

# Soaring Above the Clouds



**Serving the People Who Serve the People**

**Governmental Services Center  
Course Catalog 2012**

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# A Message from the Governmental Services Center

One of the things we have come to learn is that employees throughout the Commonwealth possess a tremendous range of skills, competencies, and experiences. With that said, continuous learning becomes even more essential given the ongoing and rapid changes in the work world. While fiscal restraints require state and local governments to do more with less, we must anticipate and meet future challenges with increased effectiveness, innovation and creativity.

At the Governmental Services Center (GSC), we are excited to have the opportunity to continually offer programs that meet the evolving needs of the Commonwealth by providing a variety of courses and curriculum for the various stages of an employee's career. Not only is GSC committed to promoting individual growth, the agency has revitalized efforts to assist organizations as a whole. We strive to encourage employees to pursue learning for job satisfaction, personal growth, and career advancement.

As your partners in learning, we value your input and feedback. Please let us know how we can improve the content, design and/or delivery of our services.

We are proud of your personal dedication to continual improvement as you seek to enhance your knowledge, skills and services. We encourage you to make this year the year that you soar above the clouds of success and take advantage of these courses and organizational consulting opportunities.

Sincerely,  
The Staff at  
Governmental Services Center

## OUR MISSION

To provide learning opportunities and performance consulting services that assist individuals and organizations in Kentucky state and local governments to continuously improve performance.

## OUR VISION

To be regarded as a vital partner for achieving individual and organizational success.

## OUR VALUES

**Continuous Learning** - We believe that everyone should have the opportunity for personal and professional growth. We will provide access to learning by partnering with our stakeholders in order to achieve individual and organizational success.

**Leadership** - We believe that leadership occurs at all levels of an organization. We will encourage one another to behave as leaders, advocate accountability, and empower decision making.

**Commitment** - We believe that people are our most valued resource. We are committed to building relationships, identifying and responding to needs, and exceeding our customers' expectations.

**Fun** - We believe that work should be enjoyable. We will encourage a creative and respectful work environment.

# **TABLE OF CONTENTS**

<b>A Message from the Governmental Services Center</b> .....	iii
<b>Our Mission, Vision and Values</b> .....	iv

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## Table of Contents

<b>Governmental Services Center</b> .....	5
Guiding Principles.....	5
Our Services.....	5
Our Staff.....	5
Our Contact Information .....	5
<b>Certificate of Management Fundamentals</b> .....	6
<b>Governor’s Minority Management Trainee Program</b> .....	7
<b>Where Do I Go From Here?</b> .....	8
<b>eLearning Opportunities</b> .....	9
GSC Americans With Disabilities Act .....	10
GSC Anti-Harassment Awareness .....	11
GSC Basics of Effective Meetings.....	12
GSC Executive Branch Ethics .....	13
GSC Customer Service Spanish I.....	14
GSC Customer Service Spanish II .....	15

GSC Family Medical Leave Act .....	16
GSC Fundamentals of Safety and Health .....	17
GSC Managing Employee Performance .....	18
GSC Valuing Employee Input .....	19
GSC Workplace Violence Prevention for Employees.....	20
GSC Workplace Violence Prevention for Supervisors .....	21
<b>Instructor Led Training .....</b>	<b>22</b>
Business Writing .....	23
Communication: Creating and Sharing Meaning .....	24
Conflict Management.....	25
Coping With Difficult Behaviors .....	26
Creative Thinking .....	27
Customer Service.....	28
Foundations in Leadership.....	29
Hiring & Selection Process: Best Practices .....	30
Introduction to Project Management.....	31
Leadership Communication .....	32
Managing Work Relationships .....	33
Overview of the Merit System.....	34
Managing Employee Performance.....	35
Personal Accountability .....	36

Running Effective Meetings.....	37
Shared Accountability .....	38
Structured Behavioral Interviewing .....	39
Working Through Change .....	40
<b>Registration</b> .....	<b>41</b>
<b>Directions</b> .....	<b>42</b>

# Governmental Services Center

## **Guiding Principles**

To meet our mission, the Governmental Services Center is committed to continuous improvement through the following principles:

- Providing quality training using skilled and knowledgeable trainers, facilitators, and teachers.
- Providing a variety of training opportunities and techniques to accommodate the individual needs of adult learners.
- Providing training resources and consulting services to government agencies.

