



State of Hawaii Executive Branch Training Catalog

January - June
2017



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**HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS) REGISTRATION PROCEDURES
HUMAN RESOURCES DEVELOPMENT (HRD) CONDUCTED CLASSES**

(‘HRD’ in the Training Catalog next to cost column)

For Departmental Human Resources Offices [HROs]

REGISTRATION

Enrollment is subject to space availability. Registration will be considered “closed” when the maximum number of students for that session has been reached. **Once maximum student capacity has been reached, departments will be informed by an HRMS warning message that no further registration will be accepted for the session.**

DRESS CODE

Employees must attend class in work appropriate attire, e.g., no shorts, zoris-style slippers, tank tops, etc.

ENROLLMENT

Departmental HROs are responsible for registering their departmental employees into HRMS and notifying them of their **confirmation to attend** or **status of enrollment**, class start time, and class location **before** they come to class. Employees must have received official notification of their confirmation in order to attend class.

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 associated with the course. Employee cancellations must be received by HRD’s Learning and Development Office **within** the stated grace periods (see “*CANCELLATION*”) to avoid assessment of any course fees.

CANCELLATION

Cancellation deadline to notify HRD’s Learning and Development Office is no later than 5 working days prior to the start date of class. Registration fee for a class is nonrefundable (except where proper notification has been received by HRD), is non-transferable, and cannot be applied as credit towards future classes.

PAYMENT

Invoices will be sent to the departmental HROs for those classes with fees. **Note: HRD cannot accept or process state p-card payments electronically.** All payments must be made by either State Purchase Order, Journal Voucher or check.

- Payments should be made to HRD’s account code number as follows:
805-S -[insert the current fiscal year here]- 310-P-1368-0600.

SUBSTITUTION

The substitution deadline to notify HRD is no later than 5 working days prior to the start date of class. Notification is important to allow the HRD Learning and Development Office enough time to update and revise their training rosters and/or materials.

- Substitution notices should include the employee’s name; the substitute’s name and reason for change
- Drug and Alcohol, Violence in the Workplace, and Ergonomic classes – call Safety Office, ph. 587-1060 or Facsimile Number 587-1322
- All other HRD classes – call Learning and Development Office, ph. 587-1050 or Facsimile Number 587-1107
In the case of a *multi-day course*, the substitute is expected to attend **all** sessions of the multi-day course.

PARKING

HRD does **not** provide parking for training classes. Employees should refer inquiries to their HROs about any parking options, e.g., parking permits, reimbursement policy, etc.

NEED FOR AUXILIARY AIDS AND SERVICES REQUESTS

Requests for auxiliary aids or services for employees attending HRD classes must be submitted to the Learning and Development Office at least 15 working days prior to the start date of the class.

COMMUNITY COLLEGE (VENDOR) REGISTRATION PROCEDURES
Employees must register for classes through their HROs.
For Departmental Human Resources Offices [HROs]

REGISTRATION

Submit an approved (signed) Human Resources Development Registration (HRD) Form 410 to the community college (vendor) identified in the course fee column of the Training Catalog, e.g., '\$160-**WCC**' (Windward Community College). Refer to "VENDOR CONTACTS FOR REGISTRATION & PAYMENTS", pgs. 11-12, for vendor contact information.

All HRD Form 410 must have the following information:

- Employee's name (Last, First, M.I.)
- Employee's signature of release (required for the release of attendance information)
- Employee's E-mail Address, Division and Contact Phone Number (needed for contact and follow-up)
- The designated P-card Holder's name and contact information (needed for payment processing)

DRESS CODE

Employees must attend class in work appropriate attire, e.g., no shorts, zoris-style slippers, tank tops, etc.

PAYMENT

Payment may be made using the state purchase card (P-card). Vendors will contact the P-card holder listed on the HRD Form 410. Departments must provide the following information to the Vendors:

- Method of payment – State Purchase Card (P-card), check, or purchase order. If paying by other methods than the P-card, check with the vendor first for further payment instructions
- P-card Holder's Name (as shown on the P-card)
- P-card Holder's e-mail address and contact phone number (required for contact/follow-up purposes)
- P-card Holder's Billing Address

Once the P-card Holder provides the required information to the vendor (see bullet items) and the information has been processed, then the employee is considered registered for the class. The vendor will send a notice verifying employee's registration status to either the P-card Holder, designated department contact, or the employee.

CANCELLATION

The vendor will accept cancellations no later than 5 working days prior to the start date of class. Employee cancellations received **less than** 5 working days prior to the start date of class will be charged the full registration fee for the class. The vendor will notify the department contact person (i.e., the p-card Holder unless otherwise specified) when a class is cancelled or if there are any class changes.

SUBSTITUTION

Substitutions may be allowed, depending on vendor policy. Departments are instructed to contact the vendor in question (See "*VENDOR CONTACT LIST FOR REGISTRATION & PAYMENTS*", pgs. 11-12) to ask about their substitution policy. Any employee who is approved as a substitute student must attend all sessions of the course.

PARKING

Parking arrangements, if available, will be handled through each vendor. All questions regarding parking should be made directly to the Vendor. Contact information on the vendors may be found in "*VENDOR CONTACT LIST FOR REGISTRATION & PAYMENTS*", pgs. 11-12.

NEED FOR AUXILIARY AIDS AND SERVICES REQUESTS

Departments must indicate the need for auxiliary aids and services requests on the HRD Form 410 that is sent to the vendor.

ONLINE COURSE REGISTRATION

COMMUNITY COLLEGE PROCEDURES

Employees must register for these online classes through their HROs.

For the Departmental Human Resources Offices [HROs]

REGISTRATION

Submit an officially approved (signed) Human Resources Development (HRD) Registration Form 410 and send the form to the course vendor (Community College). To identify the provider/vendor for a course, go to the course fee column of the Training Catalog to identify the coded vendor, e.g., "\$160-**WCC**" (Windward Community College). You may refer to the "VENDOR CONTACTS FOR REGISTRATION & PAYMENTS" pgs. 11-12, for vendor contact information.

All HRD Form 410 should have the following information:

- ◆ Employee's name (Last, First, M.I.)
- ◆ Employee signature allowing release of attendance information (**mandatory**)
- ◆ Employee's E-mail Address, Division and Contact Phone Number (vendor needs this for contact/follow-up)

Employees should allow time for departments to process and approve requests to attend community college online training courses. Unlike instructor led classes, community college online courses are **self-directed** and **self-paced**, and therefore, employees should plan their state work schedules to allow enough time to complete their online training course during official work hours.

PROCEDURES

- Once approval is received, employees will be sent an URL link to access the online training course
- All online training must be conducted during employee's official state work hours
- Employees must use state owned computer equipment (either their individual work stations or departmental stations) for online training
- Employees must have a valid state email address (either their own or department issued alternate address) in order to access the community college URL link to the online course
- All community college (vendor) online training courses come with a defined viewing period. Check with each community college vendor regarding their online viewing policy and time limits
- Employees may determine the pace, length, and frequency of their training participation
- Employees must notify their departmental Human Resources Office (HRO) if they are unable to commence training for any reason – *Substitutions are not permitted, however rescheduling is possible depending on each vendor's policy. Please ask about a vendor's policy at the time of registration.*
- Departments are responsible to make alternative arrangements for employees unable to attend online training as originally scheduled

PAYMENT

Payment to vendors is primarily through the State Purchase Card (P-card) and done at the time of course registration. The vendor will contact the P-card holder listed on the HRD Form 410 in order to obtain payment information.

Departments must provide the following in order to process payments:

- ◆ Have a selected method of payment – by State Purchase Card (P-card), check, or purchase order - **Note: if payment method is by other than P-card - check with the vendor for further payment instructions**
- ◆ P-card Holder's Name as shown on the P-card
- ◆ P-card Holder's e-mail address and contact phone number (**mandatory information** – needed by vendor in order to process payment and/or follow-up)
- ◆ P-card Holder's Billing Address

Once the P-card Holder has provided the payment information to the vendor and it has been processed, the employee is considered registered for the course. The vendor will send an email notice providing the URL link for the online course to either the P-card Holder or the designated department contact or the employee.

NEED FOR AUXILIARY AIDS AND SERVICES REQUESTS

Departments must indicate the need for auxiliary aids and services requests on the HRD Form 410 that is sent to the vendor.

STUDENT'S RESPONSIBILITIES

GENERAL INFORMATION

Employees should be on time for classes, prepared to take notes, and bring any handout materials sent to them for the class. Employees must inform their work supervisor of any changes that will prevent them from attending class.

CONFIRMATION OF ENROLLMENT

All employees registering for classes must receive a **confirmation of enrollment** from either their Departmental Human Resources Office [HRO] designated department contact, or the training vendor, e.g., Leeward Community College (LCC) or University of Hawaii at Manoa Outreach College (UHMOU), etc., **before** coming to class.

Employees who do not receive a confirmation of enrollment beforehand should contact their HROs to verify their registration status prior to the start of class.

ATTENDANCE

- Attendance is a requirement for every class
- For multi-day/part classes, attendance on the first day is mandatory. Should an employee miss the **first day** of a multi-day/part class, he or she will be dropped from the class and their department will be charged the full fee (if any) for the class. Fees will only be waived for employees whose cancellation notices are received by the Department of Human Resources Development **within** the stated grace periods (see "HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS) REGISTRATION PROCEDURES - HUMAN RESOURCES DEVELOPMENT (HRD) CONDUCTED CLASSES – CANCELLATION", pg. 5).

CLASS MAKE UPS

If employees attending the first day of class are unable to attend one, or all, of the **subsequent days** (of a multi-day/part class), then they should check with their departmental HRO on whether make-up sessions may be arranged with the vendor at no additional charge. All make-up sessions will need to be coordinated and arranged through the departmental human resources office.

