



State of Hawaii Executive Branch Training Catalog

**JULY - DECEMBER
2013**



TABLE OF CONTENTS

GENERAL INFORMATION

Human Resources Management System (HRMS) Registration Procedures	05
Community College (Course Provider) Registration Procedures	06
Student's Responsibilities	07
Human Resources Development (HRD) Registration Form 410	08
Class Location Codes	09
Course Provider List for Registration & Payments	10

HAWAII

COMPUTER COURSES

Microsoft Access Advanced.....	11
Microsoft Access Intermediate.....	11
Microsoft Access Introduction.....	11
Microsoft Excel Advanced	11
Microsoft Excel Intermediate	11
Microsoft Excel Introduction.....	11
Microsoft Word Advanced.....	12
Microsoft Word Intermediate.....	12
Microsoft Word Introduction.....	12

HUMAN RESOURCES DEVELOPMENT

BU1 Non-CDL Drug and Alcohol Testing Program for Employees (DATU1).....	12
BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).....	12
Drug and Alcohol Testing Program for Supervisors (CDAT) – CDL, HGEA, BU10	13
Workplace Violence Training Program (WVP).....	13

KAUAI

COMPUTER COURSES

Excel 2010 Level 1	14
Excel 2010 Level 2	14
Excel 2010 Level 3	14
PowerPoint 2010 Level 1	15
Windows 7 Level 1.....	15
Windows 7 Level 2.....	15
Word 2010 Level 1.....	15
Word 2010 Level 2.....	16
Word 2010 Level 3.....	16

HUMAN RESOURCES DEVELOPMENT

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

MAUI

HUMAN RESOURCES DEVELOPMENT

BU1 Non-CDL Drug and Alcohol Testing Program for Employees (DATU1).....	17
BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).....	17
Drug and Alcohol Testing Program for Supervisors (CDAT) – CDL, HGEA, BU10.....	17
2011 Electrician Continued Competency (<i>New Class</i>).....	17
Forklift Certification Training (<i>New Class</i>).....	18
Workplace Violence Training Program (WVP).....	18

MANAGEMENT AND SUPERVISORY DEVELOPMENT

Delegating for Results: All is Possible with Successful Delegation.....	18
Effective Meeting Management (<i>New Class</i>).....	18
Manage Effectively by Understanding Work Styles.....	18
The 7 Habits for Managers: Managing Yourself, Leading Others, Unleashing Potential.....	19

OAHU

CENTER FOR ALTERNATIVE DISPUTE RESOLUTION (CADR)

CADR 1.0: Working It Out: Skills for Dispute Resolution.....	20
CADR 2.0: Negotiation Skills.....	20
CADR 3.0: Mediation Skills.....	20
CADR 4.0: Better Meeting Management.....	20
CADR 4.2: Beyond Basic Facilitation – Conflict Assessment.....	21
CADR 5.0: Handling Difficult Situations in the Workplace.....	21
CADR 5.1: More Handling Difficult Situations in the Workplace.....	21
CADR 6.0: Vicarious Trauma and Resiliency.....	21
CADR 7.0: Neutral Language.....	21

COMPUTER COURSES

Intermediate Access 2010.....	22
Intermediate Excel 2010.....	22
Intermediate Microsoft PowerPoint 2010.....	22
Intermediate Word 2010.....	22
Introduction to Microsoft Access 2010.....	22
Introduction to Microsoft Excel 2010.....	22
Introduction to Microsoft Outlook 2010 (<i>New Class</i>).....	23
Microsoft Excel 2010, Intermediate.....	23
Microsoft Excel 2010, Introduction.....	23
Microsoft Word 2010, Intermediate.....	23
Microsoft Word 2010, Introduction.....	23

HUMAN RESOURCES DEVELOPMENT

BU1 Non-CDL Drug and Alcohol Testing Program for Employees (DATU1).....	23
BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).....	24
Certification (CERT).....	24
Drug and Alcohol Testing Program for Supervisors (CDAT) – CDL, HGEA, BU10.....	24
Ergosafe: Applied Ergonomics for a Safe Workplace (ERGS).....	24
Examination and Screening for Personnel Officers and Staff (EXSCR).....	24

Heartsaver First Aid with CPR & AED	25
Interview and Selection for Supervisors (INTS).....	25
Performance Appraisal System (PASQ).....	25
Pre-Retirement Seminar (Contributory – PRSC).....	25
Pre-Retirement Seminar (Hybrid – PRSH)	25
Pre-Retirement Seminar (Noncontributory – PRSN)	26
Position Action Processing (POSAPQ).....	26
Position Classification On-The-Job Training (PCJOBQ)	26
Position Classification Overview (PCOQ).....	26
Reasonable Accommodations for Supervisors (RAS).....	26
Recruitment (REC)	26
Selection Interview (SELIN).....	27
Suitability Investigation Training (SUIT).....	27
Types of Appointments (APPT)	27
Unlawful Harassment in Employment (UHE).....	27
Workers' Compensation 101 (WC101Q)	27
Workplace Violence Training Program (WVP).....	28

INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

Advanced Business Writing	28
Advanced Grammar.....	28
Review of English Grammar	28
Time Management.....	28
Writing Memos & E-Mail Messages That Work	28

MANAGEMENT AND SUPERVISORY DEVELOPMENT

The Art of Leadership Certificate Program	29
Basic Principles for a Collaborative Workplace	29
Coaching: Bringing Out the Best in Others.....	29
Expressing Yourself: Presenting Your Thoughts and Ideas	29
Fundamentals of Management (FOM).....	30
Giving and Receiving Constructive Feedback	30
Giving Recognition.....	30
Handling Emotions under Pressure	30
Influencing for Win-Win Outcomes	30
Introduction to Supervision (ISUP)	30
Moving from Conflict to Collaboration.....	30
Personal Strategies for Navigating Change.....	31
Proactive Listening	31
Project Management (PM) (<i>New Class</i>).....	31
Team Building (<i>New Class</i>)	31

VOLUNTARY LEARNING AND SELF-DEVELOPMENT

Toastmasters (<i>New Class</i>)	32
---	----

**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 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 Employee Assistance Office/Training **within** the stated grace periods (see 'CANCELLATION') *to avoid being assessed the fee.*

CANCELLATION:

For all other classes, departments will not be charged any class registration fee for HRD classes utilizing **Achieve Global™ materials**, if notice of an employee cancellation is received by HRD's Employee Assistance Office/Training no later than 10 working days **prior** to the start of class. The 10 working days notice is required for **Achieve Global™** courses because materials must be ordered from the Mainland. Notification of any employee cancellation is the responsibility of the DPOs.

Departments will not be charged any class registration fee if notice of an employee cancellation is received by HRD's Employee Assistance Office/Training no later than 5 working days **prior** to the start 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 for **FY 2013** is **805-S-13-310-P-1368-0600**. DPOs will be notified regarding collection of any overdue payments.

SUBSTITUTION and DROPS:

Once confirmation is made that an employee is enrolled in a class, any substitution must be in writing and emailed or faxed to HRD's Employee Assistance Office/Training at 587-1107 or Safety Office at 587-1322 with the following information: -Employee Name(s) -Employee ID number -Reason for 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 HRD at least 15 working days prior to the class.

COMMUNITY COLLEGE (COURSE PROVIDER) REGISTRATION PROCEDURES

NOTE: These procedures are for the DPOs only.

Employees must register for classes through their DPOs.