## **Our Services**

The GSC Team provides service in the following areas:

- Leadership Development
- Employee Training
- Professional Development
- Special Requests

## **Our Staff**

Wes Swarner Ext. 227  
Jeanne Olivas Ext. 243  
Dawn Williams Ext. 256  
Kathy Hutcherson Ext. 247  
Jamille Smith Ext. 238  
Kim Rulo Ext. 254  
Beth Gordon Ext. 235  
Kimberly Bynes Ext. 245  
Ann Randolph Ext. 236

## **Our Contact Information**

Governmental Services Center  
Personnel Cabinet  
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Academic Services Building, 4<sup>th</sup> Floor  
Frankfort, KY 40601  
Phone: 502-564-8170 or 502-564-7455  
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<https://personnel.ky.gov/gsc/>

The Commonwealth of Kentucky does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services. Reasonable accommodations are provided upon request.

# Certificate of Management Fundamentals

The Certificate of Management Fundamentals (CMF) program focuses on developing and enhancing competencies required for effectively improving personal performance and the performance of others. The CMF program is appropriate for employees with the motivation to grow in their current job and the desire to assume even greater responsibilities.

To qualify to receive a CMF, you will need to complete the list of courses below. Once you have successfully completed all courses, you can contact our office and we will verify your transcript. You will then be asked to complete an applied project encompassing all of your learning. When your project has been received and approved, you will then be issued the Certificate of Management Fundamentals.

## **CMF Courses:**

- Managing Work Relationships
- Conflict Management
- Coping With Difficult Behaviors
- Running Effective Meetings or Equivalents: *Effective Meetings or Basics of Effective Meetings Online*
- Business Writing
- Communication Skills
- Managing Employee Performance or Equivalent: *Performance Management*
- Creative Thinking
- Problem Solving and Decision Making
- Introduction to Leadership
- Working Through Change



There is no application process to receive the CMF certificate. You will need to follow your agency's guidelines for requesting enrollment into courses and then contact us once you have completed them all. Upon completion of this program, graduates will receive one year of supervisory experience toward internal mobility.

# Governor's Minority Management Trainee Program

The Commonwealth of Kentucky is an equal opportunity employer. The Governor's Minority Management Trainee Program is a collaborative effort between the Governmental Services Center, Governor's Office of Minority Empowerment, and Office of Diversity and Equality to increase preparedness and promote leadership opportunities for minority employees. The CMF program provides the foundational training for participants who also benefit from a variety of personal and professional development opportunities. For more information call (502) 564-8000 or visit [www.personnel.ky.gov/eeodiversity](http://www.personnel.ky.gov/eeodiversity).

## MISSION

The mission of the Governor's Minority Management Trainee Program is to promote and manage a leadership development program that impacts all minority representation in Kentucky State Government management and leadership positions.

## HISTORY

The Governor's Minority Management Trainee Program was created by Executive Order in August 1995. It is the first such program of its kind in the nation. This recruitment and professional development tool was established to increase the representation of minority managers in state government. This program offers an experience that enables participants to cultivate the skills needed to serve Kentucky's citizens in an effective and responsive manner. Participants receive in-depth, practical training through classroom instruction, on-the-job experiences and special projects.

## TRAINEE PROGRAM COMPONENTS

- Management Development Classroom Training
- Special Projects Leadership in Action
- Networking Opportunities
- Coaching
- Career Portfolio Development and Distribution

# Where Do I Go From Here?

Planning gives you the necessary focus to create specific steps to follow the target areas most important to you. By setting an overall goal, breaking it into smaller pieces, and then figuring out what steps to take, you'll be able to grow in your current job or go for the promotion, build your skills further, and do what you want to do!

**Planning your own development can seem like an overwhelming task, but with a simple plan it can be highly satisfying, and even fun!**

Ask yourself the following questions:

- **What are my strengths?**  
What are those things you do well and enjoy doing?
- **What are my areas for improvement?**  
Where do you need to increase your skills to meet the changing needs of your current job as well as your future career goals?
- **What are my overall goals?**  
Think about where you would ultimately like to be in your career.



