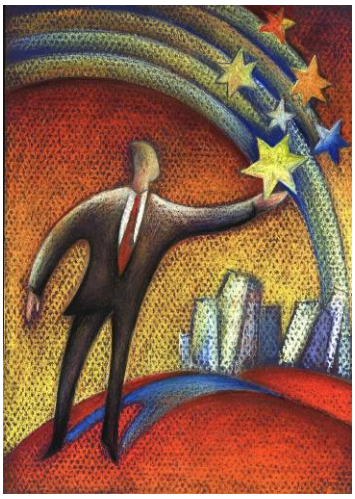
Personnel Cabinet
Governmental Services Center

Serving the People Who Serve the People



Bringing Learning to Life

2009 Course Catalog

Welcome to Governmental Services Center (GSC)

I would like to take the opportunity to welcome you to the Governmental Services Center (GSC). Our mission is to provide innovative learning and performance consulting services that assist individuals and organizations in Kentucky state and local governments to continuously improve performance and meet future challenges.

As our nation approaches the universal challenge of a global economy, Kentucky will be faced with an unprecedented emphasis on improved quality and value in goods and services that will require a renewed commitment to educating and training the workforce. While fiscal restraints may require state and local governments to do more with less, we must anticipate and meet future challenges with increased effectiveness, innovation, and creativity.

We offer employees training and professional development necessary to achieve these goals. Not only are we committed to promoting individual growth, but the agency has also revitalized efforts to assist organizations as a whole. I encourage you to take advantage of theses courses and organizational consulting opportunities.

Please contact the Governmental Services Center for assistance and support as you seek to enhance your knowledge and skills and your organization's performance.

I am proud of your personal dedication to continual improvement in services to the Commonwealth as we move confidently and competently toward the future.

Again, it is my pleasure to welcome you to GSC. Our goal is to ensure you find your stay with us both productive and enjoyable.

Sincerely,

Sissy Meredith, Ph. D.

Executive Director

Governmental Services Center

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KEY

Courses with the CMF icon are a part of the Certificate of Management Fundamentals program. For more information about the certificate, please see page 20 of this catalog or visit our web site http://personnel.ky.gov/gsc/cpm/.

Courses with the CPM icon are a part of the Kentucky Certified Public Manager Program. For more information about this program please see page 21 of this catalog or visit our web site at http://personnel.ky.gov/gsc/cpm/.

Courses that are offered online will have this icon listed.

"The more that you read, the more things you will know. The more that you learn, the more places you'll go."
Dr. Seuss

Anti-Harassment Prevention

Anti-Harassment Prevention is a 2 hour online course that compliments the instructor-led course presented by the Personnel Cabinet's Office of Diversity and Equality.

This online course serves to introduce or reiterate the concepts taught in the instructor-led session, which includes:

- **The definition of harassment**
- **Causes of harassment**
- **Prevention strategies**
- **Reporting procedures**

It is recommended that the online version be used as a pre-course or post-course reinforcement of the concepts and not as replacement for the instructor-led presentation of this important topic.

Intended audience: all employees

Assessing Organizational Performance

Before an organization can improve its performance, it needs to be able to measure and evaluate its present performance. Periodic assessments not only help organizations to improve their performance over time, but also provide a means of communicating performance information to stakeholders.

In this workshop you will learn:

- **Elements for assessing organizational and program performance**
- **Types of performance indicators**
- **Types of performance data**
- **Identify the relationship between performance outcomes, outputs and indicators**

Intended audience: Managers, Supervisors, Directors

Business Writing

Is your writing adding professional image to you and your organization? How do purpose and audience influence your business writing? These two elements are necessary in planning your message, getting it written, and helping you edit your writing. Business Writing will help you update and improve your official writing.

Learn to:

- **Use the correct correspondence format; letter, memo, email**
- **Use punctuation marks properly**
- **Effectively deliver good and bad news**
- **Make your documents more concise**

Intended audience: all employees

"I do a lot of writing in my job, but I still picked up some great tips. I think this class would be useful for anyone who must write in a business environment, whether a beginner or an expert."

