Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Gerald Ohta, DOH Affirmative Action Officer at 586-4614 or [gerald.ohta@doh.hawaii.gov](mailto:gerald.ohta@doh.hawaii.gov).

**Target Audience: Managers and Supervisors**

UHE class arranged upon request      \$0-HRD      Oa Location: TBD

## WORKERS' COMPENSATION 101

This course surveys the basics of the Hawaii Workers' Compensation Law, Chapter 386, HRS; including covered injuries and illnesses; medical and rehabilitation benefits; income and indemnity benefits; injury/illness reporting and claims forms; and the hearings and appeals process for contested claims or issues. (1 meeting) Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Florencio C. Baguio, Jr., Employee Claims Division Chief at 587-0900 or [florencio.c.baguiojr@hawaii.gov](mailto:florencio.c.baguiojr@hawaii.gov).

**Target Audience: DPOs and staff**

WC101Q class arranged upon request      \$0-HRD      Oa Location: TBD

## WORKPLACE VIOLENCE TRAINING PROGRAM

This program is designed to meet the bargaining unit one agreement provisions. The program informs supervisors and employees about violence in the workplace, where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities as well as employee/supervisor responsibilities. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or [lily.b.chu@hawaii.gov](mailto:lily.b.chu@hawaii.gov).

**This program is a combination of previous classes known by course codes EVIW and VIW.**

WVP 0087	Jul. 17	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality rm.
WVP 0088	Jul. 17	1:00p – 3:00p	\$0-HRD	Oa Aloha Stad. Hospitality rm.
WVP 0090	Sep. 09	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 204
WVP 0091	Sep. 09	1:00p – 3:00p	\$0-HRD	Oa SOT rm. 204
WVP 0093	Nov. 06	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality rm.
WVP 0094	Nov. 06	1:00p – 3:00p	\$0-HRD	Oa Aloha Stad. Hospitality rm.

## INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

### **ESSENTIAL VERBAL COMMUNICATION SKILLS SERIES \***

This program is offered through Kapiolani Community College (KCC) and is offered as a series of modules centered on basic communication skills. You may choose to register for the entire 3 module program for a one time **discounted fee of \$240** or choose to register for any of the modules on an individual basis.

#### **“COMMUNICATION IS THE SECRET TO SUCCESS...PASS IT ON...” (new \*)**

This module explores the process of human communication. In a “back-to-basics” approach, topics will include defining communication, the importance of communication, models of communication, and determining what makes communication “effective”. (1 meeting)

**BUS 3009** Jul. 23 9:00a – 12:00p \$85-KCC Oa KCC Mamane 101

#### **“IT’S NOT WHAT YOU SAY, BUT HOW YOU SAY IT.” (new \*)**

This module addresses the nonverbal message. Most, if not all, of the meaning we get from a message is determined by body language, vocal characteristics and virtually everything that surrounds the words we use. Taking a sensory approach to understanding nonverbal communication, topics will include visual, vocal, spatial and temporal cues and how we interpret (and are interpreted by) them. (1 meeting)

**BUS 3012** Jul. 30 9:00a – 12:00p \$85-KCC Oa KCC Mamane 101

#### **”THAT’S WHAT I SAID, BUT IT’S NOT WHAT I MEANT.” (new \*)**

This module focuses on verbal communication in terms of words and meaning. We want to say what we mean and mean what we say, but what does that mean? The topics covered will include where meaning comes from, the difference between denotation (dictionary definition of a word) and connotation (emotional overtones associated with a word), the power of language, and using words effectively. (1 meeting)

**BUS 3011** Jul. 25 9:00a – 12:00p \$85-KCC Oa KCC Mamane 101

### **NON-VERBAL COMMUNICATION SKILLS SERIES □**

This program is offered through Kapiolani Community College (KCC) and is offered as a series of modules centered on learning about non-verbal communication skills. You may choose to register for the entire 3 module program for a one time **discounted fee of \$240** or choose to register for any of the modules on an individual basis.