# eLearning Opportunities

Our eLearning courses are web-based modules that allow for self-directed learning. Learners are able to access the course content and materials at a time and place that is convenient to their schedule and to proceed at a pace that suits their need. GSC provides these courses to meet the demands of employees who may not be able to attend our instructor led offerings.

GSC has partnered with Kentucky TRAIN to provide you with convenient online courses that meet your training needs. Please visit the GSC website to access and participate in your GSC e-learning courses.

The following is the list of courses being offered online and that are available to participate in at any time:

- GSC Americans with Disabilities Act
- GSC Anti-Harassment Awareness
- GSC Executive Branch Ethics
- GSC Customer Service Spanish I
- GSC Customer Service Spanish II
- GSC Effective Meetings
- GSC Family Medical Leave Act
- GSC Fundamentals of Safety and Health
- GSC Valuing Employee Input
- GSC Workplace Violence Prevention for Employees
- GSC Workplace Violence Prevention for Supervisors





**Class Name:** GSC Americans with Disabilities Act  
**Course Code:** WCADAOL  
**Locator #:** 0000194293

The Personnel Cabinet's Office of Employee Relations partnered with GSC to provide an introductory awareness of Americans with Disabilities Act (ADA) concepts and principles to employees of the Commonwealth of Kentucky.

**Course Objective:**

- Provide the learner with the basic principles, core concepts, resources, and best practices for interacting with persons with disabilities regarding the Americans with Disabilities Act and the ADA amendments.

**Intended Audience:**

All employees

**Estimated Class Length:**

6.5 Hours





**Class Name:** GSC Anti-Harassment Awareness  
**Course Code:** WCAHOL104  
**Locator #:** 0000194294

The Personnel Cabinet's Office of Diversity and Equality partnered with GSC to provide the anti-harassment online training module which defines harassment and educates employees as to the parameters of offensive and inappropriate behavior for the workplace. This training also explores personal and agency liability for harassment and hostile work environments and details a complainant's filing options.

**Course Objective:**

The goal of this training is to define harassment in the workplace and make employees familiar with some of the things that can constitute unwelcome conduct or create a hostile work environment, explain the agency's liability, and inform employees of their complaint filing options.

**Intended Audience:**

All employees

**Estimated Class Length:**

6.5 Hours





**Class Name:** GSC Basics of Effective Meetings  
**Course Code:** PSEM104OL  
**Locator #:** 0000206068



The goal of this module is to help you understand the basic guidelines that will assist you and your group in conducting effective meetings.

**Course Objective:**

Upon completing this module, you should be able to:

- Discuss the benefits of conducting a meeting
- Determine if a meeting is needed
- Utilize recommended guidelines for conducting effective meetings
- Recognize different formats for holding a meeting and their benefits

**Intended Audience:**

All employees

**Estimated Class Length:**

2.0 Hours







**Class Name:** GSC Customer Service Spanish I  
**Course Code:** ISBBSOL101  
**Locator #:** 0000194331

This course on basic Spanish is designed to teach you a few short customer service phrases.

**Course Objective:**

This workshop will help you identify:

- Spanish vowels and consonants
- Common customer service phrases
- Days of the week
- Numbers 0-10

**Intended Audience:**

All employees

**Estimated Class Length:**

2.0 Hours

<b>Monday . . .</b>	<b>lunes</b>
<b>Tuesday . . .</b>	<b>martes</b>
<b>Wednesday . . .</b>	<b>miércoles</b>
<b>Thursday . . .</b>	<b>jueves</b>
<b>Friday . . .</b>	<b>viernes</b>
<b>Saturday . . .</b>	<b>sábado</b>
<b>Sunday . . .</b>	<b>domingo</b>



**Class Name:** GSC Customer Service Spanish II  
**Course Code:** ISBBSOL102  
**Locator #:** 0000194330

This course builds upon Spanish I.