Abby Powell
Business Writing Student

Communication Skills

Communications Skills explores basic interpersonal communications between individuals in the workplace. This workshop goes beyond basic speaking skills by allowing class participants an opportunity to assess their communications style, see a communications model, discuss barriers to communications, and to look at how body language impacts the communications model.

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

- Diagnose communication styles
- Identify the components of a communications model
- Develop strategies for overcoming barriers to interactive communication
- Give and receive feedback effectively
- Recognize and use non-verbal cues to strengthen communication

Intended audience: all employees

Conflict Management

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 also is a tool in how to handle stressful situations that can arise at work.

This workshop will help you:

- Understand five individual styles to conflict
- Which is your most 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

Coping with Difficult Behaviors

You may not be able to change a difficult person 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.

At the conclusion of the workshop you should be able to:

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

Intended audience: all employees

Creative Thinking

Creativity is the foundation for discovering root causes of problems and then generating possible solutions to those problems. Good problem solving and improvements require thinking beyond what's already been tried. If you want to be innovative or make a difference, taking a risk to be creative is your foundation.

In this half day workshop you will learn:

- **The stages and guidelines of brainstorming**
- **How to break through creative blocks**
- **Ways to generate many ideas**

"Oh the thinks you can think up if only you try" encourages Dr. Seuss.

Intended audience: all employees

"As a baby boomer, I tend to think 'inside the box.' This class has given me some awesome ideas and techniques to think more creatively. I recommend this class to every state employee."

Ramona Brock
Creative Thinking Student

Customer Service

Customer service is everyone's responsibility. Every time we interact with an individual, answer the telephone, send an e-mail, 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 is likely to make working in government easier and more efficient both for the customers and the employees.

This half-day workshop will promote:

- Defining exceptional customer service as it relates to state government
- Adjusting your communication to meet audience and situation
- Listening to others and show understanding of what they are saying
- Displaying personal commitment to providing exceptional customer service at every opportunity

Intended audience: all employees

Customer Service: Spanish I

Hola! Bienvenido!

Hello! Welcome! These are just a couple of the short customer service phrases you will learn in this half day workshop on basic Spanish.

This workshop will emphasize:

- Pronunciation of Spanish vowels and consonants
- Common customer service phrases
- Translation of days of the week
- Translation of the numbers 0-10

You can also review this workshop by accessing our eLearning web page: http://personnel.ky.gov/gsc/elearning/Spanish.htm. Open the documents and click on the Spanish word to hear the pronunciation.

Intended audience: all employees

"It starts with respect. If you respect the customer as a human being, and truly honor their right to be treated fairly and honestly, everything else is much easier."
Doug Smith

Effective Meetings

According to a 2005 Microsoft Office survey, the average employee spends about 5.5 hours per week in meetings. That's about 286 hours a year per person. The survey went on to say that 71% felt their meetings were unproductive. That's too bad because it doesn't have to be that way. There are simple things you can do to make sure your meetings are worth the time.

This workshop will help you:

- Decide if a meeting is necessary
- Prepare before the meeting with an agenda, roles, and responsibilities
- Conduct the meeting efficiently
- Identify follow-up activities to ensure good results

Intended audience: all employees

Facilitation Skills

Expert facilitation is proven to dramatically increase productivity in meetings, group-settings, and within teams especially where it is important to plan, decide, analyze, and extract high-quality information in a compressed time. This course will teach participants how to act as facilitators who can draw out and process audience input for the purpose of moving a discussion forward.

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

- Recognize the different roles of a facilitator
- Enhance individual, team, and organizational performance by utilization of tools and techniques that allow groups to do their best thinking
- Manage difficult problems and behaviors

Intended audience: all employees

Fundamentals of Budgeting

Ever wonder why state government can't just purchase office equipment, hire more employees, or use whatever funds they have for the greatest need? Did you know you have a role in the budget process? Every employee of state government will learn more about the budget making process, and how it effects them.