#### **“HANDLING CONFLICT: AN ALL-YEAR RESOLUTION” (new □)**

This module deals with conflict and negotiation. Almost by definition, if there are two or more people communicating, there is the potential for conflict. The issue is not whether you will have conflict or not, it is about how you deal with it. The topics covered will include the levels and stages of conflict, conflict management skills and negotiation strategy.

**BUS 3014** Aug. 08 9:00a – 12:00p \$85-KCC Oa KCC Mamane 101

#### **“LISTENING: THE FORGOTTEN SKILL” (new □)**

This module considers the art and science of listening. Greek philosopher Epictetus is credited with saying, “We have two ears and one mouth so that we can listen twice as much as we speak.” The topics covered will include the importance of listening, the process of listening, different types of listening, and how to improve listening.

**BUS 3013** Aug. 06 9:00a – 12:00p \$85-KCC Oa KCC Mamane 101

#### **“PERCEPTION IS REALITY?” (new □)**

This module looks at the important relationship between perception and communication. Making our perception of others as well as others’ perception of us as accurate as possible is key to effective communication. The topics covered will include identifying the perception process, understanding how we form impressions, the empathy quotient, and improving our perception (and in turn our communication).

**BUS 3010** Aug. 01 9:00a – 12:00p \$85-KCC Oa KCC Mamane 101

## WRITTEN COMMUNICATION SKILLS SERIES ◇

This program is offered through Kapiolani Community College (KCC) and consists of individual classes centered on learning about grammar and written communication skills. (No discounted price is offered for this series).

### ADVANCED BUSINESS WRITING ◇

Learn to convey your ideas, events, and transactions clearly and concisely. In this activity-based workshop, you will learn the mechanics of writing well. Instruction emphasizes formula writing, psychology, and style. (2 meetings)

**Recommended Prerequisite:** Review of English Grammar

BUS 3004            Aug. 27 & 29            8:00a - 12:00p            \$95-KCC            Oa KCC Mamane 101

### ADVANCED GRAMMAR REVIEW ◇

This workshop will review how to correctly use verb tenses, different kinds of verbs, adjectives and adverbs, noun complements and pronouns. You will also learn how to recognize and use different phrases such as prepositional, infinitive, participial, absolute, and gerund phrases in your writing. (2 meetings)

**Prerequisite:** Review of English Grammar

BUS 3003            Aug. 20 & 22            8:00a - 12:00p            \$95-KCC            Oa KCC Mamane 101

### BUSINESS WRITING - MEMOS AND E-MAIL MESSAGES ◇

Memos and e-mail are currently the most common form of written communication when conveying messages to superiors, subordinates, and employees in your office or other locations. As a result, your memos and e-mails must effectively communicate information to save time, as well as minimize misinformation. During this workshop, you will learn to write memos and e-mail messages that are concise, easy to read, friendly and easy to understand. (2 meetings)

**Recommended Prerequisite:** Review of English Grammar

BUS 3005            Sep. 03 & 05            8:00a - 12:00p            \$95-KCC            Oa KCC Mamane 101

### REVIEW OF ENGLISH GRAMMAR ◇

Brush up on your understanding of English grammar concepts and learn simple techniques for reducing grammatical errors. During this workshop, you will review grammar rules such as "marrying subjects and verbs", "run-on sentences" and "shifts in verb tense". You will practice and put to the test your understanding of grammar concepts using business-oriented sentences. (2 meetings)

BUS 3002            Aug. 11 & 13            8:00a - 12:00p            \$95-KCC            Oa KCC Mamane 101

### TIME MANAGEMENT

Handling multiple priorities with effectiveness and ease is challenging. This workshop provides the information, tools and support for you to manage your energy, time, and workload to your optimal abilities. Proven management strategies are given to ensure improved planning and productivity, covering these topics: values clarification, setting priorities and goals, planning smart, eliminating time wasters, office organization tips, and stress management, in order to multi-task with ease. (2 meetings)

BUS 3007            Sep. 16 & 18            8:00a – 12:00p            \$95-KCC            Oa KCC Mamane 101

## MANAGEMENT AND SUPERVISORY DEVELOPMENT

### THE ART OF LEADERSHIP CERTIFICATE PROGRAM

The Art of Leadership Certificate Program, sponsored by the University of Hawaii at Manoa Outreach College(UHMOUT), is based on curriculum developed by corporate training leader Achieve Global. Taught by local instructors, the curriculum has served the needs of many Fortune 500 companies, as well as local corporate clients Bank of Hawaii, First Hawaiian Bank, First Insurance, Hawaiian Electric Company, HMSA, Kaiser, and Outrigger Hotels, to name a few.