REGISTRATION:

Approved HRD Form 410 must be received by the community college (course provider) no later than 15 working days prior to the class start date. This advance timeframe allows a course provider to determine class confirmation. If you would like to register an employee *within* 15 working days prior to the class start date, please call the course provider for class 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 departmental priority.

The HRD Form 410 should be sent to the respective course provider regardless of the class location listed in the training catalog. (See attached *COURSE PROVIDER LIST FOR REGISTRATION & PAYMENTS*). The course provider is identified in the course fee column, for example: '\$72.00-KCC'.

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-served basis. Each course provider 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 email 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 course provider, e.g., KCC, UHMC, etc. **before** coming to class. Employees should not assume confirmation status without this verification.

CANCELLATION:

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

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

SUBSTITUTION:

Substitutes are allowed by the course provider. 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 course provider (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 course provider.

SPECIAL NEEDS:

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

STUDENT'S RESPONSIBILITIES

GENERAL INFORMATION:

Employees should be on time for classes, prepared with note taking materials (and printed materials, if required). Should there be any change in the 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 course provider, e.g., KCC, UHMC, 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 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) Employee Assistance Office/Training **within** the stated grace periods (see *HRMS REGISTRATION PROCEDURES FOR 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 be aware that environmental conditions may vary at different locations. At times, room temperatures may be uncomfortable to some employees. To prepare for this, employees may want to bring a sweater or jacket to class.

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: _____

Course Provider: _____ Course/Session No. (If applicable) _____

Course Location /Campus: _____ Fee \$ _____

Course Provider's Address: _____

Registrant's Department Information:

Dept. Name/Address: _____

Contact Person: _____ Phone: _____ P.O.: _____

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) Mail this registration form directly to the course provider or departmental personnel office (if 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 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 position(s) listed above.

Signature of Division Supervisor: _____ Date: _____

Signature of Dept. Head or authorized rep.: _____ Date: _____

COURSE PROVIDER LOCATION ADDRESS

HAWAII

Ha HaCC	Hawaii Community College, 1175 Manono Street, Hilo, Hawaii Bldg. 380, room 39
Ha UPW	United Public Workers (UPW) , 362 E. Lanikaula Street, Hilo, Hawaii Conference Room

KAUAI

Ka KaCC	Kauai Community College, 3-1901 Kaumuali'i Highway, Lihue, Kauai OCET Bldg., 104A or 103
---------	---

MAUI

Ma UHMC	UH-Maui College, 310 Kaahumanu Avenue, Kahului, Maui Laulima Bldg., room 225 To be Determined (TBD)
Ma UPW	United Public Workers, 841 Kolu Street, Wailuku, Maui Conference Room

OAHU

Oa Aloha Stad	Aloha Stadium, 99-500 Salt Lake Boulevard, Honolulu, Oahu Hospitality Room
Oa KCC	Kapiolani Community College, 4303 Diamond Head Road, Honolulu, Oahu Manono Bldg., room 104
Oa LCC	Leeward Community College, CE Bldg., 96-045 Ala Ike Street, Pearl City, Oahu CE Bldg., room 201 DA Bldg., basement level
Oa Location TBD	To be Determined (TBD)
Oa StCap Aud	State Capitol Bldg., 415 S. Beretania Street, Honolulu, Oahu Auditorium (Chamber level)
Oa SOT Bldg.	State Office Tower, 235 S. Beretania Street, Honolulu, Oahu Employee Staffing Division (ESD) Multi-purpose room 11 th floor, room 204 or 1403
Oa Supreme Ct. Conf. Rm.	Center for Alternative Dispute Resolution (CADR), Aliiolani Hale, 417 S. King Street, Honolulu, Oahu 2 nd Floor
Oa UHMOUT CampCtr	University of Hawaii at Manoa Outreach College (UHMOUT), 2500 Campus Road, Honolulu, Oahu UH Campus Center, room 308 or 309

COURSE PROVIDER LIST FOR REGISTRATION & PAYMENTS

HAWAII

Hawaii Community College (HaCC)

Office of Continuing Education & Training
Manono Campus, Bldg. 379A-39
200 W. Kawili Street
Hilo, Hawaii 96720
Website: <http://hawaii.hawaii.edu/ocet/>

Ph: 934-2700
Fax: 934-2701

KAUAI

Kauai Community College (KaCC)

Office of Continuing Education & Training
3-1901 Kaunualii Highway
Lihue, Hawaii 96766
Website: <http://info.kauaicc.hawaii.edu/training/>

Ph: 245-8318
Fax: 245-8271

MAUI

UH-Maui College (UHMC) EdVenture

Office of Continuing Education & Training
310 Kaahumanu Avenue
Kahului, Hawaii 96732
Website: www.EdVentureMaui.com

Ph: 984-3231
Fax: 244-9632

OAHU

Center for Alternative Dispute Resolution (CADR)

State of Hawaii Judiciary
417 S. King Street
Honolulu, Hawaii 96813

Ph: 539-4237
Fax: 539-4416

Department of Human Resources Development (HRD)

Employee Assistance Office (HRD)
235 S. Beretania Street, Room 1004
Honolulu, Hawaii 96813-2437

Ph: 587-1050
Fax: 587-1107

Kapiolani Community College (KCC)

Continuing Education & Training Office
4303 Diamond Head Road, Ilima 102
Honolulu, Hawaii 96816
Website: <http://continuinged.kcc.hawaii.edu/>

Ph: 734-9211
Fax: 734-9447

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/>

Ph: 455-0477
Fax: 453-6730

University of Hawaii at Manoa Outreach College (UHMOUT)*

2440 Campus Road
Box 447
Honolulu, Hawaii 96822

Ph: 956-8400
Fax: 956-3752

Website: www.outreach.hawaii.edu/ibpd

*If payment is by state purchase order, please call UHMOUT for instructions at ph. 956-9249 or email a notice about this method of payment to hagal@hawaii.edu.

HAWAII

Registration for classes is through your Departmental Personnel Office (DPO)

COMPUTER COURSES

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)

124C331	Sep. 24	12:30p – 4:30p	\$85-HaCC	Ha HaCC Bldg. 380, rm. 39
---------	---------	----------------	-----------	---------------------------

MICROSOFT ACCESS INTERMEDIATE

In this course you will further your knowledge of database management, saving files, importing and exporting 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)

124C311	Sep. 17 & 19	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
---------	--------------	---------------	-----------	---------------------------

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)

133C300	Sep. 10 & 12	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, creating pivot table and pivot chart reports. (1 meeting)

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

(Textbook included)

133C351	Sep. 03	12:30p – 4:30p	\$85-HaCC	Ha HaCC Bldg. 380, rm. 39
134C351	Nov. 26	12:30p – 4:30p	\$85-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)

133C211	Aug. 27 & 29	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
134C211	Nov. 19 & 21	1:00p – 4:00p	\$95-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)

133C201	Aug. 20 & 22	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
134C201	Nov. 12 & 14	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)

133C360	Aug. 13	12:30p – 4:30p	\$85-HaCC	Ha HaCC Bldg. 380, rm. 39
134C360	Nov. 05	12:30p – 4:30p	\$85-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)

133C171	Aug. 06 & 08	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
134C171	Oct. 29 & 31	1:00p – 4:00p	\$95-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 time, changing fonts, adding bullets, adjusting tab stops and inserting section breaks. (2 meetings)

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

(Textbook included)

133C161	Jul. 30 & Aug. 01	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39
134C161	Oct. 22 & 24	1:00p – 4:00p	\$95-HaCC	Ha HaCC Bldg. 380, rm. 39

HUMAN RESOURCES DEVELOPMENT

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR EMPLOYEES (DATU1)

This course is an employee briefing for the UPW BU1 Drug and Alcohol Testing Program. 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 employee members who may be subject to the Drug and Alcohol Testing Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

DATU1 0102	Oct. 30	9:00a – 11:00a	\$0-HRD	Ha UPW Conf. Rm.
------------	---------	----------------	---------	------------------

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (DATU1S)

This course is for supervisors of employees in the UPW BU1 Drug and Alcohol Testing Program. 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 (SAP) and Medical Review Officer (MRO), 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.