You will be exposed to:

- **The three years of budget cycles**
- **Where the budget starts**
- **How to read a budget**
- **The budget making process in Kentucky**
- **Why the budget is important**

This workshop is *not* a how-to on the budget forms.

Intended audience: all employees

Generations at Work

In order to be an effective communicator we not only need to know how to adapt to different personality types, but we also need to understand the different generational issues that can create conflict in the workplace. If we can begin to understand what is important to each generation and what they value, we can then begin to learn to see things in a wider perspective and begin to build bridges of communication between the groups. With better understanding comes better communication, which leads to heightened tolerance and ultimately to successful collaboration between the generations.

You will discuss:

- Four generations in the workplace.
- The values and the potential outcomes of generational interaction.
- Potential problems for an organization when people from different generations fail to communicate effectively.

Intended audience: all employees

Influential Leadership

This workshop is the last in the series of GSC leadership training. You will need to have completed Practicing Leadership to enroll in this workshop. This workshop is based on Kouzes and Posner's book "The Leadership Challenge".

- **You will evaluate your own leadership practices.**
- **You will receive feedback from your employees on their perception of your use of the five leadership practices:**
  - **Modeling the Way**
  - **Inspiring a Shared Vision**
  - **Challenging the Process**
  - **Enabling Others to Act**
  - **Encouraging the Heart**

Target audience: Managers, Supervisors, & Directors

Introduction to Leadership

Americans are always looking for the key to being the "best" parent, spouse, friend, etc. Managers are no different. They have been looking for that one best leadership style for a long time. Unfortunately one way is not the best for every situation.

This workshop introduces the situational leadership model where managers can learn to adapt their leadership style to the situation. Participants will also identify the benefits and procedures for effective delegation.

In attending you will learn:

- **The theory and language of situational leadership**
- **To distinguish the four leadership styles**
- **To define employee development level**
- **To choose appropriate leadership style based on employee development level**
- **Six steps of delegation**
- **Tasks appropriate for delegation**

Intended audience is Managers, Supervisors, and Directors

Introduction to Project Management

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 and practical advice with a step-by-step approach for better managing projects.

You will also learn:

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

Intended audience: all employees

"I highly recommend this class. Content is relevant to new and seasonal managers and applies to professional and personal project management. This course should be a first year requirement for leadership within state government."

Eileen Hardy
Introduction to Project Management Student

Introduction to Supervision

The target audience for this workshop is new supervisors that have been in their position for up to three months. This workshop is intended to help transition supervisors into their new roles and responsibilities: compliance and legal responsibilities, departmental documentation, and merit system laws.

Participants will be able to:

- Reference KAR and KRS for personnel management issues
- Using given scenarios, document coaching and disciplinary meetings according to guidelines given in class
- Using given employee statements, correctly list supervisor responsibilities regarding ADA, anti-harassment procedures, and grievance procedures
- Using instruments given in class, assess personal management skills

Leadership Communication

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 of leadership comes back in one form or another to communication.

Participants should be able to:

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

Intended audience: Managers, Supervisors, Directors

Managing Organizational Change

There's another change facing your agency…how are you as the supervisor going to implement the change? Can you help your team survive it? What is your role in the change process?

This workshop will give you:

- **Some tools to help you move your team through change**
- **A look at change from the change agent position**
- **An understanding of the phases in change management and the role of the manager**

This workshop is intended for managers, supervisors, and directors.

Managing Work Relationships

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.

You will learn to:

- **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 behaviors while under stress**
- **Apply general coping techniques when others are under stress**

Intended audience: all employees

"What you always do before you make a decision is consult. The best public policy is made when you are listening to people who are going to be impacted. Then, once policy is determined, you call on them to help you sell it."
Elizabeth Dole

Performance Management

This course helps you learn to participate in successful and continuous performance management. Every evaluator must plan for performance and provide ongoing coaching and feedback throughout the performance year. Proper attention to these activities will help the evaluator make the process a positive tool for employee development, motivation and performance improvement.