*No make-up sessions will be allowed for employees who are absent on the **first day** of a class.*

DRESS CODE

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

Environmental conditions for classes may vary depending upon their location. To prepare for this, employees may wish to bring either a sweater or jacket to class or contact the vendor beforehand to inquire about classroom temperature conditions.

PARKING

HRD does **not** provide or arrange for parking for training classes. Employees should contact their departmental HROs to inquire if any parking options are available, e.g., parking permits, reimbursement policy, etc.

NEED FOR AUXILIARY AIDS AND SERVICES REQUESTS

Employees must indicate on their Registration Form 410s if they have any need for auxiliary aids and services requests for a class. The Form 410s must be submitted to their Human Resources Office (fka: Personnel Office) no later than **15 working days** prior to the start of the class.

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

Employee Name (Last, First, M.I.): _____ Email address: _____

Dept. /Division: _____ Phone Number: _____

With my signature, I acknowledge that I have requested State of Hawaii training approval and funding to attend the following courses. I hereby give my consent, as is required by the Family Education Rights and Privacy Act of 1974, to have my education records disclosed solely for the purposes of verifying my attendance in the below mentioned courses.

Signature: _____ Date: _____

Information released to: **DHRD HRMS Training Administrator and/or departmental Human Resources Offices (HROs)**
(Note: no additional information about your educational records will be disclosed)

Course Provider	Course Code/Session	Date of session	Course Description	Cost

DEPARTMENTAL INSTRUCTIONS:

- 1) For UH/CC courses, send this completed form directly to the course provider
- 2) For all other in-service training, send this registration to employees departmental human resources office (fka: personnel office)
- 3) Persons who have a need for auxiliary aids and services requests should note this on the Form 410 and submit no later than 15 working days prior to the start of class

METHOD OF PAYMENT: Check one box and complete requested information

P-Card P-Card Holder's Name: _____

P-Card Holder's E-mail address: _____

P-Card Holder's Contact Phone Number: _____

P-Card Billing address: _____

Check Check#: _____

P.O. PO#: _____ (Transmit E-copy to vendor – mail original hard copy)

I have determined that this training is appropriate for the person/s listed above.

Signature of Authorized Supervisor: _____ Date: _____

Signature of Dept. Head or Authorized Rep: _____ Date: _____

CLASS LOCATION CODES

HAWAII

Ha Kona Airport Conf. rm.	Kona International Air at Keahole 73-200 Kupipi Street, Kailua Kona, Hawaii 96740
Ha UPW Conf. rm.	United Public Workers (UPW), 362 E. Lanikaula Street, Hilo, Hawaii
Ha UH-Hilo UCB	University of Hawaii at Hilo, University Campus Bldg. (UCB), *200 W. Kawili Street, Hilo, Hawaii, *shared campus with Hawaii Community College

KAUAI

Ka KaCC OCET Bldg. Ka KaCC OCET rm. 106	Kauai Community College, OCET Bldg., 3-1901 Kaunualii Highway, Lihue, Kauai
Ka UPW Conf. rm.	United Public Workers, 4211 Rice Street, Lihue, Kauai

MAUI

Ma UHMC Lualima 105 Ma UHMC Lualima 225	University of Hawaii Maui College, 310 W. Kaahumanu Avenue, Kahului, Maui
Ma UPW Conf. rm.	United Public Workers (UPW), 841 Kolu Street, Wailuku Maui

OAHU

Oa Aloha Stad. Hospitality rm.	Aloha Stadium, 99-500 Salt Lake Boulevard, Honolulu, Oahu
Oa HCC Location TBD	Honolulu Community College, Location to Be Determined (TBD) 874 Dillingham Blvd., Honolulu, Oahu
Oa Kap CC Manono 104	Kapiolani Community College, 4303 Diamond Head Rd., Honolulu, Oahu
Oa Kinau Hale, rm. 119	Department of Health, Kinau Hale Bldg., 1250 Punchbowl Street, Honolulu, Oahu
Oa LCC CE205 Oa LCC CE206 Oa LCC CE303 Oa LCC D105 Oa LCC DA Basement	Leeward Community College, 96-045 Ala Ike Street, Pearl City, Oahu
Oa Location TBD	Location - To Be Determined (TBD)
Oa SOT ESD Multi-Purp. rm. Oa SOT rm. 204	State Office Tower, Employee Staffing Division (ESD), 11 th floor 235 S. Beretania Street, Honolulu, Oahu
Oa WCC Hale Kuhina 114 Oa WCC rm. TBD	Windward Community College, Hale Kuhina Bldg., 45-720 Keaahala Rd, Kaneohe, Oahu

VENDOR CONTACTS for REGISTRATION AND PAYMENTS

HAWAII

Hawaii Community College (HaCC)

Office of Continuing Education & Training
Manono Campus, Bldg. 379A-3
200 W. Kawili Street
Hilo, Hawaii 96720

Website: <http://ocethawaiiicc.org>

For customized training requests, contact Debbie Shigehara

Ph. 934-2700

Fax: 934-2701

Ph. 934-2516

University of Hawaii at Hilo (UH-Hilo)

College of Continuing Education and Community Service
200 W. Kawili Street
Hilo, Hawaii 96720-4091

Website: <http://hilo.hawaii.edu/academics/CCECS>

Ph. 932-7446

KAUAI

Kauai Community College (KaCC)

Office of Continuing Education & Training
3-1901 Kaunualii Highway
Lihue, Hawaii 96766

Website: <http://www.kauai.hawaii.edu/training>

For customized training requests, contact Peggy Lake

Ph. 245-8318

Fax: 245-8271

Ph. 245-8319

MAUI

University of Hawaii Maui College (UHMC)

Office of Continuing Education & Training
310 W. Kaahumanu Avenue. Lualaba Bldg.
Kahului, Hawaii 96732

Website: <http://www.EdventureMaui.com>

For customized training requests, contact Nicolette van der Lee

Ph. 984-3231

Ph. 984-3300

OAHU

Department of Human Resources Development (HRD)

Learning and Development Office
235 S. Beretania Street, Room 1004
Honolulu, Hawaii 96813-2437

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

For customized training requests, contact Patricia McDonald

Ph. 587-1050

Fax: 587-1107

Ph. 587-1050

Honolulu Community College (HCC)

Continuing Education and Lifelong Learning Office
874 Dillingham Boulevard
Honolulu, Hawaii 96817

Website: <http://www.honolulu.hawaii.edu/cet>

For customized training requests, contact Preshess Willets-Vaquilar

Ph. 845-9296

Ph. 845-9407

Kapiolani Community College (KCC)

Office of Continuing Education & Training
4303 Diamond Head Road, Manono Bldg.
Honolulu, Hawaii 96816

Website: <https://continuinged.kapiolani.hawaii.edu/>

For customized training requests, contact Laken Durkee or Cathy Nakahara

Ph. 734-9211

Ph. 734-9211

Leeward Community College (LCC)

Office of Continuing Education & Workforce Development
96-045 Ala Ike Street, Room CE 101
Pearl City, Hawaii 96782

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

For customized training requests, contact Joy Mahiko

Ph. 455-0477

Fax: 453-6730

Ph. 455-0500

University of Hawaii at Manoa Outreach College (UHMOUT)*

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

Website: <http://www.outreach.hawaii.edu>

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

For customized training requests, contact Alice Li Hagen

Ph. 956-8400

Fax: 956-3752

Ph. 956-2037

Windward Community College (WCC)

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

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

For customized training requests, contact Jane Uyetake

Ph. 235-7433

Fax: 235-7434

Ph. 235-7363

HAWAII

HUMAN RESOURCES DEVELOPMENT

DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS – 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 CDEL, HGEA, and BU10 Agreements only. The training program will inform supervisors of their responsibilities under the state DAT program. Supervisors designated to determine whether reasonable suspicion exists are required to attend training on a recurring basis and on a timeline to be determined by their appropriate CBA and MOAs. Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov. (1 meeting)

Note: The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S). Supervisors of HGEA, CDL, and BU10 employees must attend the three hour Combined Drug and Alcohol Testing Program (CDAT) once every five years.

CDAT 0119	Feb. 23	8:00a – 11:00a	\$0-HRD	Kona Airport Conf. rm.
CDAT 0120	Mar. 07	8:00a – 11:00a	\$0-HRD	Ha UPW Conf. rm.

WORKPLACE VIOLENCE TRAINING PROGRAM

Provides both employees and supervisors, primarily from BU1 and BU10, the means and methods to maintain a workplace free from violence. Provides employees with safety and health training that includes recognition of conditions and behaviors that may lead to or increase, the risk of violence. This training program is offered as a contractual provision for UPW employees and meets the training requirements stipulated in the Workplace Violence Policy or Action Plan of State Executive Branch agencies for all other employees as well. Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov. (1 meeting)

Note: Employees and supervisors may register to attend the Workplace Violence Training Program (WVP).

WVP 0142	Feb. 23	12:30p – 2:30p	\$0-HRD	Kona Airport Conf. rm.
WVP 0143	Mar. 07	12:30p – 2:30p	\$0-HRD	Ha UPW Conf. rm.

BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS

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

NOTE: Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course. Supervisors of BU1 Non-CDL employees must attend the four hour BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S) once every four years

DATU1S 0089	Feb. 23	8:00a – 12:00p	\$0-HRD	Kona Airport Conf. rm.
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KAUAI

HUMAN RESOURCES DEVELOPMENT

DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS – 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 CDEL, HGEA, and BU10 Agreements only. The training program will inform supervisors of their responsibilities under the state DAT program. Supervisors designated to determine whether reasonable suspicion exists are required to attend training on a recurring basis and on a timeline to be determined by their appropriate CBA and MOAs. Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov. (1 meeting)

Note: The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S). Supervisors of HGEA, CDL, and BU10 employees must attend the three hour Combined Drug and Alcohol Testing Program (CDAT) once every five years.