- Note: Achieve Global has recently renamed and updated the training modules used for this program. These module changes do not affect the program's focus nor does it affect students who are currently in the process of obtaining their Leadership Certificates. However, it is recommended that students review the course descriptions of the new modules for their equivalency to prior modules taught.

For more information, including registration deadlines, the certificate application form, attendance requirements, or other questions, contact Paulette Feeney at 956-2037, or by e-mail: [pfeeney@hawaii.edu](mailto:pfeeney@hawaii.edu). Any questions regarding the updated content materials in the renamed training modules should be directed to Paulette as well. If you are registering/paying via state purchase order, please contact Lance Haga at 956-9249 or by e-mail: [hagal@hawaii.edu](mailto:hagal@hawaii.edu),

The Leadership program consists of 9 modules, scheduled as 2 sessions per day – a morning session from 8:00a – 12:00p and afternoon session from 1:00p – 5:00p – plus another half-day module. Upon completion of the program’s 9 module coursework which includes demonstration of competency through in-class activities and submission of a short application, students will earn the **Art of Leadership Certificate**.

You may choose to register for the entire 9 module program for a special **discounted fee of \$950 (price includes all workbooks)** or choose to register to attend any of the modules on an individual basis as desired. **The deadline to register for the entire 9 module discounted program is Aug. 29, 2014** (course code **P13141** – The Art of Leadership Certificate Program). Students will be issued an attendance certificate upon the completion of each training module. Lunch is on your own or may be purchased on campus.

<u>Session Dates</u>	<u>Module Times</u>	<u>Locations</u>
Sep. 05	8:00a – 12:00p & 1:00p – 5:00p	Oa UHMOUT Krauss rm. 012
Sep. 19	8:00a – 12:00p & 1:00p – 5:00p	Oa UHMOUT Krauss rm. 012
Oct. 03	8:00a – 12:00p & 1:00p – 5:00p	Oa UHMOUT Krauss rm. 012
Oct. 17	8:00a – 12:00p & 1:00p – 5:00p	Oa UHMOUT Krauss rm. 012
Oct. 31	8:00a – 12:00p	Oa UHMOUT Krauss rm. 012

Note: You may register for any of the following 9 modules on an individual basis if so desired.  
(Module classes are identified by an asterisk (\*) in the course title and as UHMOUT in the cost column)

**ACTIVATING CHANGE** *(new \*)*

*(Formerly known as Personal Strategies for Navigating Change)*

Explore ways to become more adaptive and positive in the face of changes you cannot control. Empower yourself, experience less stress, and capitalize on opportunities generated by change. (1 meeting)

*(Register by Oct. 07 - Cost of session includes workbook)*

P13149	Oct. 17	1:00p – 5:00p	\$115-UHMOUT	Oa UHMOUT Krauss rm. 012
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**ADDRESSING EMOTIONS AT WORK** *(new \*)*

*(Formerly known as Handling Emotions Under Pressure)*

Develop strategies for addressing strong emotions – your own, and when appropriate, those of people with whom you work – using proven techniques to respond in constructive and objective ways. (1 meeting)

*(Register by Sep. 09 - Cost of session includes workbook)*

P13144	Sep. 19	8:00a – 12:00p	\$115-UHMOUT	Oa UHMOUT Krauss rm. 012
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**BUILDING TRUST UNDER PRESSURE: THE BASIC PRINCIPLES** *(new \*)*

*(Formerly known as Basic Principles for a Collaborative Workplace)*

Master six principles for putting shared values into practice. Create a climate of credibility and trust that fosters effective relationships and a productive workplace. (1 meeting)

*(Register by Aug. 29 - Cost of session includes workbook)*

P13142	Sep. 05	8:00a – 12:00p	\$115-UHMOUT	Oa UHMOUT Krauss rm. 012
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**DEVELOPING OTHERS** *(new \*)*

