

Instructor Lead Training Catalog



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Effective Communication

This interactive class is designed to define and sharpen your basic communication skills. The class discusses problems and solutions to everyday situations that lead to communication breakdowns.

Other topics include:

- What is effective communication?
- Determining your personal style of communication
- Types of Communication
- Communication Habits

Target Competencies: Communication.

Target Audience: Open to all state employees.

This class is offered every other month. This is a three hour course is offered on the following days in 2015:

May 27 **July 22** **September 23** **November 18**

Evaluating Performance

This course provides an overview of the third phase of the performance cycle, reviewing and evaluating performance. Participants discover performance management best practices and performance drivers. A case study is provided to practice documentation and interim feedback. At the end of the session, participants are provided an overall performance rating for the case study employee.

Target Audience: Supervisors and Managers

Target Competencies: Directing/Coaching, Staff Development/Performance Management

The “Performance Management Overview for Civil Service Employees (SPD_00067)” web-based training is a pre-requisite for enrollment in this training.

This class is offered every other month. This is a three hour course offered on the following days in 2015: **None are scheduled at this time.**

Information & Records Management

Effective records management is an obligation for all state agencies. Properly implemented, it improves the quality and efficiency of state government. This course stresses the use of information as a resource and information technology as a tool to help agencies fulfill their missions. Participants will learn the legal framework of records management and how to minimize storage problems by using different storage media, e.g. paper, microfilm and various computer storage systems; using records management to enhance office productivity; evaluating new information technology, such as imaging, and developing records as an information resource available on-line through the Access Indiana Information Network. The course is designed as a workshop with discussions of general principles and the potential benefits of good records management illustrated by problem solving exercises. The instructors will distribute a records management handbook for reference and research.

Target Audience: Open to all state employees.

This class is offered every other month. This is a three hour course offered on a quarterly basis.

Personal Accountability

This training takes a look at the importance of personal accountability to organizational success and how to think and act in ways that create a proactive working environment.

Research shows that the most effective organization is one with a culture of personal and team accountability, and the most effective employee is an employee engaged in a high level of personally accountable thinking and actions.

At the conclusion of the training, participants are able to:

- Understand the importance of personal accountability to personal and organizational success
- Apply a simple formula for personal accountability
- Identify proactive versus reactive thinking and communication.

This class is offered every other month. This is a three hour course offered on a quarterly basis.:

Pre-retirement Seminar

This program is designed to assist state employees with advance retirement planning by providing information useful in making informed decisions.

A sound retirement requires careful advance planning involving numerous interrelated topics, including:

- Financial planning
- Public Employees' Retirement Fund
- Social Security
- Insurance
- Hoosier S.T.A.R.T.
- legal issues.

This is a full day workshop that includes an hour for lunch.

Target Audience: Any state employee and spouse interested in doing advance planning for retirement. If your spouse will be attending, please add the name on your registration form or inform your Agency Training Contact Person (ATCP). Everyone is encouraged to attend this program regardless of how far they may be from retirement. Information provided in this seminar pertains to both the employee for which retirement is imminent, as well as long-term planning for employees with retirement on a distant horizon.

Participants learn:

- The pros and cons of different types of investments for future retirement security
- the various options and benefits available through the Public Employees' Retirement Fund
- Benefits obtainable through Social Security and Medicare
- Different options available to state retirees for both life and health insurance;
- Potential benefits through Hoosier S.T.A.R.T. to add to retirement income;
- Key elements in estate planning, including: last will and testament, living will, health care authorization, durable power of attorney, and death taxes
- The Indiana Long-Term Care Program as an element of retirement planning.

Free of Charge! Please note employees may attend such seminar one (1) time in their career as a State of Indiana employee. Should employees choose to attend additional sessions of this seminar, they are expected to use their own appropriate accrued leave time. However, neither travel time, mileage, nor vehicle allowance is paid/allowed.

This course is offered twice a year. **August 12** is the next course day for 2015.

Professional Customer Service

Participants learn about basic customer service concepts. The “Personal Accountability (SPD_00074)” instructor lead training is a pre-requisite for enrollment in this training.

Participants learn about basic customer service concepts:

- How poor customer service impacts agency and personal performance
- Customer expectations
- How to deliver quality customer service interactions
- Serving customers with special needs

Targeted Audience: All State Employees

Targeted Competencies: Customer Service, Public Relations

This class is offered every other month. This is a three hour course offered on a quarterly basis.