**Course Objective:**

This workshop will help you identify:

- Nouns
- Adjectives
- Articles in Spanish language

**Intended Audience:**

All employees

**Estimated Class Length:**

2.0 Hours





**Class Name:** GSC Family Medical Leave Act  
**Course Code:** WCFMLOL106  
**Locator #:** 0000195108

The Personnel Cabinet's Office of Employee Relations partnered with GSC in defining the Kentucky Family Medical Leave Act (FMLA), procedures for FMLA implementation, federal guidelines, liability issues and documentation.

**Course Objective:**

This workshop will help you increase awareness of the Family Medical Leave Act from both the employee and employer perspectives.

**Intended Audience:**

All employees

**Estimated Class Length:**

6.5 Hours





**Class Name:** GSC Fundamentals of Safety and Health  
**Course Code:** SAFE1000  
**Locator #:** 0000195059

The Personnel Cabinet's Office of Employee Relations partnered with GSC to provide the Fundamentals of Safety and Health, a basic course designed to introduce participants to general safety rules and regulations and to ensure safety compliance in the workplace.

**Course Objective:**

This workshop will help you increase safety awareness and help prevent safety-related incidents.

**Intended Audience:**

All employees

**Estimated Class Length:**

6.5 Hours





**Class Name:** GSC Managing Employee Performance  
**Course Code:** MSBMEP107  
**Locator #:** 0000209879



Managing employee performance is an integral responsibility for all supervisors and managers throughout the year. This workshop explores the relationship between organizational and individual performance; the phases of the performance management process; and how to conduct effective performance goal setting, feedback, and employee development. This workshop provides an overview of performance management. **This course does NOT satisfy the compliance training requirement that is mandatory for all supervisors. This online module will satisfy the requirement for CMF.**

**Course Objective:**

Upon completing this module you should be able to:

- Discuss the importance of effectively managing employee performance
- Recognize the 3 phases that make up the performance management process
- Establish SMART performance objectives
- Effectively coach employees for maximum performance
- Utilize the recommendations for involving employees in the performance management process

**Intended Audience:**

Managers & Anyone Participating in CMF

**Estimated Class Length:**

3.0 Hours





**Class Name:** GSC Valuing Employee Input  
**Course Code:** VALUE1000  
**Locator #:** 0000201616

Your employees can be a valuable resource for improving and strengthening your organization.

**Course Objective:**

This module will cover:

- The benefits of employee input
- How to encourage employees to share ideas and suggestions
- How to effectively solicit employee input
- How to provide positive feedback to employee input

**Intended Audience:**

Supervisors

**Estimated Class Length:**

2.0 Hours





**Class Name:** GSC Workplace Violence Prevention For Employees  
**Course Code:** WCWVPOL103  
**Locator #:** 0000194342

The Personnel Cabinet's Office of Employee Relations partnered with GSC to define violence, discuss statistics on violence in the workplace in Kentucky, review the Personnel Cabinet's policy statement on violence in the workplace prevention strategies, and discuss options for handling violent behavior in the workplace.

**Intended Audience:**

All employees

**Estimated Class Length:**

6.5 Hours





**Class Name:** GSC Workplace Violence Prevention For Supervisors  
**Course Code:** WCWVPOL102  
**Locator #:** 0000194341

The Personnel Cabinet's Office of Employee Relations partnered with GSC to provide guidance to supervisors in the areas of defining violence, discussing statistics on violence in the workplace in Kentucky, reviewing the Personnel Cabinet's policy statement on violence in the workplace prevention strategies, and discussing options for handling violent behavior in the workplace.

**Intended Audience:**

*Supervisors*

**Estimated Class Length:**

6.5 Hours



# Instructor Led Training

Our instructor led workshops are just one means of providing learning delivery. GSC is committed to providing a variety of learning methods to meet the diverse needs of our learners. Instructor led workshops provide a hands on experience where the learning process is guided by a facilitator. This type of training allows for immediate feedback, questions and answers, manipulation and changeable delivery to suit the needs of learners in a real-time environment.