*(Formerly known as Coaching: Bringing Out the Best in Others)*

Obtain skills for developing others, helping them to gain confidence, take on new challenges, and work more independently. (1 meeting)

*(Register by Aug. 29 - Cost of session includes workbook)*

P13143	Sep. 05	1:00p – 5:00p	\$115-UHMOUT	Oa UHMOUT Krauss rm. 012
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## FUNDAMENTALS OF MANAGEMENT

This 3-day course is an introduction to the field of supervision. It covers the critical general management skills new supervisors need to master their daily work. (3 meetings)

- Module 1: *The Role of the Supervisor* will focus on the nature of supervision, the transition from being a worker to a supervisor and basic supervision skills
- Module 2: *Planning and Controlling* will help supervisors learn the importance of planning, how to create short term and long-term plans, and how to set goals and objectives that are both challenging and attainable.
- Module 3: *Problem Solving and Delegating* will focus on understanding the problem solving and decision making process. It will also discuss the steps in the delegation process and the use of delegation to save time and to train and motivate subordinates.

Oct. 2, 9 & 16                      8:00a – 4:00p                      \$200-HRD                      Oa KCC Mamane 101

## GIVING RECOGNITION (new \*)

(No change in module course title)

Build better working relationships and inspire excellent performance in your organization by acknowledging individuals for their accomplishments. (1 meeting)

(Register by Oct. 21 - Cost of session includes workbook)

P13150                      Oct. 31                      8:00a – 12:00p                      \$115-UHMOUT                      Oa UHMOUT Krauss rm. 012

## INTRODUCTION TO SUPERVISION

This course is for the **blue-collar supervisor** who has not had formal supervisory training. (2 meetings)

- Module 1: *The Role of the Supervisor* will focus on the nature of supervision, the transition from worker to supervisor, and the basic skills of supervision.
- Module 2: *Problem Solving and Delegating* will focus on understanding the problem solving and decision-making process. It will also discuss the steps in the delegation process and the use of delegation to save time and to train and motivate subordinates.

Oct. 23 & 30                      8:00a – 4:00p                      \$135-HRD                      Oa KCC Mamane 101

## LISTENING IN A HECTIC WORLD (new \*)

(Formerly known as Proactive Listening)

Cultivate a listening approach that balances the need to obtain information with awareness that every interaction offers an opportunity to cement solid work relationships. (1 meeting)

(Register by Sep. 23 - Cost of session includes workbook)

P13146                      Oct. 03                      8:00a – 12:00p                      \$115-UHMOUT                      Oa UHMOUT Krauss rm. 012

## PROVIDING CONSTRUCTIVE FEEDBACK (new \*)

(Formerly known as Giving and Receiving Constructive Feedback)

Gain tools for giving constructive feedback while maintaining a spirit of openness and mutual respect. Help your organization stay competitive by keeping people on track. (1 meeting)

(Register by Sep. 09 - Cost of session includes workbook)

P13145                      Sep. 19                      1:00p – 5:00p                      \$115-UHMOUT                      Oa UHMOUT Krauss rm. 012

## RESOLVING CONFLICTS WITH YOUR PEERS (new \*)

(Formerly known as Moving from Conflict to Collaboration)

Obtain a process for resolving conflicts that encourages shared solutions and builds constructive work relationships with your peers. (1 meeting)

(Register by Oct. 07 - Cost of session includes workbook)

P13148                      Oct. 17                      8:00a – 12:00p                      \$115-UHMOUT                      Oa UHMOUT Krauss rm. 012

## SPEAKING TO INFLUENCE OTHERS (new \*)

(Formerly known as Expressing Yourself: Presenting Your Thoughts and Ideas; Influencing for Win-Win Outcomes)

Develop speaking techniques and strategies to achieve results by gaining the attention, ensuring the understanding, and influencing the actions of people who hear your message. (1 meeting)

(Register by Sep. 23 - Cost of session includes workbook)

P13147                      Oct. 03                      1:00p – 5:00p                      \$115-UHMOUT                      Oa UHMOUT Krauss rm. 012