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

DATU1S 0058	Oct. 29	12:30p – 4:30p	\$0-HRD	Ha UPW Conf. Rm.
-------------	---------	----------------	---------	------------------

DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT) – CDL, HGEA, BU10

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for **the CDL, HGEA, and 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.

The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).

CDAT 0077 Oct. 30 12:30p – 3:30p \$0-HRD Ha UPW Conf. Rm.

WORKPLACE VIOLENCE TRAINING PROGRAM (WVP)

This program is designed to meet the BU1 agreement provisions. The program informs supervisors and employees of 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.

This program (WVP) is a combination of the classes previously known as EVIW and VIW.

WVP 0074 Oct. 29 9:00a – 11:00a \$0-HRD Ha UPW Conf. Rm.

KAUAI

Registration for classes is through your Departmental Personnel Office (DPO)

COMPUTER COURSES

EXCEL 2010 LEVEL 1

This Introductory level course is intended to cover the different features of the interface and give a brief overview of all the tabs in the ribbon. It will teach users how to print – covering simple scenarios and the basics of formatting. By the end of this course, users should be comfortable with creating a new spreadsheet, working with basic formulas, making their spreadsheets look professional and presentable, and saving and printing their spreadsheet. (4 meetings)

Prerequisite: *Be comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer*

13F-PC850	Jul. 23, 25, 30 & Aug. 01	1:00p – 4:30p	\$120-KaCC	Ka KaCC OCET 104a
13F-PC851	Sep. 09, 11, 16 & 18	8:30a – 12:00p	\$120-KaCC	Ka KaCC OCET 104a

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, 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*

13F-PC860	Nov. 12, 14, 19 & 21	8:30a – 12:00p	\$120-KaCC	Ka KaCC OCET 104a
-----------	----------------------	----------------	------------	-------------------

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 XE "Slicer" features and PowerPivot XE "Power Pivot" add-on, two important tools for working with PivotTables and PivotCharts, are covered as well. (4 meetings)

Prerequisite: *Completed Excel 2010 Level 2*

13F-PC870	Nov. 25, 27, Dec. 02, & 04	8:30a – 12:00p	\$120-KaCC	Ka KaCC OCET 104a
-----------	-------------------------------	----------------	------------	-------------------

POWERPOINT 2010 LEVEL 1

This Foundation level course is intended to help all novice computer users get up to speed quickly. This course will also help more experienced users who have little to no experience with PowerPoint 2010 and the ribbon interface. This course will cover different features of the interface, give a brief overview of all the tabs in the ribbon, and show users how to print, cover some simple presentations, and cover the basics of formatting. By the end of this course, users should be comfortable with creating a new presentation, customizing the PowerPoint Interface, making their presentation look professional and presentable, and saving and presenting their slide show. In general, the course is geared towards the novice computer user. (4 meetings)

Prerequisite: *Be comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer*

13F-PC300	Aug. 20, 22, 27 & 29	1:00p – 4:30p	\$120-KaCC	Ka KaCC OCET 104a
-----------	----------------------	---------------	------------	-------------------

WINDOWS 7 LEVEL 1

This introductory level course is designed to teach new and casual computer users Microsoft's latest operating system (OS) Windows 7, by using Windows 7 Ultimate, the fully equipped version of the operating system that contains all the features offered by Microsoft. If you have used Vista in the past, you will find the interface of Windows 7 very familiar. If you are familiar with Windows XP or Vista you will find Windows 7 very easy to pick up. And if you have never even touched a computer before or haven't for several years, you will find that Windows 7 isn't hard to use, once you know where the major components are and how to use them from the keyboard and mouse! (3 meetings)

Prerequisite: *Students should have basic typing skills on a keyboard*

13F-PC100	Jul. 01, 03 & 05	8:30a – 12:00p	\$100-KaCC	Ka KaCC OCET 104a
13F-PC101	Oct. 07, 09 & 11	8:30a – 12:00p	\$100-KaCC	Ka KaCC OCET 104a

WINDOWS 7 LEVEL 2

This intermediate level course will expand on the concepts that were introduced in the introductory course by exploring how to customize Windows 7; taking an in-depth look at the more advanced programs and features of Windows 7; and learning how to manage files, folders, and libraries. We will also discuss more of the advanced new features of Windows 7, review the Aero Desktop features, and introduce new keyboard shortcuts that can be performed with the Windows key. (3 meetings)

Prerequisite: *Completed Windows 7 Level 1*

13F-PC110	Dec. 09, 11 & 13	8:30a – 12:00p	\$100-KaCC	Ka KaCC OCET 104a
-----------	------------------	----------------	------------	-------------------

WORD 2010 LEVEL 1

This Foundation level course is intended to help all novice computer users get up to speed quickly. This course will also help more experienced users who have little to no experience with Word 2010 and the ribbon interface. This course will cover different features of the interface, give a brief overview of all the tabs in the ribbon, show users how to print, and cover the basics of text formatting. By the end of this course, users should be comfortable with creating a new document, making it look professional and presentable, and saving and printing their document. (4 meetings)

Prerequisite: *Be comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer*

13F-PC250	Jul. 08, 10, 15 & 17	8:30a – 12:00p	\$130-KaCC	Ka KaCC OCET 104a
13F-PC251	Sep. 24, 28, Oct. 01 & 03	1:00p – 4:30p	\$130-KaCC	Ka KaCC OCET 104a

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*

13F-PC260 Oct. 15, 17, 22 & 24 8:30a – 12:00p \$130-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*

13F-PC270 Oct. 28, 30, Nov. 04 1:00p – 4:00p \$110-KaCC Ka KaCC OCET 104a
& 06

HUMAN RESOURCES DEVELOPMENT

FORKLIFT CERTIFICATION

Hawaii Occupational Safety & Health, along with the U.S. Dept. of Labor Occupational Safety and Health Administration (OSHA), requires that employers certify all their forklift operators in proper driving and safety precautions once every three years. KaCC has established a 7 hour certification program that will fulfill this requirement. Certification is for Class 1, 4, & 5 forklifts only. Participants must wear long pants and covered shoes when attending the class. Students must pass both the written and operator tests to receive certification. (1 meeting) Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details.

13F-FLC101 Dates TBD 8:00a – 3:00p \$95-KaCC Ka KaCC OCET 103

MAUI

Registration for classes is through your Departmental Personnel Office (DPO)

HUMAN RESOURCES DEVELOPMENT

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR EMPLOYEES (DATU1)

This course is an employee briefing for the UPW BU1 Drug and Alcohol Testing Program. 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 employee members who may be subject to the Drug and Alcohol Testing Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

DATU1 0101 Aug. 28 9:00a – 11:00a \$0-HRD Ma UPW Conf. Rm.

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (DATU1S)

This course is for supervisors of employees in the UPW BU1 Drug and Alcohol Testing Program. 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 (SAP) and Medical Review Officer (MRO), 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.

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

DATU1S 0057 Aug. 27 12:30p – 4:30p \$0-HRD Ma UPW Conf. Rm.

DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT) – CDL, HGEA, BU10

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for **the CDL, HGEA, and 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.

The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).

CDAT 0075 Aug. 28 12:30p – 3:30p \$0-HRD Ma UPW Conf. Rm.

2011 ELECTRICIAN CONTINUED COMPETENCY (*New Class*)

Effective July 1, 1995, all electricians in categories EJ, EJI, EJS, ES, ESI, and ESS (Maintenance Electricians – EM category are exempt from this requirement) will need to complete a continued competency requirement and pay the applicable fees in order to renew their license. Alternately, you may also renew your license by taking an exam*. *The deadline to renew your license is June 30, 2014.* Failure to renew your license by paying the applicable fee and meeting the continued competency requirement (attending the continued competency course OR taking an exam) shall constitute a forfeiture of the license effective July 1, 2014. *Licensees interested in meeting the continued competency requirement by taking an examination on the updates to the 2011 NEC, may call Thomson Prometric at (808) 261-8182.

370S13 Summer/Fall♦ \$65-UHMC Ma UHMC TBD

♦ Available this summer and fall; locations and times to be determined (TBD). Call (808) 984-3231 for more information.

FORKLIFT CERTIFICATION TRAINING *(New Class)*

This class is for experienced forklift operators who would like to be certified and in compliance with OSHA rules. This training will cover all aspects of safety and operations of a forklift. Written and operation tests needed for certification will be administered to insure full understanding and application of all safety procedures. You will learn to: demonstrate and apply the proper care and preventive maintenance procedures required; and, demonstrate and apply the safe operation practices of a forklift.

375S13 Summer/Fall♦ \$200-UHMC Ma UHMC TBD

♦ Available this summer and fall; locations and times to be determined (TBD). Call (808) 984-3231 for more information.

WORKPLACE VIOLENCE TRAINING PROGRAM (WVP)

This program is designed to meet the BU1 agreement provisions. The program informs supervisors and employees of 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.

This program (WVP) is a combination of the classes previously known as EVIW and VIW.

WVP 0071 Aug. 27 9:00a – 11:00a \$0-HRD Ma UPW Conf. Rm.

MANAGEMENT AND SUPERVISORY DEVELOPMENT

DELEGATING FOR RESULTS: ALL IS POSSIBLE WITH SUCCESSFUL DELEGATION

Effective delegation is a critical skill set for all those who are in positions of leadership and management. Consider asking yourself this very real question: Do I have too much to do in the time that I have? The focus becomes: Doing the Right Things, the Right Way with the Right Resources, freeing you up to complete those “Top Priority” projects that only you are capable of achieving. Delegation, when used effectively, taps into the previously hidden potential of your entire staff. Let’s put real life work scenarios into their proper perspective for the utmost in productivity. (1 meeting)

408S13 Jul. 25 1:00p – 5:00p \$89-UHMC Ma UHMC Laulima 225

EFFECTIVE MEETING MANAGEMENT *(New Class)*

End the meetings that everyone views as a waste of time. This 3-hour class will offer concepts and exercises to help you redesign how your team meetings work. Learning to ‘facilitate’ a discussion that draws out the good ideas and problem-solving of everyone present is a skill. Weeding out the content that doesn’t belong in a meeting can leave room for creativity and team-building. What if your meetings could be the highlight of the week? Appropriate for business, non-profit, and community members who regularly host a meeting and who want to make the most of that time.

(1 meeting)

436S13 Jul. 11 1:00p – 4:00p \$79-UHMC Ma UHMC Laulima 225

MANAGE EFFECTIVELY BY UNDERSTANDING WORK STYLES

Learn to manage your team by understanding their work styles. By using a simple tool known as the DiSC work style assessment, you will discover the strengths of your own work style; understand how your work style influences others; and increase your team’s effectiveness by focusing on their varying style differences and strengths. This is a proven method for overcoming conflicts, misunderstandings, and team disharmony, because it depersonalizes these issues and helps everyone to focus on the problem and not the person. (1 meeting) Note: cost includes lab fee

405S13 Aug. 30 1:00p – 4:30p \$99-UHMC Ma UHMC Laulima 225

THE 7 HABITS FOR MANAGERS: MANAGING YOURSELF, LEADING OTHERS, UNLEASHING POTENTIAL
A FranklinCovey Program

The 7 Habits for Managers is a **consecutive 2-day workshop** applied specifically to the daily challenges facing managers, providing insights and tools from Stephen R. Covey's *The 7 Habits of Highly Effective People* – the most influential business book of the century. Current, as well as future managers, learn to leverage hidden resources; define their contribution; hold team members accountable; give constructive feedback; and unleash the potential of the team to achieve crucial goals. Who should attend: first-time supervisors, managers, and leaders - anyone who manages the work of other people. This is an excellent investment in managers to help them achieve their full potential as contributors to the organization. Benefits: \$799 value is being **discounted to \$298** and includes \$135 in materials. To support bringing these skills back to the workplace, managers of participants may attend for only the cost of materials (\$135). Bring this program in-house to your managers to build a truly effective management team! (2 meetings)

401S13-A	Jul. 18 & 19	8:30a – 5:00p	\$298-UHMC	Ma UHMC Laulima 225
401S13-B	Sep. 26 & 27	8:30a – 5:00p	\$298-UHMC	Ma UHMC Laulima 225

OAHU

Registration for classes is through your Departmental Personnel Office (DPO)

CENTER FOR ALTERNATIVE DISPUTE RESOLUTION (CADR) CLASSES

The Judiciary's Center for Alternative Dispute Resolution (CADR) Training Schedule is listed below. Departmental Personnel Offices 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 the Supreme Court Conference Room, 2nd floor, Aliiolani Hale, 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 (808) 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.

CADR 1.0: WORKING IT OUT: SKILLS FOR DISPUTE RESOLUTION

(Formerly Communication Skills)

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. 13 8:15a – 12:00p \$0-CADR Oa Supreme Ct. Conf. Rm.

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.

Nov. 12 8:15a – 4:15p \$0-CADR Oa Supreme Ct. Conf. Rm.

CADR 3.0: MEDIATION SKILLS

(Formerly Overview of Mediation)

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. 24 8:15a – 12:00p \$0-CADR Oa Supreme Ct. Conf. Rm.

CADR 4.0: BETTER MEETING MANAGEMENT

(Formerly Facilitation 101)

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. (2 meetings)

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 & 15 8:15a – 4:15p \$0-CADR Oa Supreme Ct. Conf. Rm.

CADR 4.2: BEYOND BASIC FACILITATION – CONFLICT ASSESSMENT

This one-day class is designed for people who have facilitated meetings, understand how mediation works, and want to add to their skills. During the class, participants work together to assess a conflict, determine the issues, emotions, necessary parties, and whether mediation or facilitation would be appropriate. (1 meeting)

Prerequisites: *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution; completion of CADR 3.0: Mediation Skills; and CADR 4.0: Better Meeting Management*

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.

Jul. 23

8:15a – 4:15p

\$0-CADR

Oa Supreme Ct. Conf. Rm.

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. 20

8:15a – 12:00p

\$0-CADR

Oa Supreme Ct. Conf. Rm.

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)

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.

Sep. 10

8:15a – 12:00p

\$0-CADR

Oa Supreme Ct. Conf. Rm.

CADR 6.0: VICARIOUS TRAUMA AND RESILIENCY

(Formerly *Compassion Fatigue*)

This two and one-half hour class addresses vicarious trauma, also known as compassion fatigue. If you are a professional who works with people who have witnessed trauma, you may experience some of the symptoms of vicarious trauma. This interactive class will review the symptoms of vicarious trauma and provide successful coping techniques.