CDAT 0121 Apr. 11 8:00a – 11:00a \$0-HRD Ka UPW Conf. rm.

ELECTRICIAN CONTINUED COMPETENCY COURSE - (BASED ON THE 2014 NEC)

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. This course covers changes in the 2014 National Electrical Code. **The deadline to renew your license is June 30, 2017.** 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, 2017. A forfeited license does not allow you to perform electrical work. You have one year from June 30, 2017, to restore your license. If you fail to restore your license by June 30, 2018, you will need to reapply as a new applicant.

Mandatory Class Requirements – you must bring the following to the class:

- **Your 2014 National Electric Code Book**
- **A Picture I.D.**
- **Your Electrician's License**

(1 meeting, scheduled for Saturday) – state employees should discuss any work schedule adjustments with their human resources office (HROs) and obtain their authorization for any schedule changes **before** registering for this course). You may purchase the NEC 2014 National Electricians' Code Book at the Kauai Community College Bookstore, Ph: 245-8273 or 245-8324.

TRAD 8203-058 Mar.04 8:00a – 12:00p \$180-KaCC Ka KaCC OCET rm. 106

FORKLIFT RECERTIFICATION

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

Prerequisite: Course is designed for experienced forklift operators who need to update their forklift certification (Class 1, 4, & 5 forklifts only)

TRAD8300 Jan. 27 8:00a – 1:30p \$95-KaCC Ka KaCC OCET rm. 106
TRAD8300 Mar. 17 8:00a – 1:30p \$95-KaCC Ka KaCC OCET rm. 106

WORKPLACE VIOLENCE TRAINING PROGRAM

Provides both employees and supervisors, primarily from BU1 and BU10, the means and methods to maintain a workplace free from violence. Provides employees with safety and health training that includes recognition of conditions and behaviors that may lead to or increase, the risk of violence. This training program is offered as a contractual provision for UPW employees and meets the training requirements stipulated in the Workplace Violence Policy or Action Plan of State Executive Branch agencies for all other employees as well. Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov. (1 meeting)

Note: Employees and supervisors may register to attend the Workplace Violence Training Program (WVP)

WVP 0144 Apr. 11 12:30p – 2:30p \$0-HRD Ka UPW Conf. rm.

INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

CREATING OPPORTUNITIES OUT OF CHANGE

Change is all around us – in our work lives, in our family lives, and in our communities. Change can often be the source of stress, but it also opens doors to new experiences. This course looks at change from a different angle and prepares participants to embrace the opportunities created by change. In this 3-hour interactive course, participants will:

- Explore change models and the structure they provide to make change easier to understand
- Experiment with shifting the conversation around change to reduce stress and focus on opportunities
- Understand roadblocks to successful change
- Explore tools to help manage change
- Practice communication techniques to alleviate change-related stress
- Develop a personal strategy to embrace change

(1 meeting)

BUS4033	Jan. 24	9:00a – 12:00p	\$115-KaCC	Ka KaCC OCET Bldg.
BUS4033	Apr. 19	1:00p – 4:00p	\$115-KaCC	Ka KaCC OCET Bldg.

Please call the Kauai Community College, Office of Continuing Education (OCET), ph. 245-8318, to schedule a session for your workplace.

CREATING A RESPECTFUL WORKPLACE

Creating a respectful workplace begins with understanding what is and isn't respectful. In this course students will be able to:

- Define Respect
- Understand Diversity
- Define Social Style
- Define Emotional Intelligence
- Practice giving and receiving feedback

(1 meeting)

BUS4610	Dates TBA	Time TBA	\$75-KaCC	Ka KaCC OCET Bldg.
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Please call the Kauai Community College, Office of Continuing Education (OCET), ph. 245-8318, to schedule a session for your workplace.

DEALING WITH DIFFICULT PEOPLE

We all end up needing to deal with difficult people at some time in our work life. In this 3 hour workshop, you will learn to define difficult people, communicate in a positive way, actively listen, and show empathy. You will get useful tips and tools that you can put into practice right away. (1 meeting)

BUS4400	Jan. 18	8:00a – 11:00a	\$75-KaCC	Ka KaCC OCET Bldg.
BUS4400	Apr. 21	8:00a – 11:00a	\$75-KaCC	Ka KaCC OCET Bldg.

EXPLORING MANAGEMENT

All too often, employees are promoted to supervisory or management jobs without being given a realistic preview of what those roles involve. This course encourages individuals to explore what is required in a supervisory or management job and what they can do to prepare themselves. (1 meeting)

In this 3-hour interactive course, participants will:

- Gain an understanding of what it means to be a supervisor/manager
- Explore how their current technical skills fit into a supervisor's toolkit
- Explore the benefits and challenges of being a supervisor/manager
- Explore the skills needed to become a successful supervisor/manager
- Explore the importance of change management in moving up the ladder
- Identify challenges of supervising friends and former peers

BUS4034	Jan. 18	9:00a – 12:00p	\$115-KaCC	Ka KaCC OCET Bldg.
BUS4034	Apr. 06	1:00p – 4:00p	\$115-KaCC	Ka KaCC OCET Bldg.

SHOWING CUSTOMERS WE CARE – THE ESSENTIAL COMPONENT OF EXCELLENT CUSTOMER SERVICE

Businesses cannot survive without excellent customer service. In this four hour course, students will learn to welcome customers, communicate positively, listen, answer customer questions and anticipate their needs. Students will also get great, proven tips on service recovery. Students will:

- Obtain tools to help them make customers feel welcome and special
- Enhance their ability to communicate in a positive way with customers
- Gain an understanding of the importance of problem solving and service recovery to customers

(1 meeting)

BUS4620

Mar. 22

8:00a – 12:00p

\$95-KaCC

Ka KaCC OCET Bldg.

Please call the Kauai Community College, Office of Continuing Education (OCET), ph. 245-8318, to schedule a session for your workplace.

MAUI

HUMAN RESOURCES DEVELOPMENT

BOC® LEVEL 1 BUILDING OPERATOR CERTIFICATION

Sponsored by Hawaii Energy, this is for building engineers, HVAC technicians, maintenance workers, facility coordinators and supervisors. Participants must apply and be approved for sponsorship. Applications may be found at www.sustainablemaui.org Please e-mail Nicolette van der Lee for more information on this program at nhv@hawaii.edu or call 984-3379.

Some of the topics that will be discussed - Energy Efficient Operation of Building HVAC Systems, Measuring and Benchmarking Energy Performance, Efficient Lighting Fundamentals, HVAC Controls Fundamentals, Indoor Environmental Quality, Common Opportunities for Low-Cost Operational Improvement, and Building Scoping for Operational Improvement leading to BOC Level 1 certification. **(8 meetings scheduled for Saturdays)** – state employees should discuss any work schedule adjustments with their supervisors and/or departmental human resources office (HROs) and obtain their authorization for any schedule changes **before** applying for this program).

Prerequisites: Participants must fall within these groups:

- Facility managers and support staff
 - Building operators
 - Maintenance workers
 - Chief/Facility engineers and support staff
 - Mechanical and electrical contractors who support chiller plants.
- High school diploma or GED is highly recommended. Preference is given to applicants currently employed in a facility and displaced workers with facility experience.

TRAD8302	Jan. 14, 21, 28 Feb. 04, 11, 18 & 25 Mar. 04	8:00a – 4:00p	\$1600*-UHMC	Ma UHMC Laulima 105
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***Full tuition is \$1600 however, the Hawaii Energy subsidy covers \$1400. Participants are required to pay only \$200 after receiving approval.**

CULTURE-BASED LEADERSHIP

Authentic leadership begins with an awareness of your own values and cultural norms. Using the awareness as a foundation of your professional practice enables greater authenticity, empowerment, personal and professional satisfaction, and the ability to support these positive outcomes in those you lead. Increase your awareness of your own cultural values and norms and the culture of your organization. Learn how to apply culture-based awareness directly to leadership and management practices such as resource management, interpersonal communications, developing your leadership philosophy, strategic planning, employee relations, and community partnerships. (1 meeting)

BUS6200	Feb. 14	8:00a – 4:30p	\$199-UHMC	Ma UHMC Laulima 225
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DIGITAL LEADERSHIP, DIGITAL WISDOM

An essential element of leadership today is digital leadership – how you use technology to become a more effective leader and help those you lead to do the same. This workshop will guide you through a reflection on your relationship with technology and identify ways it improves, as well as challenges your professional life; discover and identify practical strategies or resources that will help you deal with technology challenges; and formulate digital leadership goals. (1 meeting)

BUS6250	May 09	8:00a – 4:30p	\$199-UHMC	Ma UHMC Laulima 225
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DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS – CDL, HGEA, BU10

This course is for supervisors tasked with responsibilities under the Drug and alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for the CDEL, HGEA, and BU10 Agreements only. The training program will inform supervisors of their responsibilities under the state DAT program. Supervisors designated to determine whether reasonable suspicion exists are required to attend training on a recurring basis and on a timeline to be determined by their appropriate CBA and MOAs. Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov. (1 meeting)

Note: The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S). Supervisors of HGEA, CDL, and BU10 employees must attend the three hour Combined Drug and Alcohol Testing Program (CDAT) once every five years.

CDAT 0122	May 09	8:00a – 11:00a	\$0-HRD	Ma UPW Conf. rm.
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ELECTRICIAN CONTINUED COMPETENCY COURSE - (BASED ON THE 2014 NEC)

This course covers the changes in the National Electrical Code (NEC) and meets the continued competency requirement for licensed electricians to renew their licenses in the State of Hawaii. The renewal is on or before **June 30th**, every three years, e.g., 2014, 2017, 2020, etc.

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, 2017. A forfeited license does not allow you to perform electrical work. You have one year from June 30, 2017, to restore your license. If you fail to restore your license by June 30, 2018, you will need to reapply as a new applicant. The continued competency requirement is for all licensed electricians, except maintenance electricians.