You will learn how to:

- Understand the three components of Performance Management: Planning, Coaching and Evaluating.
- Review and Develop goals using the SMART criteria
- Use appropriate coaching techniques as needed
- Recognize and conduct successful planning and coaching meetings
- Understand how to conduct "no surprise" evaluation meetings

Target Audience: Supervisors, Managers, but open to any one who complete performance evaluations as well as any employee seeking awareness

Performance Matters

This training is mandated by law for all who complete performance evaluations unless it is provided by your agency personnel.

The current system within Kentucky State Government is a performance management process that includes planning, coaching, feedback, documentation, and performance evaluation. This process, when correctly followed, is a valuable resource for evaluators to set job performance priorities, direct performance towards measurable goals and expectations and reward employees for performance above expectations.

Training on the state employee performance evaluation system has been designed to enhance understanding of the system, to emphasize the importance of using it as a management tool and to assist evaluators in developing the proper skills to use the system effectively.

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

- Define resources to effectively complete performance evaluations
- Review and develop performance expectations using the SMART criteria
- Define progressive discipline
- Recognize and avoid "Litigation Landmines"

Target Audience: Recently appointed Supervisors, Managers or anyone who complete performance evaluations on merit employees

Practicing Leadership

This workshop continues looking at the Situational Leadership model that was presented in GSC's workshop Introduction to Leadership .

During this workshop you will:

- Practice the Situational Leadership model
- Develop a decision making approach using the "plan, do, check, act" model
- Understand some potential problems with group decision making and how to work through them
- Create an action plan to improve your leadership style

Intended audience is managers, supervisors, and directors.

Presentation Skills

You too can be a great public speaker! We will help you develop and enhance your public speaking style.

Learn to:

- Convert nervous energy in to presentational energy
- Organize thoughts for presentation development using an introduction, body, and conclusion
- Deliver presentations effectively and with confidence

The first half of the day will be devoted to learning techniques, the second half of the day will be devoted to practicing those techniques.

This workshop is also practice for CPM students as they prepare for their Capstone project presentation. Therefore the presentations in the afternoon will be done in groups of 4 to 5.

Intended audience: all employees

Process Improvement

Process Improvement means making things better. It is not fighting fires. Its goal is not to blame people for problems or failures…it is simply a way of looking at how we can do our work better. When we engage in process improvement, we seek to learn what causes things to happen and then use this knowledge to: reduce variation, remove activities that have no value to the organization, and improve customer satisfaction

You will learn:

- **A model for continuous improvement**
- **The SIPOC model for analysis**
- **Standard flowchart symbols**

Intended audience: all employees

Problem Solving & Decision Making

Much of what managers and supervisors do is solve problems and make decisions. Often solving problems and making decisions are reactions due to stress and very short time frames for action. This workshop will provide a guided approach to problem solving and decision making. Not all problems can be solved and decisions made by this outlined approach, however, the basic guidelines are a starting point.

You will learn to:

- **Identify a work process**
- **Follow the PDCA method for problem solving**
- **Define a work process problem**
- **Generate possible solutions for given problem**
- **Assess risk and consequences for possible solutions**

Intended audience: all employees

Strategic Planning

Why does your Cabinet spend time developing vision, mission and values statements? What does that mean to you?

The purpose of this workshop is to increase your awareness of the value of strategic planning and to better prepare you to effectively contribute to your agency and unit strategic planning efforts.

You will be able to identify the key elements for

- **Value Statements**
- **Vision Statements**
- **Mission Statements**
- **SWOT analysis**
- **Situation Analysis**
- **SMART Goals**
- **Outcomes versus Outputs**
- **Objective writing**
- **Determining performance indicators**

Intended audience: all employees

Structured Behavioral Interviewing

If you participate on interviewing panels for new hires, you won't want to miss this workshop. Structured behavioral interviewing is a process that helps you envision future behavior based on the applicant's past behavior.