Each class is limited to 16 trainees. (1 meeting)

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

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

Nov. 19

8:15a – 10:45a

\$0-CADR

Oa Supreme Ct. Conf. Rm.

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 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. 05

8:15a – 12:00p

\$0-CADR

Oa Supreme Ct. Conf. Rm.

COMPUTER COURSES

INTERMEDIATE ACCESS 2010

Participants will extend their knowledge into some of the more specialized capabilities of Access 2010 by learning how to use complex query techniques and create efficient forms and reports. Specifically, they will learn to write advanced queries, investigate report basics, link tables to external data sources, import data, analyze tables, and improve table structure. (2 meetings)

Prerequisite: Must be comfortable using Microsoft Access

133CPST11A Nov. 19 & 21 8:00a – 12:00p \$130 by Nov. 12/After \$145 Oa KCC Manono 104

INTERMEDIATE EXCEL 2010

This class will discuss formatting a worksheet by adding and removing rows, columns, and cells, adjusting row height and column width, hiding rows and columns, changing cell borders, adding a background, changing alignment and orientation, transferring formatting, formatting automatically and conditionally, arranging and organizing worksheets, locking rows and column, and splitting a worksheet. It will also discuss using formulas and functions by changing cell references in formulas, using cell reference operators, naming a cell, going to a named cell, and adding numbers in columns or rows quickly. (2 meetings)

Prerequisite: Must be comfortable using Microsoft Excel

133CPST7A Oct. 22 & 24 8:00a – 12:00p \$130 by Oct. 15/After \$145 Oa KCC Manono 104

INTERMEDIATE MICROSOFT POWERPOINT 2010

Aside from adding charts and diagrams, tables, rows and columns, you will also learn to include multimedia such as: adding a sound, a music CD, a movie, and a voice-over narration to your slide presentation. In addition, you will create more engaging slides when you use special effects like slide transitions, custom animation, sound effects to custom animations, and adding an action button. (2 meetings)

Prerequisite: Must be comfortable using Microsoft Windows 7

133CPST12A Oct. 15 & 17 8:00a – 12:00p \$130 by Oct. 08/After \$145 Oa KCC Manono 104

INTERMEDIATE WORD 2010

In this class, you will learn to create an outline, a cover page, a table of contents, a bibliography and add footnotes, captions, graphics, tables, headers, footers, and page numbers. You will also create a form, prepare a document for distribution and use the Track Changes feature for comments. Lastly, you will use the Mail Merge feature to create form letters, labels, and envelopes. (2 meetings)

Prerequisite: Must be comfortable using Microsoft Word

133CPST9A Oct. 01 & 03 8:00a – 12:00p \$130 by Sep. 24/After \$145 Oa KCC Manono 104

INTRODUCTION TO MICROSOFT ACCESS 2010

Access 2010 is a relational database management application that is used to create and analyze a database. Access provides the tools to create and customize tables of information; enter, edit, and retrieve data; as well as create useful reports and user friendly forms. In addition, Access has the ability to quickly add, delete, and locate specific records of information. Course topics will include Creating a Database, Modifying and Filtering a Table, and Creating Forms and Reports. (2 meetings)

Prerequisite: Must be comfortable using Microsoft Windows

133CPST5A Nov. 05 & 07 8:00a – 12:00p \$130 by Oct. 29/After \$145 Oa KCC Manono 104

INTRODUCTION TO MICROSOFT EXCEL 2010

Excel 2010 includes many features that can help you to create a well-designed worksheet with accurate results. This new edition of Microsoft's popular spreadsheet program provides many new visual enhancement capabilities such as varied text styles, colors, and graphics as well as exciting new themes and charts. Course participants will learn to create and edit a worksheet, chart worksheet data, and manage and analyze a workbook. (2 meetings)

Prerequisite: Must be comfortable using Microsoft Windows

133CPST3A Oct. 08 & 10 8:00a – 12:00p \$130 by Oct. 01/After \$145 Oa KCC Manono 104

INTRODUCTION TO MICROSOFT OUTLOOK 2010 *(New Class)*

Microsoft Outlook 2010 can be used to manage your communication needs. It is a convenient way to send and receive e-mail messages, keep tasks, notes, appointments, and daily activities in one convenient location. In this class, you will learn the basic features and functions of Outlook 2010, including how to create e-mail messages, view and reply to incoming e-mails, and how to find information using Outlook 2010's basic Help features. (2 meetings)

133CPST14A Oct. 29 & 31 8:00a – 12:00p \$130 by Oct. 22/After \$145 Oa KCC Manono 104

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 managing multiple sheet workbooks. (2 meetings)

BC2150	Jul. 19 & 26	9:00a – 4:30p	\$190-LCC	Oa LCC CE 201
BC2150	Oct. 04 & 11	9:00a – 4:30p	\$190-LCC	Oa LCC CE 201
BC2150	Dec. 06 & 13	9:00a – 4:30p	\$190-LCC	Oa LCC CE 201

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 & rows, moving cells, using autofills, copying data, cutting, pasting, and selecting ranges. The course culminates in introducing formulas, functions, and creating charts and graphs. (2 meetings)

BC2140	Jul. 05 & 12	9:00a – 4:30p	\$190-LCC	Oa LCC CE 201
BC2140	Sep. 20 & 27	9:00a – 4:30p	\$190-LCC	Oa LCC CE 201
BC2140	Nov. 15 & 22	9:00a – 4:30p	\$190-LCC	Oa LCC CE 201

MICROSOFT WORD 2010, INTERMEDIATE

This class builds on the foundation course (BC2120) 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 & merging cells, managing margins & using the split bar. Real-world, project based learning will serve as the instructional model. (2 meetings)

BC2130	Sep. 06 & 13	9:00a – 4:30p	\$190-LCC	Oa LCC CE 201
BC2130	Nov. 01 & 08	9:00a – 4:30p	\$190-LCC	Oa LCC CE 201

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.

BC2120	Aug. 02 & 09	9:00a – 4:30p	\$190-LCC	Oa LCC CE 201
BC2120	Oct. 18 & 25	9:00a – 4:30p	\$190-LCC	Oa LCC CE 201

HUMAN RESOURCES DEVELOPMENT

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR EMPLOYEES (DATU1)

Employee briefing for the UPW BU1 Drug and Alcohol Testing Program. 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 employee members who may be subject to the Drug and Alcohol Testing Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

DATU1 0100	Jul. 30	9:00a – 11:00a	\$0-HRD	Oa SOT, rm. 204
DATU1 0103	Nov. 14	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality Rm.

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (DATU1S)

This course is for supervisors of employees in the UPW BU1 Drug and Alcohol Testing Program. 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 (SAP) and Medical Review Officer (MRO), 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.

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

DATU1S 0056	Aug. 06	8:30a – 12:30p	\$0-HRD	Oa SOT, rm. 204
DATU1S 0059	Nov. 07	8:30a – 12:30p	\$0-HRD	Oa Aloha Stad. Hospitality Rm.

CERTIFICATION (CERT)

This course provides an overview of the Certificate of Eligibles and the responsibilities of a Departmental Personnel Office and those of the Department of Human Resources Development. (1 meeting) Please direct content questions to Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.

Target Audience: Departmental Personnel Officers and staff

CERT 0002	Sep. 25	11:00a – 11:30a	\$0-HRD	Oa SOT ESD Multi-Purp
-----------	---------	-----------------	---------	-----------------------

DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT) – CDL, HGEA, BU10

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for **the CDL, HGEA, and 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. Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov. (1 meeting)

The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).