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 fee in order to renew their license.

The deadline to renew your license is June 30, 2017. 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 offered by Thomson Prometric) shall constitute a forfeiture of the license effective July 1, 2017. A forfeited license does not allow you to perform electrical work. You have one year from June 30, 2017, to restore your license. If you fail to restore your license by June 30, 2018, you will need to reapply as a new applicant. For those wishing to take the written exam, please contact Thomson Prometric at ph. (808) 261-8182 for further information.

For questions about licensing call the State of Hawaii Board of Electricians and Plumbers, tel: 808-586-3000, or go to <http://www.cca.hawaii.gov>. For those students who cannot take the UHMC class, an exam is given by an independent company – Prometrics Hawaii. More information on testing can be found at www.prometric.com/hawaii.

For information on the renewal process, call the Licensing Branch of the Department of Commerce & Consumer Affairs (DCCA) at ph. (808) 586-3000 or go to: www.hawaii.gov/dcca/pvl/boards/electrician/ for information on meeting continued competency requirements.

Mandatory Class Requirements – you must bring the following to the class:

- **A Picture I.D.**
- **Your Electrician License**
- **You will also need to know the last 4 digits will be needed for our class**
- **Students will need to fill out a release and carefully write in their information for input into the DCCA database for online renewal.**

(1 meeting, scheduled for Saturdays) – state employees should discuss any work schedule adjustments with their supervisors and/or departmental human resources office (HROs) and obtain their authorization for any schedule changes **before** registering for this course).

TRAD8302	Jan. 21	9:00a – 1:00p	\$180-UHMC	Ma UHMC Laulima 225
TRAD8302	Mar. 04	9:00a – 1:00p	\$180-UHMC	Ma UHMC Laulima 225
TRAD8302	May 06	9:00a – 1:00p	\$180-UHMC	Ma UHMC Laulima 225

WORKPLACE VIOLENCE TRAINING PROGRAM

Provides both employees and supervisors, primarily from BU1 and BU10, the means and methods to maintain a workplace free from violence. Provides employees with safety and health training that includes recognition of conditions and behaviors that may lead to or increase, the risk of violence. This training program is offered as a contractual provision for UPW employees and meets the training requirements stipulated in the Workplace Violence Policy or Action Plan of State Executive Branch agencies for all other employees as well. Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov. (1 meeting)

Note: Employees and supervisors may register to attend the Workplace Violence Training Program (WVP).

WVP 0147	May 09	12:30p – 2:30p	\$0-HRD	Ma UPW Conf. rm.
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OAHU

COMPUTER COURSES

BUSINESS APPLICATIONS USING MICROSOFT ACCESS 2016 LEVEL 1 – *upgraded, previously listed as 2013 release*

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

Prerequisites: Completion of a basic computer knowledge course or equivalent.

COM8131	Apr. 21 & 28	9:00a – 4:30p	\$210-LCC	Oa LCC D105
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BUSINESS APPLICATIONS USING MICROSOFT EXCEL 2016 LEVEL 1 – *upgraded, previously listed as 2013 release*

This course will cover key introductory Microsoft Excel 2013 skillset. Introductory topics include entering and editing entries, selecting cells and ranges, creating and modifying basic formulas and more. (2 meetings)

Prerequisites: Completion of a basic computer knowledge course or equivalent.

COM8121	Jan. 18 & 25	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8121	Feb. 17 & 24	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8121	May 03 & 10	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8121	Jun. 09 & 16	9:00a – 4:30p	\$210-LCC	Oa LCC D105

BUSINESS APPLICATIONS USING MICROSOFT EXCEL 2016 LEVEL 2 - *upgraded, previously listed as 2013 release*

This course will cover intermediate Microsoft Excel 2013 skillsets. Intermediate topics include advanced formatting of worksheets, creating tables, sorting worksheet rows, freezing headings, using templates, adding graphics, and more. (2 meetings)

Prerequisites: Completion of Introduction to Excel course or equivalent.

COM8122	Feb. 01 & 08	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8122	Mar. 17 & 24	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8122	May 17 & 24	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8122	Jun. 23 & 30	9:00a – 4:30p	\$210-LCC	Oa LCC D105

BUSINESS APPLICATIONS USING MICROSOFT EXCEL 2016 LEVEL 3 - *upgraded, previously listed as 2013 release*

This course will cover advance Microsoft Excel 2013 skillsets. Topics include features used for data analysis and auditing via financial functions and advanced functions, and macros. Individuals who successfully complete the suite of Microsoft Excel modules will be prepared for the Microsoft Office Specialist Excel 2013 certification exam. (2 meetings)

COM8123	Mar. 31 & Apr. 07	9:00a – 4:30p	\$210-LCC	Oa LCC D105
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BUSINESS APPLICATIONS USING MICROSOFT EXCEL 2016 LEVEL 1

This course will cover key introductory Microsoft Excel 2016 skillsets. Introductory topics include entering and editing entries, selecting cells and ranges, creating and modifying basic formulas and more. Learn some tips and tricks. (2 meetings)

Prerequisites: Completion of a basic computer knowledge course or equivalent.

COM7046-001	Jan. 20 & 27	9:00a – 4:30p	\$250-WCC	Oa WCC Hale Kuhina 114
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BUSINESS APPLICATIONS USING MICROSOFT EXCEL 2016 LEVEL 2 1

This course will cover key introductory Microsoft Excel 2016 skillsets. Intermediate topics covered include formatting worksheets, importing Web data, sorting worksheet rows, freezing headings, using templates and more. Learn some tips and tricks. (2 meetings)

Prerequisites: Completion of Excel, Level 1 or equivalent.

COM7047-001	Feb. 17 & 24	9:00a – 4:30p	\$250-WCC	Oa WCC Hale Kuhina 114
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BUSINESS PRESENTATIONS USING POWERPOINT 2016 LEVEL 1 - *upgraded, previously listed as 2013 release*

This course will introduce you to Microsoft PowerPoint 2013 skillsets. Topics covered include themes, bulleted lists, and outlines, formatting text, delivering a slide show and more. On-site training is available for groups of participants. On-site training rate of \$995 is for up to 12 participants. Please contact William Castillo at wkcastil@hawaii.edu for further information and scheduling availability. (2 meetings)

COM8141	Feb. 15 & 22	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8141	Jun. 21 & 28	9:00a – 4:30p	\$210-LCC	Oa LCC D105

CUSTOMIZED COMPUTER TRAINING PROGRAM - WINDWARD COMMUNITY COLLEGE

Many employers are seeking an edge in today's economy. They have expressed their belief in the importance of employee training in Microsoft Office, Excel, Word and PowerPoint as being integral to the performance of their workforce. Windward Community College (WCC) can help by providing the following customized training services to customers:

- Customizable content that is software or technical skills building specific
- Analysis of specific job workflows
- Design of a training course that addresses your specific needs
- Experienced, dedicated, subject matter experts with industry experience
- Opportunity to use WCC's newly updated facilities or have their instructors come to you
- Schedule accommodations around the customer's work schedule availability
- Offer courses of variable duration and teaching formats designed for large or small groups

For more information on customizable training, contact Jane Uyetake, WCC Workforce Coordinator, at ph. (808) 235-7363 or email: juyetake@hawaii.edu.

MICROSOFT WORD 2016 FOR THE BUSINESS WORLD, LEVEL 1 – *upgraded, previously listed as 2013 release*

This course will introduce you to the basics of Microsoft Word 2013. Topics covered include working with text, using proof reading tools, using formatting tools, creating bulleted and numbered lists, and creating and using tables, forms and more. (2 meetings)

COM8111	Jan. 20 & 27	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8111	Mar. 15 & 22	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8111	May 05 & 12	9:00a – 4:30p	\$210-LCC	Oa LCC D105

MICROSOFT WORD 2016 FOR THE BUSINESS WORLD, LEVEL 2 – *upgraded, previously listed as 2013 release*

This course will focus on the Intermediate Word 2013 skillsets. Topics include newsletter columns, WordArt and clip art, basic mail merge, document themes, styles, picture editing, footnotes and endnotes, templates and more. (2 meetings)

Prerequisites: Completion of Basic Microsoft Word course or equivalent

COM8112	Feb. 03 & 10	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8112	Apr. 04 & 12	9:00a – 4:30p	\$210-LCC	Oa LCC D105
COM8112	May 19 & 26	9:00a – 4:30p	\$210-LCC	Oa LCC D105

MICROSOFT WORD 2016 FOR THE BUSINESS WORLD, LEVEL 3 – *upgraded, previously listed as 2013 release*

This course will focus on the advance Microsoft Word 2013 skillsets. Topics include features used for organizing long documents including table of contents, indices, page numbering and cross referencing, integrating multiple users and reviewers for a document, and personalizing your Word settings and macros. Individuals who successfully complete the suite of Microsoft Word modules will be prepared for the Microsoft Office Specialist Word 2013 certification exam. (2 meetings)

Prerequisites: Completion of Intermediate Microsoft Word course or equivalent

COM8113	Apr. 19 & 26	9:00a – 4:30p	\$210-LCC	Oa LCC D105
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HUMAN RESOURCES DEVELOPMENT

BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR EMPLOYEES

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

NOTE: This class is MANDATORY for BU1 employees deemed Non-CDL (Commercial Driver License).

Target audience: BU1 Non-CDL employees who have not attended the BU1 Non-CDL Drug and Testing Program (DATU-1) class yet.

DATU1 0130 Mar. 21 9:00a – 11:00a \$0-HRD Oa SOT rm. 204

BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS

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

NOTE: Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course. Supervisors of BU1 Non-CDL employees must attend the four hour BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S) once every four years

DATU1S 0088 Feb. 07 8:00a – 12:00p \$0-HRD Oa SOT rm. 204

DATU1S 0090 Jun. 22 8:00a – 12:00p \$0-HRD Oa Aloha Stad. Hospitality rm.