Short/Long Term Disability & Workers' Compensation

This course teaches human resource and payroll representatives about the filing and administration of group Disability and Worker's Compensation claims for their agencies' employees. The following topics will be covered:

- Filing procedures for Short/Long-Term Disability, Tortuous Act Injury Disability and Workers' Compensation claims
- Integration of accrued leaves and Family Medical Leave with Disability and Workers' Compensation claims
- Basic benefits available under each plan; basic claims accounting; duration of benefits
- Special plan rules such as Exclusions, Workers Compensation Minimum Benefits; Medical case management on Workers' Compensation
- Special group Disability plan rules such as age and impairment limitations, offsets, other work, long term minimums
- Working with the Third Party Administrator
- Directing care in Workers' Compensation cases
- Claim timelines, claim settlements, terminations, exhaustion of benefits
- Partial Disability, part-time work, return to work issues including third and fourth year long term claims
- Agency role before, during, after claims
- Integration with other programs such as Social Security, Vocational Rehabilitation, ADA

Target Audience: Supervisors, Managers, HR Representatives, Personnel Officers, and Payroll Clerks.

This class is offered every other month. This is a three hour course offered on the following days in 2015: **None are scheduled at this time.**

ENHANCE CPR Training

The goal of ENHANCE is to train state employees in the proper usage of the campus Automatic External Defibrillators (AEDs), Cardiopulmonary Resuscitation (CPR) and First Aid. Enrollment for this training closes one week before the start date.

The ENHANCE Program: a new collaboration of many state agencies has been developed to improve state employee and visitor safety. The American Heart Association advocates, "With each minute that passes, the likelihood of survival decreases 7-10%," after a heart stopping event.

Targeted Audience: All State Employees

This class is offered every other month. This is a full day course offered on a quarterly basis.

Critical Thinking and Collaborative Communication Workshop

This is a practical workshop in two parts. Part one is a brief prerequisite online module which introduces the topic of Critical Thinking to learners. Part 2 is a practical class workshop where the group actively applies critical thinking and collaborative communication skills to solving problems as a group. The course is excellent for job roles involving critical thinking, group collaboration, negotiating, or using as a team building event.

Learners explore the importance of maintaining perspective and focus on purpose, experience and solve challenges when collaborating and communicating as a group when opposing interests are in play, applying a five-step formula to collaborative communication, negotiating and communicating to gain agreement on potential solutions.

The workshop is hosted by the Department of Revenue and open to staff from all agencies.

This class is offered every other month. This is a half day course offered on a quarterly or less basis.

Outlook Training

This class helps state employees become familiar with Outlook's basic uses within the state network. Users will learn basic functions such as general use, email etiquette, SPAM, and webmail.

Other programs integrated with Outlook will also be discussed such as Enterprise Vault and CertifiedMail.

Email OutlookTraining@iot.in.gov for any questions and comments. This training requires supervisor approval prior to attending.

This class is offered every quarter This is a two hour course offered on the following days in 2015: **October 7.**

How to Register

Register for SPD Training courses by logging into the PeopleSoft® Enterprise Learning Management (ELM) System. Employees may self enroll in the training course of their choice. All of the courses listed in this guide are instructor lead courses and require supervisor's approval to attend. Instructions for employees and managers self service are provided below.

- [Employee Self Service Quick Step Guide](#)
- [Manager Self Service Quick Step Guide](#)

Employees who cannot attend training, please can drop their enrollment via employee self service. Employees are asked to drop their enrollment or contact the Employee Engagement division no later than two (2) business days prior to the training date.

Travel costs to training courses held in Indianapolis are the responsibility of the employee's agency. Supervisors must examine the agency's ability to pay travel expenses before approving employee registration requests.

We encourage all employees attending an instructor lead training to plan on arriving on the Indiana Government Center campus no later than a half hour before the start of the course. The Government Center campus has two garages: Washington Street Garage and the Senate Avenue Garage. Plan to park in the Washington Street Garage, unless it's full.

For more information, please visit our website: www.in.gov/spd/2391.htm. If you have any questions, please direct them to SPDTraining@spd.in.gov or 317-232-0200.