You will:

- **Learn how to do a job analysis**
- **Design behavioral questions to get you the information you need for your job**
- **Practice note taking**
- **Understand the legal parts of the hiring process**
- **Be more confident in identifying the best person for any position**

Intended audience: all employees

Team Building

How do you know you're on a team and what your role is? This workshop will look at an individual's responsibility within a team, development of individual interpersonal skills, and what a person can expect a group of individuals to go through when placed in a situation to work together.

You'll learn:

- **Characteristics of effective teams**
- **Stages of team development**

You will also be given an opportunity to reflect on your current contributions to a team and how you can be a more effective team member.

Intended audience: all employees

Train the Trainer

The aim of this workshop is to equip novice trainers with skills and knowledge of how to deliver prepared curriculum using adult learning principles. This workshop will provide delivery skills and foundational theories for effective adult training environments.

Participants should be able to:

- **Distinguish training from presenting**
- **Describe how adults learn and how to apply those principles when delivering training**
- **Write learning objectives describing what the learner is expected to do**
- **Deliver interactive training using a variety of methods**
- **Create effective visual aids**
- **Maintain good presence skills**

Intended audience: all employees

Violence in the Workplace

Workplace Violence Prevention is a 2 hour online course that serves to introduce the concepts of workplace violence prevention strategies in a fun, interactive way. This online course serves to make employees aware of:

- Basic concepts of prevention
- Self protection
- How to report violence in the workplace

Intended audience: all employees

Working Through Change

Reorganizations, budget cuts, retirements, policy, procedures, office moves, KHRIS, … those 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 is to help the individual transition through ever-changing environments. A set of tools is offered to help you manage change and navigate the outcome you want.

You'll be able to:

- Identify specific changes in the workplace
- Describe the 4 transition stages people typically experience during change
- Identify your reactions you are experiencing because of change
- List your options for moving through the stages of change
- Develop specific strategies for dealing with change
- Commit to dealing proactively with change

Intended audience: all employees

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 certificate, 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**
- **Effective Meeting**
- **Business Writing**
- **Communication Skills**
- **Performance Management**
- **Creative Thinking**
- **Problem Solving & 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.

Governor's Minority Management Trainee Program (GMMTP)

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 & 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 visit: www.personnel.ky.gov/eeodiversity, or call (502) 564-8000.

Kentucky Certified Public Manager

The Kentucky Certified Public Manager (KCPM) program is a combination of GSC workshops and five Kentucky State University undergraduate courses.

Goals of the program:

- **Encourage high professional standards in the field of public management.**
- **Create learning opportunities that enhance the knowledge and skills of current and future leaders in the Commonwealth of Kentucky's government.**
- **Provide a management development program that is nationally recognized and regularly evaluated against the highest benchmarks.**
- **Offer a forum for managers throughout Kentucky state government to discuss current opportunities, problems, and issues.**
- **Develop an identifiable pool of knowledge, expertise, and talent in the form of well-trained, highly motivated dedicated managers and potential managers.**

The following list of courses will be instructed by Kentucky State University:

- **Budgeting Process**
- **Human Resource Management**
- **Public Sector Management**
- **Organizational Behavior**
- **Contemporary Public Policy**

The following list of courses will be instructed by GSC:

- **Practicing Leadership**
- **Structured Behavioral Interviewing**
- **Assessing Organizational Performance**
- **Introduction to Project Management**
- **Team Building**
- **Managing Organizational Change**
- **Process Improvement**
- **Facilitation Skills**
- **Leadership Communication**
- **Strategic Planning**
- **Presentation Skills**
- **Influential Leadership**

Registration

You need to contact your agency training liaison to register for a workshop. If you do not know your training liaison's name, check the GSC web site at http://personnel.ky.gov/gsc/empdev/register/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.

You will find the workshop schedule link on the home page of the GSC web site and at this link: http://personnel.ky.gov/gsc/empdev/register/456schedule.gov.

NOTE - In 2009, the Kentucky Human Resource Information System (KHRIS) will allow you to utilize an Employee Self Service (ESS). In the ESS you will be able to view available courses, register and withdraw. In the coming months, please see our instructions relating to KHRIS both in our course catalog as well as on our website: http://personnel.ky.gov/gsc/empdev/

CONFIRMATIONS

All participants receive confirmation of scheduled workshops by e-mail. Mark your calendar and notify your supervisor of the scheduled date.