**TEAM BUILDING**

Participants will learn to work within a supportive climate to accomplish projects by building trust, listening with empathy, as well as resolving conflicts and selling ideas to others. They will also learn to develop high performance teams by aligning personal and organizational goals, finding and building on each other's strengths, and promoting and maintaining commitment from team members. (2 meetings)

BUS 3006

Sep. 23 &amp; 25

8:00a - 12:00p

\$95-KCC

Oa KCC Mamane 101



# VOLUNTARY LEARNING AND SELF-DEVELOPMENT

*Note: Participants are responsible for payment of costs associated with any voluntary learning class.*

## **TOASTMASTERS**

Looking to develop speaking and leadership skills? Ignite your career? Membership in Toastmasters is one of the greatest investments you can make in yourself. The mission of the State Government's Toastmasters clubs is to provide a mutually supportive and positive learning environment in which every member has the opportunity to develop important communication and leadership skills. It is one of the most cost-effective skill building tools available anywhere. Members complete lessons through a workbook of progressive speeches and obtain constructive feedback from their fellow Toastmasters.

There are no instructors in a Toastmasters meeting. Instead it is the club members easing in the newcomers, as everyone improves their speaking and leadership skills in a no-pressure atmosphere. Positive support and encouragement are key elements in participation. Members meet twice a month on selected days and during the lunch period for state workers (**employees must obtain approval from their supervisor if their lunch period needs to be modified**). There is a modest fee schedule of dues charged in order to join a club. Please check with each Toastmasters contact person for further information.

### **AS A RESULT OF PARTICIPATING IN TOASTMASTERS, YOU WILL:**

- Increase your self-confidence
- Become a better speaker
- Become a better leader
- Communicate more effectively

### **INTERESTED IN JOINING A TOASTMASTERS CLUB? HERE ARE THE STEPS:**

- Step 1:** Visit a Toastmasters club. Each group has a different personality, so you may wish to visit more than one. Your visit is free and you may visit as often as you like.
- Step 2:** After you have visited a club, and when you are ready to join; at the meeting, ask the Vice President of Membership for a Membership Application Form and fill it out.
- Step 3:** Give your application and dues to the Vice President of Membership at the club. Your New Membership Kit should arrive in the mail in about two weeks.

### **LISTED BELOW ARE TOASTMASTERS CLUBS FOR STATE EMPLOYEES:**

#### **MEMBERSHIP IN THESE CLUBS ARE OPEN TO ANY STATE EMPLOYEES REGARDLESS OF THEIR DEPARTMENT OF ORIGIN**

#### **DBEDT for BUSINESS TOASTMASTERS CLUB**

Meeting Dates: **2<sup>nd</sup> and 4<sup>th</sup> TUESDAYS of the month**  
Times: 11:30a – 12:30p  
Place: State Office Tower (Leiopapa A  
Kamehameha)  
235 S. Beretania Street  
Conference Room 405  
Contact: Riley Hakoda, ph. 587-3824

#### **KINAU HALE TOASTMASTERS CLUB**

Meeting Dates: **2<sup>nd</sup> and 4<sup>th</sup> THURSDAYS of the month**  
Times: 11:30a – 12:30p  
Place: Kinau Hale  
1250 Punchbowl Street, 3rd Floor  
Director's Meeting Room  
Contact: Michele Nakata, ph. 586-4586

#### **LILIUOKALANI TOASTMASTERS CLUB**

Meeting Dates: **1<sup>st</sup> and 3<sup>rd</sup> WEDNESDAYS of the month**  
Times: 12:05p – 1:05p  
Place: Liliuokalani Building  
1390 Miller Street, 4th Floor  
Conference Room 404  
Contact: Wayne Nakamoto, ph. 347-2603

#### **TRANSPORTATION TOASTMASTERS CLUB**

Meeting Dates: **1<sup>st</sup> and 3<sup>rd</sup> TUESDAYS of the month**  
Times: 12:00p – 1:00p  
Place: Department of Transportation  
869 Punchbowl Street, 5<sup>th</sup> floor  
Conference Room  
Contact: Royden Koito, ph. 586-9153