



November - December 2008

Workforce Development Initiative (part 6 of a 9 part series)

From Statewide Training, Development & Recruitment Services

Performance Management

Why is performance management a value added service for Oregon citizens?

By managing the performance of our employees, our state citizens benefit from:

- ✓ Knowing the state is taking action and ensuring that employees are productive, accountable, and effective.
- ✓ Confidence that they will receive the level of services they expect from a knowledgeable and highly skilled state workforce.
- ✓ Assurance that managers are actively engaged in building a motivated workforce committed to excellence in service delivery.
- ✓ Positive, citizen focused workforce to serve Oregon's diverse needs.

What is it?

Performance planning and management ensures that an employee's work effort, behavior, and outcomes align with the state's mission, goals, and values.

How can we help? We will provide:

Assessments of employees' skills

Guidance in identifying performance goals linked to strategic and business plans

Management training in the areas of business planning, performance planning, and performance standards

Tools and strategies for employee support and appreciation

Coaching on timely feedback and course correction tools

Growth opportunities for employees

What can you expect? Results include:

More productive, well aligned workforce

Goal attainment, mission fulfillment

Appreciated, motivated workforce

Skilled managers providing support, appreciation and course correction to their employees

Engaged workforce serving the needs of Oregonians

In partnership,

Jennifer Lara

Jennifer Lara

Statewide Training, Development & Recruitment Manager

Project Management: Certification Program and Continuing Education

Please check back later for upcoming Project Management Classes. <https://ilearn.oregon.gov>

Leadership & Management Development Series (MDS) Courses

Domestic Violence in the Workplace

On February 1, 2008 DAS HRSD issued State HR Policy 50.010.04 Workplace Effects of Domestic Violence, Sexual Assault and Stalking. This policy was developed to implement the Governors Executive Order 07-17 Domestic Violence in the Workplace. The policy requires that all current managers, supervisors, and human resource staff receive training on the characteristics of domestic violence, sexual assault and stalking; and applicable laws, policies and procedures.

This class covers the legal requirements of each law, explains how they interrelate, and shows you how to see the "big leave picture" when considering a leave request. This class also includes a discussion by a victim's service provider about domestic violence, sexual assault, and stalking.

Dates: **November 17 & December 8, 2008**

Cost: Free

MDS – Foundational – Part B

Bravo! You got the job. Do you have all the tools you need to do it well? This course is intended to help first-time managers and supervisors get off to a great start. It is also an excellent refresher for experienced managers. In this three day course, you will learn critical foundation skills for managing and supervision that can be applied immediately to your workplace. There are no prerequisites for this class. This course covers a wide range of subjects, using a wide variety of interactive learning methods. This class is a practical, hands-on and up-to-date management class which will give you tools that you can apply immediately.

Dates: **November 18 – 20, 2008**

Cost: \$210

Coming Soon:

- Domestic Violence in the Work Place: **Nov. 5**

All of these courses will be offered periodically throughout the year. Watch our web site for more dates! <https://ilearn.oregon.gov>

Professional Development Courses

Plain Language Plus – Writing for Easy Reading

Effective communication is essential for success in any organization. This includes written communication. In government, we communicate a great deal with writing. We write to different audiences, for different reasons, using different formats. Despite these differences, we share a common goal: To make what we write quick and easy for our readers to understand. When this happens, we support their success and our success.

House Bill 2702 provides plain language standards for our writing. Following these standards makes our writing easy to read, and our readers appreciate this. They're busy just like us. They don't want to spend extra time figuring out our meaning. They want to be able to read a message once, get what it means, and then do what they need to do to meet their needs. In essence, when we make our writing reader friendly, we convey that we respect our readers' time and value helping them.

Dates: **November 13 & December 17, 2008**

Cost: \$35

Safer Deiver Program by NTSI

This is a defensive driving safety class offered to state of Oregon employees, agents and volunteers who operate state-owned vehicles. It is a recommendation that drivers of state-owned vehicles complete a defensive driving safety class every five years.

Dates: **November 20 & December 16, 2008**

Cost: \$35

Train the Trainer

Is this course for you? Does your job sometimes give you the opportunity to train or make presentations in front of groups? If so, this course is for you. It is designed for people who have program, technical, or management responsibilities, but who are occasionally called upon to train or make presentations.

Dates: **December 2 – 9, 2008**

Cost: \$210

All of these courses will be offered periodically throughout the year. Watch our web site for more dates! <https://ilearn.oregon.gov>

Enterprise Learning Management System (ELMS)

Introducing iLearnOregon – state governments learning community!

iLearnOregon – state governments learning community takes center stage!