CDAT 0074	Aug. 13	8:30a – 11:30a	\$0-HRD	Oa SOT, rm. 204
CDAT 0076	Oct. 10	8:30a – 11:30a	\$0-HRD	Oa Aloha Stad. Hospitality Rm.

ERGOSAFE: APPLIED ERGONOMICS FOR A SAFE WORKPLACE (ERGS)

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 so as to prevent injuries. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

ERGS 0003	Jul. 09	9:00a – 11:00a	\$0-HRD	Oa SOT, rm. 204
ERGS 0004	Jul. 09	1:00p – 3:00p	\$0-HRD	Oa SOT, rm. 204
ERGS 0005	Sep. 12	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality Rm.
ERGS 0006	Sep. 12	1:00p – 3:00p	\$0-HRD	Oa Aloha Stad. Hospitality Rm.
ERGS 0007	Nov. 26	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality Rm.
ERGS 0008	Nov. 26	1:00p – 3:00p	\$0-HRD	Oa Aloha Stad. Hospitality Rm.

EXAMINATION AND SCREENING FOR PERSONNEL OFFICERS AND STAFF (EXSCR)

An in depth, interactive session targeted to Departmental Personnel Officers and professional personnel staff. Emphasis will be on the laws, rules, and regulations concerning the merit principle and the civil service hiring process; understanding and applying the class specifications (including the minimum qualification requirements), basic principles and practices of examination and screening of applications, construction of an examination plan, and the establishment to the list of eligibles for referral to the hiring agency. Also covered will be the roles and responsibilities of the departmental personnel staff, program managers and supervisors within the overall examination process, relative to ESD. (1 meeting)

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.

Target Audience: Departmental Personnel Officers and professional personnel staff

EXSCR 0001	Sep. 18	9:00a – 12:00p	\$0-HRD	Oa SOT ESD Multi-Purp
------------	---------	----------------	---------	-----------------------

HEARTSAVER FIRST AID WITH CPR & AED

This Heartsaver course teaches you the skills to recognize and provide care and 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)

HC1550	Jul. 15	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HC1550	Jul. 26	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HC1550	Aug. 12	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HC1550	Aug. 23	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HC1550	Sep. 16	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HC1550	Sep. 27	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HC1550	Oct. 07	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HC1550	Oct. 25	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HC1550	Nov. 04	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement

INTERVIEW AND SELECTION FOR SUPERVISORS (INTS)

Registration Priority: DOH supervisors and agencies without EEO 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.

Target Audience: Managers and Supervisors

INTS 007	Jul. 10	8:30a – 10:00a	\$0-HRD	Oa SOT rm. 1403
INTS 008	Oct. 09	8:30a – 10:00a	\$0-HRD	Oa SOT rm. 1403

PERFORMANCE APPRAISAL SYSTEM (PASQ)

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 HRD website: <http://hawaii.gov/hrd/main/lro/PerfMgmt/>.

(1 meeting) Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Eric Nitta @ 587-3156 or eric.m.nitta@hawaii.gov.

Target Audience: New supervisors who have not had any formal training on the State’s Performance Appraisal System (PAS).

Class arranged upon request

\$0-HRD

Oa Location: TBD

PRE-RETIREMENT SEMINAR (CONTRIBUTORY – PRSC)

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 which form the basis of the typical retirement process.

(1 meeting) Please direct content questions to Carol Maeda at 587-1050 or carol.y.maeda@hawaii.gov.

Target Audience: Contributory Plan members only – meaning those who elected to remain with the Contributory Plan and did not transfer into the Hybrid Plan. Consideration should be for those employees who are retirement eligible and planning to retire in the near future.

PRSC 0023	Sep. 25*	8:00a – 4:00p	\$0-HRD	Oa StCap Aud.
-----------	----------	---------------	---------	---------------

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

PRE-RETIREMENT SEMINAR (HYBRID - PRSH)

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 which form the basis of the typical retirement process.

(1 meeting) Please direct content questions to Carol Maeda at 587-1050 or carol.y.maeda@hawaii.gov.

Target Audience: Hybrid Plan members only – meaning those who elected to transfer from either the Contributory or Noncontributory Plan into the Hybrid Plan. Consideration should be for those employees who are retirement eligible and planning to retire in the near future.

PRSH 0023	Sep. 26	8:00a – 4:00p	\$0-HRD	Oa StCap Aud.
-----------	---------	---------------	---------	---------------

PRE-RETIREMENT SEMINAR (NONCONTRIBUTORY – PRSN)

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 which form the basis of the typical retirement process. (1 meeting) Please direct content questions to Carol Maeda at 587-1050 or carol.y.maeda@hawaii.gov.

Target Audience: Noncontributory Plan members – meaning those who elected to remain with the Noncontributory Plan and did not transfer into the Hybrid Plan. Consideration should be for those employees who are retirement eligible and planning to retire in the near future.

PRSN 0023 Sep. 25* 8:00a – 4:00p \$0-HRD Oa StCap Aud.

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

POSITION ACTION PROCESSING (POSAPQ)

This course provides an overview of such functions as civil service and exempt position action processing, the legal authority for actions, delegated vs. non-delegated actions, and with detailed hands-on instruction regarding the preparation of the HRD-1 and other documents and the entering of transactions into HRMS for various types of position actions. (1 meeting) Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request only by contacting Dawn Young at 587-1021 or dawn.m.young@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.

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

POSITION CLASSIFICATION ON-THE-JOB TRAINING (PCJOBQ)

A departmental line classifier works one-on-one with a HRD 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 (DPOs) or their designee upon request by contacting Lisa Hodges at 587-1024 or lisa.m.hodges@hawaii.gov.

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

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

POSITION CLASSIFICATION OVERVIEW (PCOQ)

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 (DPOs) or their designee upon request by contacting Lisa Hodges at 587-1024 or lisa.m.hodges@hawaii.gov.

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

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

REASONABLE ACCOMMODATIONS FOR SUPERVISORS (RAS)

Registration Priority: DOH supervisors and agencies without EEO assigned personnel

This course covers the four areas of employment nondiscrimination that provide for reasonable accommodation – disability, pregnancy and related conditions, religious practices and beliefs, and domestic and sexual violence victims. It will examine similarities and differences. (1 meeting) Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or gerald.ohta@doh.hawaii.gov.

Target Audience: Managers and Supervisors

RAS 0007 Jul. 10 10:30a – 12:00p \$0-HRD Oa SOT rm. 1403

RAS 0008 Oct. 09 10:30a – 12:00p \$0-HRD Oa SOT rm. 1403

RECRUITMENT (REC)

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 Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.

Target Audience: Managers and Supervisors

REC 0002 Sep. 25 9:00a – 11:00a \$0-HRD Oa SOT ESD Multi-Purp

SELECTION INTERVIEW (SELIN)

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, and 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 Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.

Target Audience: Managers and Supervisors

SELIN 0002 Oct. 18 9:00a – 11:00a \$0-HRD Oa SOT rm. 1403

SUITABILITY INVESTIGATION TRAINING (SUIT)

This course provides an overview of the suitability process and the responsibilities of a Departmental Personnel Office 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

Please direct content questions to Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.

Target Audience: Departmental Personnel Officers and their staff

SUIT 0002 Oct. 25 9:00a – 11:00a \$0-HRD Oa SOT ESD Multi-Purp

TYPES OF APPOINTMENTS (APPT)

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 Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.