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

This course is for supervisors tasked with responsibilities under the Drug and alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for the CDEL, HGEA, and BU10 Agreements only. The training program will inform supervisors of their responsibilities under the state DAT program. Supervisors designated to determine whether reasonable suspicion exists are required to attend training on a recurring basis and on a timeline to be determined by their appropriate CBA and MOAs. Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov. (1 meeting)

Note: The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S). Supervisors of HGEA, CDL, and BU10 employees must attend the three hour Combined Drug and Alcohol Testing Program (CDAT) once every five years.

CDAT 0118 Jan. 26 8:30a – 11:30a \$0-HRD Oa SOT rm. 204

CDAT 0123 May 23 8:30a – 11:30a \$0-HRD Oa Aloha Stad. Hospitality rm.

ELECTRICIAN CONTINUED COMPETENCY COURSE - (BASED ON THE 2014 NEC)

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 fee 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, 2017. 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 offered by Thomson Prometric) shall constitute a forfeiture of the license effective July 1, 2017. A forfeited license does not allow you to perform electrical work. You have one year from June 30, 2017, to restore your license. If you fail to restore your license by June 30, 2018, you will need to reapply as a new applicant.

*Licensees interested in meeting the continued competency requirement by taking an examination on the updates to the 2014 NEC may call Thomson Prometric at ph. (808) 261-8182 for further information.

For information on the renewal process call the Licensing Branch of the Department of Commerce & Consumer Affairs (DCCA) at ph. (808) 586-3000 or go to: www.hawaii.gov/dcca/pvl/boards/electrician/ for information on meeting continued competency requirements.

Mandatory Class Requirements – you must bring the following to the class:

- **Your 2014 National Electricians Code Book**
- **A Picture I.D.**
- **Your Electrician License**

Participants may purchase the 2014 National Electrical Code Book from the Honolulu Community College Bookstore, ph. 845-9105. Registration and payment must be received (5) business days prior to the class start date. Advanced registration is required.

(1 meeting, scheduled for Saturdays) – state employees should discuss any work schedule adjustments with their supervisors and/or departmental human resources office (HROs) and obtain their authorization for any schedule changes **before** registering for this course). **REGISTER FOR ANY OF THESE SECTIONS ONLINE.**

TRAD8203 section 3	Jan. 14	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 4	Feb. 11	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 5	Mar. 11	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 6	Apr. 08	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 7	Apr. 22	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 8	Apr. 29	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 9	May 06	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 10	May 13	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 11	May 20	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 12	May 27	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 13	Jun. 03	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 14	Jun. 10	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 15	Jun. 17	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD
TRAD8203 section 16	Jun. 24	8:00a – 12:00p	\$180-Hon CC	Oa Hon CC Location TBD

EXAMINATION AND SCREENING FOR HUMAN RESOURCES PROGRAM OFFICERS (FKA: PERSONNEL OFFICERS) AND STAFF

This is an interactive session targeted for Departmental Human Resources Program Officers and professional HR staff. The training will cover the role of departmental human resources staff and program managers and supervisors, relative to the Employee Staffing Division (ESD), within the overall examination and hiring process. Emphasis will be on basic principles and practices of screening job applications, including how to understand and apply the Class Specifications and Minimum Qualification Requirements. Will also cover how laws, rules, regulations, and the merit principle are the basis for examination, screening, and hiring practices. Please direct content questions to Patti Miyamoto-Asato at 587-0957.

(1 meeting)

EXSCR 0010	Feb. 24	8:00a – 12:00p	\$0-HRD	Oa SOT ESD Multi-Purp. rm.
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FORKLIFT RECERTIFICATION

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

TRAD8300	Jan. 18	8:00a – 3:00p	\$135-LCC	Oa LCC CE 303
TRAD8300	Feb. 15	8:00a – 3:00p	\$135-LCC	Oa LCC CE 303
TRAD8300	Mar. 08	8:00a – 3:00p	\$135-LCC	Oa LCC CE 303
TRAD8300	Mar. 29	8:00a – 3:00p	\$135-LCC	Oa LCC CE 303
TRAD8300	Apr. 19	8:00a – 3:00p	\$135-LCC	Oa LCC CE 303
TRAD8300	May 10	8:00a – 3:00p	\$135-LCC	Oa LCC CE 303
TRAD8300	May 31	8:00a – 3:00p	\$135-LCC	Oa LCC CE 303
TRAD8300	Jun. 21	8:00a – 3:00p	\$135-LCC	Oa LCC CE 303

HEARTSAVER FIRST AID WITH CPR AND AED

This Heartsaver course teaches you the skills to recognize and provide care to treat emergencies until healthcare personnel arrive. You will practice health and safety solutions for adult first aid, environmental emergencies, adult/child cardiopulmonary resuscitation (CPR) with a mask and adult/child CPR with an automated external defibrillator (AED).

(1 meeting)

HLTH5000	Jan. 23	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HLTH5000	Feb. 13	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HLTH5000	Mar. 13	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HLTH5000	Apr. 10	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement
HLTH5000	May 15	8:30a – 4:30p	\$85-LCC	Oa LCC DA Basement

INTERVIEW AND SELECTION FOR SUPERVISORS

Registration priority will be given to Department of Health (DOH) supervisors and agencies without Equal Employment Opportunity (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 introductory course which uses case examples and department policies.

Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or gerald.ohata@doh.hawaii.gov. (1 meeting)

Target Audience: Managers and Supervisors

INTS 0027	Feb. 08	9:00a – 11:00a	\$0-HRD	Oa Kina'u Hale rm. 119
INTS 0028	Apr. 12	9:00a – 11:00a	\$0-HRD	Oa Kina'u Hale rm. 119
INTS 0029	Jun. 14	9:00a – 11:00a	\$0-HRD	Oa Kina'u Hale rm. 119

PERFORMANCE APPRAISAL SYSTEM

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

(1 meeting)

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

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

POSITION ACTION PROCESSING

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

(1 meeting)

Target Audience: Human Resources Assistants/Technicians who are responsible for position action processing and who have a basic understanding of position action terminology and documents.

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

RETIREMENT INFORMATION – ERS CONTRIBUTORY, NONCONTRIBUTORY AND HYBRID PLAN

Information on the Hawaii State Employees Retirement System Plans known as the Contributory Plan, Non-Contributory Plan and Hybrid Plan, along with other information about other pre-retirement related subjects, may be found on DHRD's Website: <http://dhrd.hawaii.gov/state-employees/eetraindev/>. Executive Branch state employees who have an LMS training account may click on the link entitled: **Executive Branch On-Demand Learning Library** then go to the right-hand column "**Popular Tags**" and scroll to select "**Pre-Retirement Series**" to view the offerings. If you do not have an LMS account established, please contact *your departmental Human Resources Office (HRO) for further assistance.*

Note: The Hawaii State Employees Retirement System (ERS), is the party responsible for maintaining information about these plans, therefore questions regarding plan benefits or filing information should be directed to the ERS office at ph. 587-1700.

SELECTION INTERVIEW

This course provides personnel and managerial/supervisory staff with an overview of the selection process. Participants will learn how to develop an effective selection instrument that can be defended, if challenged, that will assist them in finding the best person for the job. Other topics to be covered include how to conduct an effective selection interview, background/reference check, and probationary period. Please direct content questions to Patti Miyamoto-Asato at 587-0957. (1 meeting)

Target Audience: Managers and Supervisors

SELIN 0009 Jan. 27 9:00a – 12:00p \$0-HRD Oa SOT rm. 204

SUITABILITY INVESTIGATION TRAINING

This course provides an overview of the suitability process and the responsibilities of Departmental Human Resources Offices (HROs) fka: Personnel Offices and the Department of Human Resources Development.

- 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 Miyamoto-Asato at 587-0957. (1 meeting)

Target Audience: HROs and Staff

SUIT 0009 May 19 9:00a – 11:00a \$0-HRD Oa SOT ESD Multi-Purp. rm.

TYPES OF APPOINTMENTS AND RECRUITMENT (NEW COMBINATION OF TWO PREVIOUS COURSES)

This course is a combination of two previous courses: **Types of Appointment** and **Recruitment**. It provides human resources and managerial/supervisory staff with an overview of the different types of appointment and how different appointments affect the incumbent of the position with respect to their status, rights, and benefits. It will also provide an overview of the civil service recruitment process: how to fill vacancies, types of appointments available, and strategies used to enhance recruitment efforts for hard-to-fill vacancies. Please direct content questions to Patti Miyamoto-Asato at 587-0957. (1 meeting)

Target Audience: Human Resources Staff, Program Managers and Supervisors

APPT-R 0002 Jun. 28 9:00a – 12:00p \$0-HRD Oa SOT ESD Multi-Purp. rm.

WORKERS' COMPENSATION 101

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

Target Audience: HROs and staff

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

WORKPLACE VIOLENCE TRAINING PROGRAM

Provides both employees and supervisors, primarily from BU1 and BU10, the means and methods to maintain a workplace free from violence. Provides employees with safety and health training that includes recognition of conditions and behaviors that may lead to or increase, the risk of violence. This training program is offered as a contractual provision for UPW employees and meets the training requirements stipulated in the Workplace Violence Policy or Action Plan of State Executive Branch agencies for all other employees as well. Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov. (1 meeting)

Note: Employees and supervisors may register to attend the Workplace Violence Training Program (WVP).

WVP 0140	Jan. 10	9:00a – 11:00a	\$0-HRD	Oa SOT rm. 204
WVP 0141	Jan. 10	1:00p – 3:00p	\$0-HRD	Oa SOT rm. 204
WVP 0145	Apr. 20	9:00a – 11:00a	\$0-HRD	Oa Aloha Stad. Hospitality rm.
WVP 0146	Apr. 20	12:30p – 2:30p	\$0-HRD	Oa Aloha Stad. Hospitality rm.

INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

ADVANCED BUSINESS WRITING

Advanced Business Writing is geared for writers who are confident with the writing process and organization of information. Participants will move beyond the fundamentals and address the challenges of writing in pieces such as business reports, proposals, public announcements, and letters of request or refusal. (1 meeting)

BUS5604	Apr. 28	9:00a – 4:00p	\$199-LCC	Oa LCC CE 205
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AUDIENCE-FOCUSED WRITING

Effective communication relies on recognizing and responding to the specific needs, desires and concerns of a given audience. This 2-hour workshop will teach students how to better achieve their purposes in business writing by adapting messages to their specific audiences. (1 meeting)

BUS3106-004	Feb. 14	9:00a – 11:00a	\$79-KCC	Oa Kap CC Manono 104
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BUSINESS WRITING THAT WORKS

Capture your thoughts on paper to produce a strong and persuasive piece that is also clear, concise, complete, and correct. This interactive, skills-based workshop provides participants with the process and strategies to organize their ideas in a variety of ways. Participants will review how to incorporate writing style and format for business emails, letters, memos, and reports to fit the audience and purpose. (1 meeting)

BUS5505	Feb. 17	9:00a – 4:00p	\$199-LCC	Oa LCC CE 205
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BUSINESS WRITING THAT WORKS – (online course)

We all know what good writing is. Good writing is the memo that gets action and the letter that says what a phone call can't. In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing. This workshop will give you the tools to become a better writer.

More information at <http://windwardcce.or/cce-online.htm>

What topics are covered?

- The four C's: clear, concise, complete, and correct
- Word agreement
- Active and passive voice
- Sentences and sentence types
- Readability index
- Manners and courtesy
- Practical and inclusive language
- Sentence construction and punctuation
- Writing business letters, memos, and e-mails
- Spelling and proofreading
- Reviewing your writing

Prerequisite: None. Must have state email address and Internet Access, no previous online experience required. 8 hours of self-paced training with new session beginning every other Monday. One-on-one interactions with a qualified coach and with no course cancellation due to low enrollment. **Scheduled training must be taken during official state working hours** and could be completed in 2 weeks.

Course Format:

- Self-Directed Learning (4-6 hrs.) – Video, Interactive, Reading, Formative assessment
- Meet the Coach (1/2 hr.) – Phone call or video chat with your coach
- Class Huddle (1 hr.) – Online meet up with other participants and your coach to explore content together
- Project (2-4 hrs.) – Accomplish a task using PowerPoint, email, newsletter or video and submit project to your coach

Access Requirements:

- Access to state computer or laptop
- Access to high speed internet
- Computer/laptop with video and audio capabilities
- Microsoft Office, a recent edition

BUS7020 Open enrollment from Jan. 02, 2017 \$160-WCC Oa WCC

COMMUNICATION STRATEGIES – (online course)

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about that individual made you feel comfortable. A major goal of this workshop is to help you understand the impact your communication skills have on other people. You will also explore how improving these skills can make it easier for you to get along in the workplace, and in life. More information at <http://windwardcce.or/cce-online.htm>

What topics are covered?

- Creating positive relationships
- Growing our self-awareness
- Communication basics and barriers
- Asking questions and listening skills
- Body language
- Communication styles
 - Creating a positive self-image
 - Frame of reference
 - Techniques for the workplace
 - Assertiveness

Prerequisite: None. Must have state email address and Internet Access, no previous online experience required. 8 hours of self-paced training with new session beginning every other Monday. One-on-one interactions with a qualified coach and with no course cancellation due to low enrollment. **Scheduled training must be taken during official state working hours** and could be completed in 2 weeks.

Course Format:

- Self-Directed Learning (4-6 hrs.) – Video, Interactive, Reading, Formative assessment
- Meet the Coach (1/2 hr.) – Phone call or video chat with your coach
- Class Huddle (1 hr.) – Online meet up with other participants and your coach to explore content together
- Project (2-4 hrs.) – Accomplish a task using PowerPoint, email, newsletter or video and submit project to your coach

Access Requirements:

- Access to state computer or laptop
- Access to high speed internet
- Computer/laptop with video and audio capabilities
- Microsoft Office, a recent edition

BUS7021 Open enrollment from Jan. 02, 2017 \$160-WCC Oa WCC

DiSC® – INTERPERSONAL COMMUNICATION

DiSC is a personal assessment tool used to improve work productivity, teamwork and communication through non-judgmental assessment of behavioral differences. Upon completion of the DiSC assessment, participants will learn a common language to better understand themselves and to adapt their behaviors with others. This can be within a work team, a leadership position, or other relationships. (1 meeting)

DiSC profiles help you and your team:

- Increase self-knowledge: how you respond to conflict and what motivates you;
- Facilitate better teamwork and minimize team conflict;
- Manage more effectively by understanding the dispositions and priorities of employees and team members;
- Become more self-knowledgeable, well-rounded and effective leaders.

DISC0020	Mar. 07	8:30a – 12:00p	\$50-HRD	Oa SOT rm. 204
DISC0021	May 16	8:30a – 12:00p	\$50-HRD	Oa SOT rm. 204

EFFECTIVE BUSINESS WRITING

Effective business writing is the result of careful planning, writing, revising and editing. This 2-hour course will provide an overview of the writing process; offer practical, ground-level instruction in sentence construction, paragraph, unity and word choice; and address the most common grammatical errors in business communication. (1 meeting)

BUS3103-008	Feb. 07	9:00a – 11:00a	\$79-KCC	Oa Kap CC Manono 104
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MEMOS, LETTERS AND E-MAIL

This 2-hour workshop provides students with in-depth instruction on how to properly compose the most common types of everyday business correspondence. In addition to tips for proper formatting, students will learn how to adapt tone, formality, and syntax for each type of document according to purpose and audience. (1 meeting)

BUS3105-011	Feb. 21	9:00a – 11:00a	\$79-KCC	Oa Kap CC Manono 104
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PERSUASIVE MESSAGES

Persuasive messages account for a broad selection of business communication documents, from requests, proposals and recommendations to advertisements, collection letters and applications. This 2-hour workshop focuses on the art of persuading audiences to adopt desired stands and act on recommendations. (1 meeting)

BUS3102-003	Feb. 28	9:00a – 11:00a	\$79-KCC	Oa Kap CC Manono 104
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MANAGEMENT AND SUPERVISORY DEVELOPMENT

THE ABC'S OF SUPERVISING OTHERS – (online course)

This online workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority. This workshop is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

More information at <http://windwardcce.or/cce-online.htm>

What topics are covered?

- Making the transition
- Responsibilities of a Supervisor
- Key behaviors and attitudes
- Setting goals and planning for success
- Active listening techniques
- Giving feedback and instructions
- Orders, requests, and suggestions
- Managing conflict
- Managing challenging situations
- Developing relationships and communication skills

Prerequisite: None. Must have state email address and Internet Access, no previous online experience required. 8 hours of self-paced training with new session beginning every other Monday. One-on-one interactions with a qualified coach and with no course cancellation due to low enrollment. **Scheduled training must be taken during official state working hours** and could be completed in 2 weeks.

Course Format:

- Self-Directed Learning (4-6 hrs.) – Video, Interactive, Reading, Formative assessment
- Meet the Coach (1/2 hr.) – Phone call or video chat with your coach
- Class Huddle (1 hr.) – Online meet up with other participants and your coach to explore content together
- Project (2-4 hrs.) – Accomplish a task using PowerPoint, email, newsletter or video and submit project to your coach

Access Requirements:

- Access to state computer or laptop
- Access to high speed internet
- Computer/laptop with video and audio capabilities
- Microsoft Office, a recent edition

BUS7026 Open enrollment from Jan. 02, 2017 \$160-WCC Oa WCC

ACCOUNTING SKILLS FOR NEW SUPERVISORS – (online course)

Many of us flinch when we hear terms like depreciation, cash flow, balance sheet, and (worst of all!) budgets. However these are all important concepts to understand if you're going to succeed in today's business world, particularly as a supervisor. Even better, financial terms are not as scary as they seem!

More information at <http://windwardcce.or/cce-online.htm>

What topics are covered?

- Getting the facts straight
- The accounting cycle
- The key reports
- Keeping score
- A review of financial terms
- Understanding debits and credits
- Your financial analysis toolbox
- Identifying high and low risk companies
- The basics of budgeting
- Working smarter; people and numbers

Prerequisite: None. Must have state email address and Internet Access, no previous online experience required. 8 hours of self-paced training with new session beginning every other Monday. One-on-one interactions with a qualified coach and with no course cancellation due to low enrollment. **Scheduled training must be taken during official state working hours** and could be completed in 2 weeks.

Course Format:

- Self-Directed Learning (4-6 hrs.) – Video, Interactive, Reading, Formative assessment
- Meet the Coach (1/2 hr.) – Phone call or video chat with your coach
- Class Huddle (1 hr.) – Online meet up with other participants and your coach to explore content together
- Project (2-4 hrs.) – Accomplish a task using PowerPoint, email, newsletter or video and submit project to your coach

Access Requirements:

- Access to state computer or laptop
- Access to high speed internet
- Computer/laptop with video and audio capabilities
- Microsoft Office, a recent edition

BUS7019 Open enrollment from Jan. 02, 2017 \$160-WCC Oa WCC

A PROCESS TO THINK CRITICALLY AND MAKE DECISIONS

This course proposes critical thinking as a cognitive approach to performing daily tasks. Furthermore, how this mode of thinking relates to gathering relevant data and information for problem solving. With the endless amount of options today, acknowledging the decision making process is also vital to survival. These processes are useful and applied in personal and business environments. (1 meeting)

BUS5661 May 26 9:00a – 4:00p \$199-LCC Oa LCC CE 205

ANALYZING PROCESSES TO MAP BETTER OUTCOMES

Leaders often face challenging environments which require budget reduction, increased efficiencies, streamlining of work, and increasing production. Using process maps, leaders can analyze the process to make effective decisions and identify opportunities for improvement. This workshop provides a hands-on opportunity to learn basic process mapping analysis, which leverages basic process mapping concepts and introduces new skills in detailed process mapping, and new components in process analysis. (1 meeting)

*Recommend completing Basics to Business Process Mapping prior to taking this course.