**Class Name:** Business Writing  
**Course Code:** PSBW101



Today people judge individuals and organizations on the proper use of the English language. Words are the foundation of our interaction with each other. They communicate definite impressions. This course looks at what you need to know before you write, how to write, and how to edit your words. During this workshop participants will look at sentence structure, the choice of words, and the tone of all interactions in written form. Business writing is different from the writing most students are taught. Managers expect a certain level of communication, and employees must demonstrate proficiency in the communication required for the position.

**Course Objectives:**

At the conclusion of this workshop, participants should be able to:

- Communicate written ideas clearly, accurately, and professionally
- Communicate effectively in letters, e-mails, job procedures, guidelines, and reports
- Communicate positively the correct message

**Intended Audience:**

All employees

**Estimated Class Length:**

6.5 Hours





**Class Name:** Communication: Creating and Sharing Meaning  
**Course Code:** ISBCS103



Effective communication is all about conveying your messages to other people clearly. It's also about receiving information that others are sending to you with as little distortion as possible. Communication is only successful when both the sender and the receiver understand the same information as a result of the communication.

**Course Objectives:**

At the end of this session, participants will be able to:

- Define the meaning of communication
- Outline the process behind communicating with the intent to be understood
- Recognize the importance that non-verbal cues bring to a conversation
- Minimize barriers to communicating effectively
- Evaluate their personal communication style and interpret the similarities and differences of other styles in order to flex when necessary to facilitate understanding

**Intended Audience:**

All employees

**Estimated Class Length:**

3.5 Hours





**Class Name:** Conflict Management  
**Course Code:** ISBCM104



The concept of “we can’t change other people, we can only change ourselves” gives us power in how we deal with others. We can choose how we’ll react, interact, and develop working relationships – even the difficult ones. Conflict Management provides tools to handle stressful situations that can arise at work.

**Course Objectives:**

This workshop will help you understand:

- Five individual styles of coping with conflict
- Which is your preferred style
- When it’s appropriate to use each style
- The pitfalls of using your preferred style all the time
- Steps toward conflict resolution between individuals

**Intended Audience:**

All employees

**Estimated Class Length:**

6.5 Hours





**Class Name:** Coping With Difficult Behaviors  
**Course Code:** ISBCDB105



You may not be able to change difficult people, but you can minimize their impact on you. Coping strategies allow you to act and overcome in any given situation. This workshop will introduce you to a review of six difficult behavior types and appropriate coping techniques for each.

**Course Objectives:**

This workshop will help you:

- Recognize your own behavioral triggers
- Regulate your own behavioral responses
- Apply coping techniques appropriate for difficult behavior types

**Intended Audience:**

All employees

**Estimated Class Length:**

3.5 Hours





**Class Name:** Creative Thinking  
**Course Code:** CTSCT101



Much of the thinking in formal education emphasizes analysis skills--teaching students how to understand claims, follow or create a logical argument, figure out the answer, eliminate the incorrect paths, and focus on the correct one. However, there is another kind of thinking, creative thinking, that focuses on exploring ideas, generating possibilities, and looking for many right answers rather than just one. Both of these kinds of thinking are vital to a successful working life.

**Course Objectives:**

This workshop will help you understand:

- Stages and guidelines of brainstorming
- How to break through creative blocks
- Ways to generate many ideas

**Intended Audience:**

All employees

**Estimated Class Length:**

3.5 Hours





**Class Name:** Customer Service  
**Course Code:** PSCS103

Customer service is everyone's responsibility. Every time we interact with an individual, answer the telephone, send an email, write a letter, or attend a meeting, we are making an impression on our customers – whether they are citizens, visitors, people working with our staff on a project, or other state employees. We are in the business of public service. Having a customer service perspective in government should make working in government easier and more efficient, both for the customers and the employees.

**Course Objectives:**

This workshop will help you:

- Define exceptional customer service as it relates to state government
- Adjust your communication to meet audience and situation
- Listen to others and show understanding of what they are saying
- Display personal commitment to providing exceptional customer service at every opportunity

**Intended Audience:**

All employees

**Estimated Class Length:**

3.5 Hours





**Class Name:** Foundations in Leadership  
**Course Code:** LDITL102



Leadership is a way of being, not a position. In this course, you will get an overview of the seven major areas of leadership using The Clemmer Group's Leadership Wheel model. Growing your leadership is a dynamic process and begins on the inside of you then extends out to others. You can lead others well if you lead yourself well.