Target Audience: Managers and Supervisors

APPT 0002 Sep. 25 8:00a – 9:00a \$0-HRD Oa SOT ESD Multi-Purp

UNLAWFUL HARASSMENT IN EMPLOYMENT (UHE)

Registration Priority: DOH supervisors and agencies without EEO 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) Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or gerald.ohta@doh.hawaii.gov.

Target Audience: Managers and Supervisors

UHE 4415 Jul. 09 8:30a – 10:30a \$0-HRD Oa SOT rm. 1403
UHE 4416 Oct. 08 8:30a – 10:30a \$0-HRD Oa SOT rm. 1403

WORKERS' COMPENSATION 101 (WC101Q)

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., ECD Chief at 587-0900 or florencio.c.baguioJr@hawaii.gov.

Target Audience: Departmental Personnel Officers and their staff

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

WORKPLACE VIOLENCE TRAINING PROGRAM (WVP)

This program is designed to meet the BU1 agreement provisions. The program informs supervisors and employees of 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.

This program (WVP) is a combination of the classes previously known as EVIW and VIW.

WVP 0069	Jul. 16	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality Rm.
WVP 0070	Jul. 16	1:00p – 3:00p	\$0-HRD	Oa Aloha Stad. Hospitality Rm.
WVP 0072	Sep. 17	9:00a – 11:00a	\$0-HRD	Oa SOT, rm. 204
WVP 0073	Sep. 17	1:00p – 3:00p	\$0-HRD	Oa SOT, rm. 204
WVP 0075	Dec. 05	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality Rm.
WVP 0076	Dec. 05	1:00p – 3:00p	\$0-HRD	Oa Aloha Stad. Hospitality Rm.

INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

ADVANCED BUSINESS WRITING

Everyone at work is required to convey ideas, events, and transactions on paper rapidly and concisely. In this action-oriented workshop, you will learn to develop and polish your letters. Instruction emphasizes formula writing, psychology, and style. (2 meetings)

Recommended Prerequisite: Review of English Grammar

133BMST140A Oct. 14 & 16 8:00a – 12:00p \$72 by Oct. 07/After \$80 Oa KCC Manono 104

ADVANCED GRAMMAR

This seminar is for writers who know basic grammar. It will review how to use verb tenses, different kinds of verbs, adjectives and adverbs, verbals, noun complements and pronouns correctly. It will also cover how to recognize and use different phrases such as prepositional phrases, infinitive phrases, participial phrases, absolute phrases, and gerund phrases in your writing. (2 meetings)

Recommended Prerequisite: Review of English Grammar

133BMST121A Sep. 30 & Oct. 02 8:00a – 12:00p \$72 by Sep. 23/After \$80 Oa KCC Manono 104

REVIEW OF ENGLISH GRAMMAR

Business writers in Hawaii share unique writing problems. Many of these problems can be easily corrected by better understanding certain concepts of English grammar. In this seminar, employees will explore these problems, refresh their memories as to the grammar rules that the problems violate, and test their understanding of the concepts in business-oriented sentences. Learn simple techniques for eliminating grammatical errors. (2 meetings)

133BMST120A Sep. 16 & 18 8:00a - 12:00p \$72 by Sep. 09/After \$80 Oa KCC Manono 104

TIME MANAGEMENT

Handling multiple priorities with effectiveness and ease is challenging. We all need support to be our best. 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 to multi-task with ease. (2 meetings)

133BMST211A Oct. 07 & 09 8:00a – 12:00p \$72 by Sep. 30/After \$80 Oa KCC Manono 104

WRITING MEMOS & E-MAIL MESSAGES THAT WORK

Since memoranda and e-mails are your most common form of written communication with superiors, subordinates, and employees in other locations, your written correspondence must communicate effectively to save time and problems. In this seminar, we will concentrate on the various uses, and misuses, of these forms of communication and learn how to create memos and e-mail documents that are concise, easy to read, friendly, and easy to understand. (2 meetings)

Recommended Prerequisite: Review of English Grammar

131BMST147A Oct. 28 & 31 8:00a – 12:00p \$72 by Oct. 21/After \$80 Oa KCC Manono 104

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, is based on curriculum developed by corporate training leader Achieve Global (formerly Zenger Miller, Kaset International, and Learning International). 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.

For more information, including registration deadlines, the certificate application form, attendance requirements, or other questions, contact Paulette Feeney, (808)-956-2037, or by email: pfeeney@hawaii.edu. If you are registering/paying via state purchase order, please contact Lance Haga at (808)-956-9249 or by email: hagal@hawaii.edu,

Program consists of 10 modules, scheduled as 2 sessions per day, with morning sessions from 8:00a – 12:00p and afternoon sessions from 1:00p – 5:00p. Upon completion of the program's 10 session coursework, including 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 10 module program at once for a discounted fee of \$950 or choose to register to attend any of the modules on an individual basis as desired. An attendance certificate will be issued to students upon the completion of each training module. Lunch is on your own or may be purchased on campus. Program price includes workbooks for all modules. The registration deadline to enroll for the complete 10-module program is Sep. 04, 2013.

<u>Session Dates</u>	<u>Module Times</u>	<u>Locations</u>
Sep. 13	8a – 12:00p & 1:00p – 5:00p	Oa UHMOUT CampCtr rm. 308
Sep. 27	8a – 12:00p & 1:00p – 5:00p	Oa UHMOUT CampCtr rm. 309
Oct. 11	8a – 12:00p & 1:00p – 5:00p	Oa UHMOUT CampCtr rm. 309
Oct. 25	8a – 12:00p & 1:00p – 5:00p	Oa UHMOUT CampCtr rm. 309
Nov.15	8a – 12:00p & 1:00p – 5:00p	Oa UHMOUT CampCtr rm. 309

**Note: You may register for any of the 10 modules on an individual basis if so desired.
(Module classes identified by UHMOUT in cost column)**

BASIC PRINCIPLES FOR A COLLABORATIVE WORKPLACE

Organizations today require a workplace where everyone is willing and able to work together in new and collaborative ways. Collaboration positively impacts productivity, quality, customer satisfaction, and overall organizational performance. This class introduces The Basic Principles, a set of behaviors that help individuals at every level of an organization work more effectively with others. (1 meeting)

(Cost of session includes workbook)

P12597	Sep. 13	8:00a – 12:00p	\$105-UHMOUT	Oa UHMOUT CampCtr rm. 308
--------	---------	----------------	--------------	---------------------------

COACHING: BRINGING OUT THE BEST IN OTHERS

Effective coaching maximizes the performance of everyone associated with an organization—employees, managers, customers and suppliers. By applying coaching skills in the workplace, employees can motivate, guide and support one another in working together toward—and achieving—top performance. (1 meeting)

(Cost of session includes workbook)

P12598	Sep. 13	1:00p – 5:00p	\$105-UHMOUT	Oa UHMOUT CampCtr rm. 308
--------	---------	---------------	--------------	---------------------------

EXPRESSING YOURSELF: PRESENTING YOUR THOUGHTS AND IDEAS

Sharing knowledge, thoughts and ideas is essential to an organization's ability to ensure continuous learning. Participants learn techniques for planning, organizing and delivering results-oriented messages—techniques they can use in situations ranging from informal to formal presentations. (1 meeting)

(Cost of session includes workbook)

P12602	Oct. 11	1:00p – 5:00p	\$105-UHMOUT	Oa UHMOUT CampCtr rm. 309
--------	---------	---------------	--------------	---------------------------

FUNDAMENTALS OF MANAGEMENT (FOM)