BUS5651 Mar. 24 9:00a – 4:00p \$199-LCC Oa LCC CE 205

BASICS OF BUSINESS PROCESS MAPPING

We often perform recurring tasks, yet we often fail to document the entire process from beginning to end. Process mapping allows individuals and organizations to understand what the organization does and who performs each action in a visual representation. This workshop provides a hands-on opportunity to learn basic fundamentals of processes and basic components and skills for process mapping. (1 meeting)

BUS5650 Mar. 20 9:00a – 4:00p \$199-LCC Oa LCC CE205

BUILDING BETTER TEAMS – (online course)

With teams at the core of corporate strategy, your success as an organization can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together? This workshop can help you get there! More information at

<http://windwardcce.or/cce-online.htm>

What Will Participants Learn?

- The value of working as a team
- The stages of team development and how to help a team move through them
- The critical role communication skills will play in building and maintaining a team atmosphere
- And more
- How to develop team norms, ground rules, and team contracts

Prerequisite: None. Must have state email address and Internet Access, no previous online experience required.

8 hours of self-paced training with new session beginning every other Monday. One-on-one interactions with a qualified coach and with no course cancellation due to low enrollment. **Scheduled training must be taken during official state working hours** and could be completed in 2 weeks.

Course Format:

- Self-Directed Learning (4-6 hrs.) – Video, Interactive, Reading, Formative assessment
- Meet the Coach (1/2 hr.) – Phone call or video chat with your coach
- Class Huddle (1 hr.) – Online meet up with other participants and your coach to explore content together
- Project (2-4 hrs.) – Accomplish a task using PowerPoint, email, newsletter or video and submit project to your coach

Access Requirements:

- Access to state computer or laptop
- Access to high speed internet
- Computer/laptop with video and audio capabilities
- Microsoft Office, a recent edition

BUS7028 Open enrollment from Jan. 02, 2017 \$160-WCC Oa WCC

BUSINESS SUSTAINABILITY

This course prepares the individual to understand the interconnectedness of people, environment, and processes. Systems Theory is discussed as a model for evaluating causes and conditions of bottlenecks affecting organizational health. These paradigms will be helpful in analyzing our natural and man-made systems to increase overall quality. (1 meeting)

BUS5670 Apr. 24 9:00a – 4:00p \$199-LCC Oa LCC CE 205

COACHING 101

This course is designed for state supervisors and managers who may be new to the employee development and coaching process. Coaching begins with setting expectations or goals and learning how to teach new skills to your employees. Once taught, these employees must be supported, developed, and guided to be the best they can be in their positions. To be truly successful, a supervisor or manager must become comfortable with giving feedback and coaching conversations to employees in order to continuously build their skills and steer them away from barriers that may prevent achieving work success. (1 meeting)

Prerequisite: Must have completed the Performance Appraisal System course for supervisors.

COACH0014	Feb. 09	8:30a – 4:00p	\$0-HRD	Oa SOT rm. 203
COACH0015	Mar. 16	8:30a – 4:00p	\$0-HRD	Oa SOT rm. 204
COACH0016	May 11	8:30a – 4:00p	\$0-HRD	Oa SOT rm. 204

COACHING 202

Coaching 202 builds upon the coaching skills covered in Coaching 101. Learn how to perform simple employee performance diagnostics to determine how to flex your coaching style for maximum effectiveness. You will also learn new skills on how to handle various emotional reactions that can occur during a coaching session. (1 meeting)

Prerequisite: Must have completed the Coaching 101 course and have at least (3) months of active coaching practice.

CCH202-002	Feb. 23	8:30a – 12:00p	\$0-HRD	Oa SOT rm. 204
CCH202-003	Mar. 23	8:30a – 12:00p	\$0-HRD	Oa SOT rm. 204
CCH202-004	Apr. 20	8:30a – 12:00p	\$0-HRD	Oa SOT rm. 204
CCH202-005	May 25	8:30a – 12:00p	\$0-HRD	Oa SOT rm. 204

COACHING AND MENTORING – (online course)

Knowing how and when to coach, and when to use other tools, like mentoring is an essential skill that can benefit both you and your organization.

More information at <http://windwardcce.or/cce-online.htm>

What Will Participants Learn?

- Understand how coaching can be used to develop your team
- Develop the coaching and mentoring skills that help improve individual performance
- Demonstrate the behaviors and practices of an effective coach with SPIRIT
- Recognize employees' strengths and give them the feedback they need to succeed
- Identify employee problems and ways you can help to correct them through interpersonal communication skills

Prerequisite: None. Must have state email address and Internet Access, no previous online experience required. 8 hours of self-paced training with new session beginning every other Monday. One-on-one interactions with a qualified coach and with no course cancellation due to low enrollment. **Scheduled training must be taken during official state working hours** and could be completed in 2 weeks.

Course Format:

- Self-Directed Learning (4-6 hrs.) – Video, Interactive, Reading, Formative assessment
- Meet the Coach (1/2 hr.) – Phone call or video chat with your coach
- Class Huddle (1 hr.) – Online meet up with other participants and your coach to explore content together
- Project (2-4 hrs.) – Accomplish a task using PowerPoint, email, newsletter or video and submit project to your coach

Access Requirements:

- Access to state computer or laptop
- Access to high speed internet
- Computer/laptop with video and audio capabilities
- Microsoft Office, a recent edition

BUS7027	Open enrollment from Jan. 02, 2017	\$160-WCC	Oa WCC
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COMMUNICATION FOR PROFESSIONALS

This course affords individuals to develop all aspects of communication. Knowing these critical components can generate healthy verbal dialogue, while understanding non-verbal communication cues. Determining what is an effective presentation along with practical techniques for research based for research based writing. These practical skills will prepare each participant for productive professional interactions. (1 meeting)

BUS5675 Jan. 30 9:00a – 4:00p \$199-LCC Oa LCC CE 205

CONFLICT RESOLUTION IN THE WORKPLACE

Conflict Resolution is a skills-based workshop that explores common conflicts in the workplace. Gain the skills and strategies to move beyond the conflict and to resolve business disputes. Learn techniques to maintain composure and confidence as the mediator or negotiator. (1 meeting)

BUS5508 Mar. 24 9:00a – 4:00p \$199-LCC Oa LCC CE 205

CRITICAL THINKING – (online course)

The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This online workshop will give you some practical tools and hands-on experience with critical thinking and problem solving. More information at <http://windwardcce.or/cce-online.htm>

What topics are covered?

- Where do other types of thinking fit in? (Including whole-brain and left and right brain)
- Understanding critical thinking
- Pitfalls to reasoned decision making
- The critical thinking process
- A critical thinker's skill set
- Plenty of hands-on case studies
- Creating explanations
- Dealing with assumptions
- Common sense
- Critical and creative thought systems

Prerequisite: None. Must have state email address and Internet Access, no previous online experience required. 8 hours of self-paced training with new session beginning every other Monday. One-on-one interactions with a qualified coach and with no course cancellation due to low enrollment. **Scheduled training must be taken during official state working hours** and could be completed in 2 weeks.

Course Format:

- Self-Directed Learning (4-6 hrs.) – Video, Interactive, Reading, Formative assessment
- Meet the Coach (1/2 hr.) – Phone call or video chat with your coach
- Class Huddle (1 hr.) – Online meet up with other participants and your coach to explore content together
- Project (2-4 hrs.) – Accomplish a task using PowerPoint, email, newsletter or video and submit project to your coach

Access Requirements:

- Access to state computer or laptop
- Access to high speed internet
- Computer/laptop with video and audio capabilities
- Microsoft Office, a recent edition

BUS7022 Open enrollment from Jan. 02, 2017 \$160-WCC Oa WCC

DIVERSITY AWARENESS FOR ORGANIZATIONAL EFFECTIVENESS

This course provides knowledge about the various areas of diversity affecting all organizations. With four distinct generations in the work place, it is vital that stakeholders appreciate unique contributions. Multicultural strengths awareness will help with facilitating meaningful conversations, and assessing ways to manage conflict. Managing diversity has the potential to increase individual and organizational effectiveness. (1 meeting)

BUS5690 Apr. 21 9:00a – 4:00p \$199-LCC Oa LCC CE 205

HOW TO FACILITATE AND MANAGE ORGANIZATIONAL CHANGE

This course focuses on models and theories of Change Management. From inception, implementation, to conclusion, various processes will be offered. Strategies for leading and managing changes are presented for analysis. Most important is recognizing symptoms of resistance, ethics, and challenges in facilitating change, and determining evidence of success. As technology and globalization drive accelerated change, preparing yourself is the key to managing complex change. (1 meeting)

BUS5665 Mar. 20 9:00a – 4:00p \$199-LCC Oa LCC CE 205

LEADERSHIP DEVELOPMENT

This course reviews various leadership models, styles, and theories. Leadership morals and ethics will also be discussed as to where these are derived from and how they play out in the organization. While leaders address external intricacies, Emotional Intelligence will be presented as an internal compass for navigating diverse situations. An overview of leadership will assist in building new insights and personal development. (1 meeting)