**Course Objectives:**

This workshop will help you understand:

- What is leadership?
- Leadership roles
- How management and leadership complement each other
- Leadership Wheel model

**Intended Audience:**

All employees

**Estimated Class Length:**

3.5 Hours





**Class Name:** Hiring & Selection Process: Best Practices  
**Course Code:** MSBHSP110

The target audience is hiring managers in Kentucky state government. This workshop provides an overview of best practices in the selection process from the beginning preparation steps; through a behavioral interview process; evaluating candidates' qualifications and recommending the selected candidate; and concluding the process. This training focuses on filling positions within the classified service of the 18A merit system, the overwhelming majority of positions within state government. The concepts presented, however, provide valuable guidance for any hiring manager in selecting the best qualified candidate, in a manner that is legally defensible.

**Course Objectives:**

At the end of this session, participants will be able to:

- Establish screening criteria based on knowledge, skills, and experience necessary to be successful in a given position;
- Utilize structured behavioral interviewing techniques to maximize the value of the interview process;
- Recognize acceptable and unacceptable legal practices;
- Evaluate and recommend candidates for appointment or promotion in compliance with applicable statutes and regulations; and
- Understand information that should be maintained for documenting the selection process.

**Intended Audience:**

Hiring managers

**Estimated Class Length:**

6.5 Hours





**Class Name:** Introduction to Project Management  
**Course Code:** LDIPM204

If you struggle with managing the unmanageable, this workshop is for you. Projects are a way of life in both technical and non-technical disciplines. Examples include management of human resources, finance, procurement of equipment, and implementation of strategic plans. This workshop offers an introductory overview of project management with practical advice for a step-by-step approach.

**Course Objectives:**

This workshop will help you understand:

- The phases and components of the project management life cycle
- The triple constraints on a project
- The components of a communication plan
- The components required to conduct a risk analysis

**Intended Audience:**

All employees

**Estimated Class Length:**

2 Days





**Class Name:** Leadership Communication  
**Course Code:** LDLC203

The link between mere management and great leadership is communication. When you set the vision, you articulate it. When you plan, you tell people about it. When you delegate, you have a dialogue with your people about who does what. When you coach, you have a conversation about what's going right and what needs improvement. When you recognize, you do so with words and actions. And when you motivate, you do all the above in order to create the right conditions for people to feel connected, empowered, and able to contribute. All leadership comes back in one form or another to communication.

**Course Objectives:**

This workshop will help you:

- Identify communication techniques to build trust with others
- Identify communication techniques to drive results

**Intended Audience:**

All employees

**Estimated Class Length:**

3.5 Hours





**Class Name:** Managing Employee Performance  
**Course Code:** MSBMEP106



Managing employee performance is an integral responsibility for all supervisors and managers throughout the year. This workshop explores the relationship between organizational and individual performance; the phases of the performance management process; and how to conduct effective performance goal setting, feedback, and employee development. **This workshop provides an overview of performance management. This course does NOT satisfy the compliance training requirement that is mandatory for all supervisors.**

**Course Objectives:**

At the end of this session, participants will be able to:

- Discuss the importance of performance management and the three phases
- Establish strategic performance goals for employees
- Utilize the recommendations for involving employees in the performance management process
- Identify common rating errors when evaluating employee performance
- Coach for performance
- Utilize resources located on the Performance Management website

**Intended Audience:**

- Only supervisors who are responsible for managing employee performance and development.

**Estimated Class Length:**

4.0 Hours





**Class Name:** Managing Work Relationships  
**Course Code:** ISBMWR102



Whether a top executive, middle manager, frontline supervisor or frontline worker, success depends largely on the ability to deal with other human beings. This workshop is designed to help participants become more effective in the critically important interpersonal dimension of their work.