This 3-day course is an introduction to the field of supervision. It covers the critical general management skills new supervisors need to master in their daily work. Topics in this course include the role of the supervisor, planning, controlling, delegating and problem solving. Foremen (blue collar), working supervisors (professional/white collar), and supervisors in the white collar/professional series should attend this course. (3 meetings)

FOM 0026	Aug. 07, 14 & 21	8:00a – 4:00p	\$200-HRD	Oa KCC Manono 104
FOM 0027	Sep. 05, 12 & 19	8:00a – 4:00p	\$200-HRD	Oa SOT rm. 1403
FOM 0028	Oct. 03, 10 & 17	8:00a – 4:00p	\$200-HRD	Oa KCC Manono 104
FOM 0029	Nov. 07, 14, & 21	8:00a – 4:00p	\$200-HRD	Oa KCC Manono 104

GIVING AND RECEIVING CONSTRUCTIVE FEEDBACK

Individuals and organizations both benefit from honest, objective feedback about how things are going. A constant exchange of information helps everyone stay on track and the organization stay competitive. In this class, participants learn constructive approaches to giving and receiving feedback. (1 meeting)

(Cost of session includes workbook)

P12600	Sep. 27	1:00p – 5:00p	\$105-UHMOUT	Oa UHMOUT CampCtr rm. 309
--------	---------	---------------	--------------	---------------------------

GIVING RECOGNITION

Today's cross-functional work environment requires everyone to give recognition in order to create and sustain a productive workplace. In this class, participants learn to acknowledge efforts and results in meaningful and appropriate ways. They discover that recognition is a powerful tool everyone can use to build better working relationships and encourage others. (1 meeting)

(Cost of session includes workbook)

P12606	Nov. 15	1:00p – 5:00p	\$105-UHMOUT	Oa UHMOUT CampCtr rm. 309
--------	---------	---------------	--------------	---------------------------

HANDLING EMOTIONS UNDER PRESSURE

Emotions are bound to erupt in today's high-pressure work environment. This class gives participants a process for handling the emotions in daily work situations. Participants learn to remain calm and objective, to recover quickly and help others do the same, and to take charge in difficult circumstances to keep the discussion moving forward. (1 meeting)

(Cost of session includes workbook)

P12599	Sep. 27	8:00a – 12:00p	\$105-UHMOUT	Oa UHMOUT CampCtr rm. 309
--------	---------	----------------	--------------	---------------------------

INFLUENCING FOR WIN-WIN OUTCOMES

Successful organizations thrive on new ideas, because new ideas can help everyone discover better ways to work. An organization that can put people's good ideas to use has a powerful competitive edge: continuous improvement. In this class, participants learn to analyze, develop and present their ideas in a way that helps them win the necessary support. (1 meeting)

(Cost of session includes workbook)

P12605	Nov. 15	8:00a – 12:00p	\$105-UHMOUT	Oa UHMOUT CampCtr rm. 309
--------	---------	----------------	--------------	---------------------------

INTRODUCTION TO SUPERVISION (ISUP)

This course is for the *blue-collar supervisor* who has not had formal supervisory training. It will cover topics such as: the responsibilities of supervisors, the management process, delegating and making work assignments, setting standards and expectations, and measuring and evaluating performance. It will also discuss the problem solving steps, decision-making steps, the steps in implementing a supervisory decision, and the delegation process. (2 meetings)

ISUP 0023	Oct. 24 & 31	8:00a – 4:00p	\$135-HRD	Oa KCC Manono 104
-----------	--------------	---------------	-----------	-------------------

MOVING FROM CONFLICT TO COLLABORATION

Changes in the workplace are putting new emphasis on the importance of effective collaboration. While collaboration contributes to improved performance, it also can reveal new opportunities for conflict. This class gives participants the skills to turn conflict into opportunities to achieve positive productive results. (1 meeting)

(Cost of session includes workbook)

P12603	Oct. 25	8:00a – 12:00p	\$105-UHMOUT	Oa UHMOUT CampCtr rm. 309
--------	---------	----------------	--------------	---------------------------

PERSONAL STRATEGIES FOR NAVIGATING CHANGE

In today's workplace, employees are experiencing tremendous changes in organizational strategies, in the way work gets done, and in the way people work together. These changes present new demands and challenges for every individual in the organization. This class provides an effective approach to navigating change that people in any organization can use. (1 meeting)

(Cost of session includes workbook)

P12604 Oct. 25 1:00p – 5:00p \$105-UHMOUT Oa UHMOUT CampCtr rm. 309

PROACTIVE LISTENING

Intense competition and rapid change have dramatically expanded the need for information. This need for more, better, faster information cannot be met by technology alone--interpersonal communication also must improve. This class presents a process for listening proactively that helps people communicate more effectively and build the positive relationships they need to achieve personal and organizational goals. (1 meeting)

(Cost of session includes workbook)

P12601 Oct. 11 8:00a – 12:00p \$105-UHMOUT Oa UHMOUT CampCtr rm. 309

PROJECT MANAGEMENT (PM) *(New Class)*

Project management is a key skill for managers and supervisors in the workplace today. Projects are the primary mechanism for organizational transformation and improvement, and the concepts and tools of project management can be applied across all business areas. This 8 hour course (4 hours each day) will provide the basic concepts of project management in alignment with the Project Management Institute (PMI) standard of project management, 'A Guide to the Project Management Body of Knowledge' (PMBOK).

The course will include concepts of project initiation, project planning, project execution and control, and project closing. The participant will have opportunities, through exercises, to develop a project charter, a basic project plan, and risk management. This material will be presented through a balance of lecture and project work exercises to provide opportunities to practice the principles presented, so that participants can use these skills when they return to their work environment. (2 meetings)

PM 0001 Nov. 05 & 06 8:00a – 12:00p \$ 170-HRD Oa SOT room 204*

*Note: This session will also use SOT room 203 as a break-out room.

TEAM BUILDING *(New Class)*

Participants will learn how to build trusting, supportive climates and relationships, how to listen with empathy, as well as how to resolve conflicts and sell their 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)

133BMST212A Sep. 23 & 25 8:00a - 12:00p \$72 by Sep. 16/After \$80 Oa KCC Manono 104

VOLUNTARY LEARNING AND SELF-DEVELOPMENT

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

TOASTMASTERS *(New Class)*

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 some clubs may allow you to return 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:

DBEDT for BUSINESS TOASTMASTERS CLUB

Meeting Dates: **2nd and 4th TUESDAYS of the month**

Times: 11:30a – 12:30p

Place: State Office Tower (Leiopapa A
Kamehameha Building)
235 S. Beretania Street, Conference
Room 405

Contact: Riley Hakoda, ph. 587-3824

LILIUOKALANI TOASTMASTERS CLUB

Meeting Dates: **1st and 3rd WEDNESDAYS of the month**

Times: 12:05p – 1:05p

Place: Liliuokalani Building
1390 Miller Street, 2nd Floor Conference
Room

Contact: Wayne Nakamoto, ph. 347-2603

KINAU HALE TOASTMASTERS CLUB

Meeting Dates: **2nd and 4th THURSDAYS of the month**

Times: 11:30a – 12:30p

Place: Kinau Hale Building
1250 Punchbowl Street, 1st Floor
Boardroom

Contact: Michele Nakata, ph. 586-4586

TRANSPORTATION TOASTMASTERS CLUB

Meeting Dates: **1st and 3rd TUESDAYS of the month**

Times: 12:00p – 1:00p

Place: Department of Transportation
869 Punchbowl Street, 5th floor
Conference Room

Contact: Royden Koito, ph. 586-9153