BUS5680 Feb. 27 9:00a – 4:00p \$199-LCC Oa LCC CE 205

LEADING EFFECTIVE MEETINGS

This course provides strategies and skills to help leaders plan and facilitate meetings. Organizations use meetings as a means of communicating or collaborating with other people. Achieving meeting objectives and active participation become critical for leaders to ensure success. Participants will be prepared with an understanding of effective meeting components, develop skills to facilitate brainstorming and participation strategies, and develop meeting collateral such as Agendas and Minutes which can be applied to their organizations. (1 meeting)

BUS5660 Apr. 21 9:00a – 4:00p \$199-LCC Oa LCC CE 205

MOTIVATING YOUR WORKPLACE

This course provides managers and supervisors with the knowledge and skills to create a more dynamic, loyal, and energized staff of employees. Participants will identify the individual needs of staff and identify focus areas to boost motivation and morale in the workplace. (1 meeting)

BUS5603 Apr. 13 9:00a – 4:00p \$199-LCC Oa LCC CE 205

ORGANIZATIONAL BEHAVIOR

This course involves an integrative and multi-disciplinary approach to behavior. Individuals are motivated by a variety of factors, however there are core elements at the heart of everyone. Group Dynamics and Team Development will also be discussed as to their similarities, differences, and the varying responsibilities. Understanding behavior is crucial in the globalized 21st century to increase overall performance. (1 meeting)

BUS5696 Jun. 09 9:00a – 4:00p \$199-LCC Oa LCC CE 205

PROBLEM SOLVING AND DECISION MAKING – (online course)

We make decisions and solve problems continually. We start making decisions before we even get out of bed (shall I get up now or not?) Despite all the natural decision making that goes on and the problem solving we do, some people are very uncomfortable with having to make decisions. You may know someone who has a hard time making decisions about what to eat, never mind the internal wrestling they go through in order to make major decisions at work. The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and made decisions easier. More information at <http://windwardcce.or/cce-online.htm>

What topics are covered?

- Problem solving definitions
- Making decisions
- Problem solving model and toolkit
- Getting into it
- SWOT Analysis
- Making good group decisions
- Analyzing and selecting solutions
- Planning and organizing
- Many hands-on case studies and exercises

Prerequisite: None. Must have state email address and Internet Access, no previous online experience required. 8 hours of self-paced training with new session beginning every other Monday. One-on-one interactions with a qualified coach and with no course cancellation due to low enrollment. **Scheduled training must be taken during official state working hours** and could be completed in 2 weeks.

Course Format:

- Self-Directed Learning (4-6 hrs.) – Video, Interactive, Reading, Formative assessment
- Meet the Coach (1/2 hr.) – Phone call or video chat with your coach
- Class Huddle (1 hr.) – Online meet up with other participants and your coach to explore content together
- Project (2-4 hrs.) – Accomplish a task using PowerPoint, email, newsletter or video and submit project to your coach

Access Requirements:

- Access to state computer or laptop
- Access to high speed internet
- Computer/laptop with video and audio capabilities
- Microsoft Office, a recent edition

BUS7025 Open enrollment from Jan. 02, 2017 \$160-WCC Oa WCC

PROJECT MANAGEMENT BASICS

This course will introduce project management terminology and concepts. Organizations use projects for temporary requirements aimed to achieve key deliverables, optimize limited resources and budget, or perform initiatives outside of normal operations. Participants will be prepared with a basic understanding of the project lifecycle, project roles, and importance of the project triple constraints – scope, time, cost. In addition, participants will gain skills to build simple project management tools such as a Project Charter and Work Breakdown Structure. (1 meeting)

BUS5655 Jan. 27 9:00a – 4:00p \$199-LCC Oa LCC CE 205

PUBLIC SPEAKING: PRESENTATION SURVIVAL SCHOOL – (online course)

A great presenter has two notable qualities – appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this online workshop, you will master the skills that will make you a better speaker and presenter. More information at <http://windwardcce.or/cce-online.htm>

What topics are covered?

- | | |
|--|--|
| • Communication skills | • Writing and planning a presentation |
| • Personality types | • Audience profile |
| • Positive self-talk, rapport, and body language | • Your speaking voice |
| • Maximizing meetings | • Add punch to your presentation |
| • Managing sticky situations | • Overcoming nervousness and what are the five S's |

Prerequisite: None. Must have state email address and Internet Access, no previous online experience required. 8 hours of self-paced training with new session beginning every other Monday. One-on-one interactions with a qualified coach and with no course cancellation due to low enrollment. **Scheduled training must be taken during official state working hours** and could be completed in 2 weeks.

Course Format:

- Self-Directed Learning (4-6 hrs.) – Video, Interactive, Reading, Formative assessment
- Meet the Coach (1/2 hr.) – Phone call or video chat with your coach
- Class Huddle (1 hr.) – Online meet up with other participants and your coach to explore content together
- Project (2-4 hrs.) – Accomplish a task using PowerPoint, email, newsletter or video and submit project to your coach

Access Requirements:

- Access to state computer or laptop
- Access to high speed internet
- Computer/laptop with video and audio capabilities
- Microsoft Office, a recent edition

BUS7024 Open enrollment from Jan. 02, 2017 \$160-WCC Oa WCC

TALENT MANAGEMENT

This course offers insight as to why organizations are training for competencies rather than just skills. In addition, how performance management can be an effective tool in managing an innovative workforce. When talent experience progresses, coaching and mentorship become necessary components of a Succession Plan. Cultivating talent from the first day to the end of one's career can stabilize the organization and ensure continuity. (1 meeting)

BUS5685 May 22 9:00a – 4:00p \$199-LCC Oa LCC CE205

TEAMWORK: BUILDING BETTER TEAMS

Working together is a characteristic of all successful organizations, but some are much better at this skill than others. Building Better Teams is for team leaders and members who want to increase their team's effectiveness in performance and team satisfaction. Gain the knowledge and confidence to be an effective team player and create value within your organization. (1 meeting)

BUS5506 Mar. 16 9:00a – 4:00p \$199-LCC Oa LCC CE205

UNIVERSITY OF HAWAII AT MANOA OUTREACH COLLEGE

The University of Hawaii at Manoa Outreach College (UHMOUT) programs listed below are currently undergoing review. Courses and programs which would normally be included in our **January – June 2017 State Training Catalog** have been temporarily suspended until further notice. Employees may direct questions regarding the current status of any of these programs to the UHMOUT registration office by e-mail ochelp@hawaii.edu or call Tel. (808) 956-7221.

THE ART OF LEADERSHIP PROGRAM

BUILDING TRUST UNDER PRESSURE: THE BASIC PRINCIPLES

DEVELOPING OTHERS

LISTENING IN A HECTIC WORLD

PROVIDING CONSTRUCTIVE FEEDBACK

ADDRESSING EMOTIONS AT WORK

SPEAKING TO INFLUENCE OTHERS

RESOLVING CONFLICTS WITH YOUR PEERS

ACTIVATING CHANGE

GIVING RECOGNITION

UH BUSINESS ANALYSIS SERIES

ESSENTIALS OF BUSINESS ANALYSIS: DEFINING BA PROJECTS THAT DELIVER BUSINESS VALUE

PLANNING AND GAINING SUPPORT FOR MISSION-CRITICAL BA PROJECTS

ENGAGING STAKEHOLDERS TO CAPTURE TRUE BUSINESS NEEDS

DOCUMENTING VALUE-DRIVEN BUSINESS REQUIREMENTS

UH BUSINESS PROCESS IMPROVEMENT

INTRODUCTION TO SYSTEMS THINKING AND PROCESS MAPPING ANALYSIS

APPLYING THE PROCESS MAPPING TOOLKIT TO STREAMLINE BUSINESS PROCESSES

THE UH CERTIFICATE IN PROJECT MANGEMENT

STRATEGIC PROJECT MANAGEMENT I: HOW TO SELECT HIGH-IMPACT PROJECTS

STRATEGIC PROJECT MANAGEMENT 2: HOW TO DELIVER MISSION-CRITICAL RESULTS

HOW TO CREATE HIGH-PERFORMING PROJECT TEAMS

SUSTAINING HIGH-PERFORMANCE PROJECT TEAMS

CONTROLLING PROJECT COSTS: HOW TO STAY WITHIN BUDGET... EVEN WITH UNPLANNED EVENTS

MANAGING PROJECT RISKS: MONITORING, PLANNING FOR, AND CONTROLLING RISKS

UH ENERGY EFFICIENCY PROGRAM FOR COMMERCIAL BUILDINGS

BOC® LEVEL I BUILDING OPERATOR CERTIFICATION

VOLUNTARY LEARNING AND SELF-DEVELOPMENT

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

TOASTMASTERS

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

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

AS A RESULT OF PARTICIPATING IN TOASTMASTERS, YOU WILL:

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

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

Step 1: Visit a Toastmasters club. Each group has a different personality, so you may wish to visit more than one. Your visit is free and you may visit as often as you like.

Step 2: After you have visited a club, and when you are ready to join; at the meeting, ask the Vice President of Membership for a Membership Application Form and fill it out.

Step 3: Give your application and dues to the Vice President of Membership at the club. Your New Membership Kit should arrive in the mail in about two weeks.

LISTED BELOW ARE TOASTMASTERS CLUBS FOR STATE EMPLOYEES:

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

DBEDT for BUSINESS TOASTMASTERS CLUB

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

Times: 11:30a – 12:30p

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

Contact: Riley Hakoda, ph. 587-3824

LILIUOKALANI TOASTMASTERS CLUB

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

Times: 12:05p – 1:05p

Place: Liliuokalani Building
1390 Miller Street, 4th Floor
Conference Room 404

Contact: Wayne Nakamoto, ph. 347-2603

KINAU HALE TOASTMASTERS CLUB

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

Times: 11:30a – 12:30p

Place: Kinau Hale
1250 Punchbowl Street, 3rd Floor
Director's Meeting Room

Contact: Michele Nakata, ph. 586-4586

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