**Course Objectives:**

This workshop will help you:

- Assess your own behavioral social style, identifying strengths and weaknesses
- Flex your behavioral social style to the styles of others for productive interaction and partnering
- Identify personal reactions when under stress
- Manage impact of others' behavior while under stress
- Apply general coping techniques when others are under stress

**Intended Audience:**

All employees

**Estimated Class Length:**

6.5 Hours





**Class Name:** Overview of the Merit System  
**Course Code:** MSBOMS100

This workshop provides Kentucky state government managers an overview of the basic tools needed to manage within the 18A merit system. It will allow them to gain a perspective on their roles and responsibilities and instruct them on how to navigate Kentucky regulations and statutes.

**Course Objectives:**

At the end of this session, participants will be able to:

- Define the merit system and why it exists
- Define statutes versus regulations and how they work together
- Identify appropriate KRS' and KAR's for given scenarios
- Distinguish among Legislature, Personnel Cabinet, Personnel Board, Appointing Authority and manager/supervisor roles.

**Intended Audience:**

This workshop is intended for managers and supervisors within Kentucky State Government.

**Estimated Class Length:**

3.5 Hours





**Class Name:** Personal Accountability  
**Course Code:** SMPA100

Being accountable is about figuring out how you can make things better. Other people's actions and events aren't in your control, but your response to these situations and events is completely in your control. You can choose to be 100% accountable and responsible for your response. Topics covered are defining personal accountability, overcoming barriers of personal accountability, accountability assessment, and personal action plan.

**Course Objectives:**

This workshop will help you:

- Define personal accountability
- Overcome barriers to personal accountability
- Focus the direction of your thinking
- Ask better questions to lead to personal action
- Develop an action plan for personal accountability

**Intended Audience:**

All employees

**Estimated Class Length:**

3.5 Hours





**Class Name:** Running Effective Meetings  
**Course Code:** PSREM108



In today's workplace, meetings are inevitable. Ineffective meetings can rob organizations of time and productivity, resulting in dollars lost. Meetings can be an effective and efficient way to do business, but proper steps must be taken to ensure this. In addition, meeting leaders must exhibit certain skills before, during, and after a meeting in order for it to be considered a success.

**Course Objectives:**

This workshop will help you:

- Recognize the Benefits of a Face-to-Face Meeting
- Identify the Functions of a Meeting Leader
- Understand the responsibility of a meeting leader throughout the phases of the meeting process

**Intended Audience:**

All employees

**Estimated Class Length:**

3.5 hours





**Class Name:** Shared Accountability  
**Course Code:** SMSA200

Shared Accountability is about developing a culture where members of a team can be counted on to keep their commitments and agreements. As a team, we can achieve better results and enhance our goals. This workshop will build on the personal accountability foundation by providing practical methods and techniques for increasing both personal and shared accountability.

**Course Objectives:**

This workshop will help you:

- Describe the elements of an accountable work team culture
- Develop healthy peer-to-peer accountability discussion methods

**Intended Audience:**

All employees

*Participants should complete Personal Accountability prior to taking this workshop.*

**Estimated Class Length:**

3.5 hours





**Class Name:** Structured Behavioral Interviewing  
**Course Code:** MSBSBI201

This training, a companion to the "Hiring and Selection Process: Best Practices" workshop, focuses on just the structured behavioral interviewing step of the overall hiring process. It provides additional guidance on interviewing skills such as active listening and non-verbal communication, and opportunities for more in-class application of interviewing techniques.

**Course Objectives:**

At the end of this session, participants will be able to:

- Understand the concept of structured behavioral interviewing
- Conduct a job analysis
- Develop behavioral-style interview questions
- Employ structured interviewing techniques
- Evaluate interviews

**Intended Audience:**

All employees

**Estimated Class Length:**

6.5 hours





**Class Name:** Working Through Change  
**Course Code:** ISBWTC106



Reorganizations, budget cuts, retirements, policies, procedures, office moves, KHRIS, ... these are just some of the changes that face you at work. Are you ready to roll with the changes or are you hoping that "this too shall pass?"

This workshop will help individuals transition through ever-changing environments. A set of tools is offered to help you manage change and navigate the outcome you want.