Training for Oregon state government is changing due to an initiative sponsored by DAS' Human Resource Services Division. "iLearnOregon" is a dynamic online system that several state agencies have either fully launched or are currently testing through the end of the year. The system manages basic functions, such as course catalogs, registration, enrollment, and transcripts, along with more advanced functions such as blogs, content sharing, skill assessments and individual development plans.

iLearnOregon offers much more than administrative functions. The technology lets agencies identify learning needs for learners and organizations. By equipping employees with the knowledge they need to operate at peak performance levels, employees can improve their effectiveness. iLearnOregon will enable agencies to manage their workforce more effectively in an environment of changing needs.

Beyond the convenience of an online system, employees will benefit from iLearnOregon because their learning transcript will follow them throughout their career in state government. Managers will benefit from a variety of reports on enrollments, transcripts and training costs.

As of October 30th, 2008, more than **15,000 users** already have accounts in iLearnOregon. In fact, the Employment Department and HRSD Statewide Training have fully launched the system for all training registrations. In addition, the following state agencies are piloting the system to prepare for agency-related launches later this year and into 2009.

- Parks
- Revenue
- Forestry
- Housing
- PERS
- OLCC
- ODFW
- State Fire Marshal

Here's what agencies say about iLearnOregon:

"This is an incredibly exciting effort that will finally meet so many of our succession management, employee development and career building needs that many of us have talked and envisioned about for the past ten years or so."

Clark Seely, Associate State Forester, Oregon Department of Forestry

"iLearnOregon will provide PERS with a framework to improve the way we manage the learning process agency wide."

Lisa Romo, Training and Development Manager, PERS

We invite you to take a test drive of the new system now! As said before, many state employees already have accounts in the system. If you are one of them, your login ID and password are both your employee identification number (EIN), which is found on your pay stub. If you find that you are not in the system, a simple self-registration process is available for you to create an account. Click on the link below and follow the instructions under RECENT ANNOUNCEMENTS.

<https://ilearn.oregon.gov>

For more information, including a number of self-help resources, please visit

<http://www.oregon.gov/DAS/HR/training.shtml>

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Technical and Software Training

Access XP/2003 – Introduction

This course focuses on the ability to create relational database systems, enter, edit and delete data in database files, produce information in forms and reports, and generate queries on the data. It is primarily designed for those who wish to use access for data processing.

Dates: **December 16 – 17, 2008**

Cost: \$238

Excel XP/2003 – Introduction

Excel XP/2003 Introduction is designed to give students the skills they need to set-up and design basic worksheets, use mathematical formulas and functions, format and edit worksheet information and print worksheets.

Dates: **December 2, 2008**

Cost: \$119

Excel XP/2003 – Advanced Topics A

Excel XP/2003 Advanced Topics A will show students how to take advantage of some of the more advanced features in Excel.

Dates: **December 9, 2008**

Cost: \$119

Linus

Designed for new users of the Legislative Information Notification Update System.

Dates: **January 5, 6, 7, 12, 13, 14, 2008**

Cost: \$50

Linus Refresher

This course is for LINUS Users who need overview in using LINUS system and its new features.

Dates: **January 6 & 14, 2008**

Cost: \$20

TeamSite / Web Contribution

This class will introduce the basic concepts and processes required to create and maintain a State agency web page or mini-site utilizing the TeamSite. This class will also introduce basic content management concepts, familiarize students with the TeamSite work environment, and include hands-on instruction for creating, editing, tagging, and submitting web pages through the workflow process.

Dates: **November 18, 2008**

Cost: \$65

Word XP/2003 – Introduction

This course uses a combination of lecture, hands on practice, and independent exercises to familiarize students with Word. The four fundamental skills in creating a document: entering text, editing, formatting, and printing will be covered.

Dates: **December 4, 2008**

Cost: \$119

Word XP/2003 – Advanced Topics A

This course uses a combination of lecture, hands-on practice, and independent exercises to increase students' skills using Word. The skills needed to perform sophisticated formatting manually and with styles, and to create and use templates and AutoText are covered.

Dates: **December 11, 2008**

Cost: \$119

All of these courses will be offered periodically throughout the year. Watch our web site for more dates! <https://ilearn.oregon.gov>

Contact Us

Need a class but don't see it listed? Let us know what you need and we'll see what we can do. We offer nearly all our computer software classes almost anywhere in Oregon - we can come to you! We also have rooms available for meetings, vendor demonstrations, etc. If you are interested in booking a room please call or email us for rates and availability.

If you have general questions about a class or need to request a course, please contact our Education Coordinators, Kathryn Duncan or Rhea Rodriguez. Contact an instructor if you have a specific question about the class that Kathryn or Rhea can't answer. If you're curious who will be teaching a class, go to our web site and look at the course outline.

Your input is very important to us. Please feel free to contact us with any questions, comments, or concerns.

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M*=Management/Leadership, P*=Professional Development, PM*=Project Management
LO*=Leadership Oregon

S*=Software/Technical, , CM*=Content Management, L*= Legislative Information Notification Update System

ELMS*= Enterprise Learning Management System

Online Registration: <https://ilearn.oregon.gov>