**Course Objective:**

This workshop will help you:

- Identify the change and transition process
- Describe the five stages people typically experience during change
- Identify personal resilience strategies
- Identify proactive behavior choices

**Intended Audience:**

All employees

**Estimated Class Length:**

3.5 Hours



## **REGISTRATION**

To register for a workshop, contact your GSC training liaison. If you do not know your training liaison's name, check the GSC web site at <http://personnel.ky.gov/gsc/empdev/liaisons.htm>.

The training liaison will give you information about workshops and explain your agency's registration procedures. If you cannot locate an appropriate training liaison for your agency, contact GSC and we will provide the assistance you need. For a calendar of upcoming workshops, go to the GSC website and click on the GSC calendar: <http://personnel.ky.gov/gsc/empdev/register/456schedule.gov>.

## **CONFIRMATIONS**

All participants receive confirmation of scheduled workshops by e-mail. Mark your calendar and notify your supervisor of the scheduled date. Participants are required to confirm their attendance upon receipt of the confirmation letter.

## **CANCELLATION**

It is important for all participants to notify GSC at (502) 564-8170 as soon as possible if they are unable to attend a scheduled workshop. Early cancellation permits someone on the wait list an opportunity to attend in your place.

## **TRAINING LOCATIONS**

Training conducted in Frankfort is usually held in the Julian Carroll Academic Services Building on the campus of [Kentucky State University](#). Workshops are also conducted at state parks, universities, and other facilities in an effort to meet the needs of employees throughout the state. The email confirmation you receive notifies you of the location of your workshop.

## **ACCESSIBILITY**

GSC provides, upon request, reasonable accommodations including auxiliary aids and services necessary to afford an individual with a disability to participate in all services, activities, and programs. To request reasonable accommodations, including materials in an alternative format, contact [Jamille Smith](#). Persons with hearing and speech impairments may contact GSC by using the KY Relay Service, a toll-free telecommunication device for the deaf (TDD). For voice to TDD, call 1-800-648-6057. For TDD to voice, call 1-800-648-6056.

## **COSTS**

In keeping with KRS 164.357, organizational units share the cost of training at GSC on a pro rata basis. A formula is used for each biennial budget cycle that determines the amount each agency pays. This amount is built into the budget of each agency in the Executive Cabinet and other state agencies that choose to participate on a pro rata basis. If employees from any other state government agency or any agency of a county, city or other political subdivision take classes at GSC, the agency reimburses the state at a predetermined rate per day per employee.

## Directions

GSC offices are located on the campus of Kentucky State University (KSU) on the fourth floor of the Julian Carroll Academic Services Building (ASB). Classrooms are located on the fifth floor. You may park in front of the Exum Center or at the ASB with your GSC parking pass displayed in the front window of your vehicle.

**WEST TO FRANKFORT:** (*Coming from Lexington or Ashland*) Take I-64 West to exit 58 (Frankfort/Versailles). Turn right off of the exit ramp onto Versailles Road (Highway U.S. 60) and continue about one mile. Turn left at the third traffic light onto the East-West Connector (Highway 676) and continue about two or three miles. Turn right onto Martin Luther King, Jr. Boulevard, and move to the left lane. The KSU campus is straight through the traffic light.

**EAST TO FRANKFORT:** (*Coming from Louisville*) Take I-64 East to exit 53B (Lawrenceburg/Frankfort). Turn right off of the exit ramp onto U.S. 127 North. Proceed down to the right hand lane and turn right onto the East-West Connector (Highway 676). Turn left at the fifth light, which is Martin Luther King Jr. Boulevard Stay in the left lane and keep straight through the traffic light.

**SOUTH TO FRANKFORT:** (*Coming from Covington*) Take I-75 South to Lexington. Take I-64 West to exit 58 (Frankfort/Versailles). Turn right off of the exit ramp onto Versailles Road (Highway U.S. 60) and continue about one mile. Turn left at the third traffic light onto the East-West Connector (Highway 676) and continue about two or three miles. Turn right onto Martin Luther King, Jr. Blvd., and move to the left lane. The KSU campus is straight through the traffic light.

## PARKING:

You may park in front of the Exum Center or in the back of the ASB with your GSC parking pass displayed in the front window of your vehicle.