CANCELLATION

It is important for all participants to notify GSC at (502) 564-8170 as soon as possible if you are unable to attend a scheduled workshop. Early cancellation permits someone on the wait list the 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 notification you receive notifies you of the location of the 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.

Directions

GSC offices are located on the campus of Kentucky State University (KSU) on the 4th floor of the Julian Carroll Academic Services Building (ASB). Classrooms are located on the 5th floor.

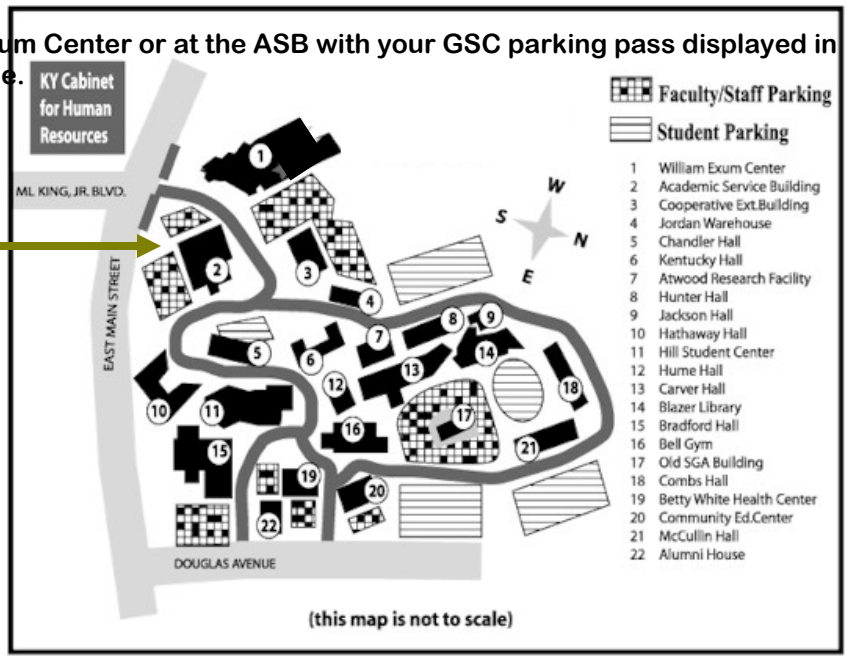
WEST TO FRANKFORT:
(Coming from Lexington or Ashland)
Take I-64 West to exit 58 (Frankfort/Versailles). Turn right off of the exit ramp onto Versailles Rd. (Hwy. U.S. 60) and continue about 1 mile. Turn left at the third traffic light onto the East-West Connector (Hwy. 676) and continue about 2-3 miles. Turn right onto Martin Luther King, Jr. Blvd., and move to the left lane. KSU campus is straight through the traffic light.

EAST TO FRANKFORT:
(Coming from Louisville)
Take 1-64 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 Highway 676. Turn left at the fifth light, which is Martin Luther King Jr. Blvd. Stay in the left lane and keep straight through the traffic light.

SOUTH TO FRANKFORT:
(Coming from Covington)
Take 1-75 South to Lexington. Take I-64 West to exit 58 (Frankfort/Versailles). Turn right off of the exit ramp onto Versailles Rd. (Hwy. U.S. 60) and continue about 1 mile. Turn left at the third traffic light onto the East-West Connector (Hwy. 676) and continue about 2-3 miles. Turn right onto Martin Luther King, Jr. Blvd., and move to the left lane. KSU campus is straight through the traffic light.

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.

Academic Services Building



GSC Mission, Vision, and Values

OUR MISSION

The Governmental Services Center (GSC) mission is to provide innovative learning and performance consulting services that assist individuals and organizations in Kentucky state and local governments to continuously improve performance and meet future challenges.

OUR VISION

GSC's vision is to be the premier provider of comprehensive learning and performance solutions throughout Kentucky government.

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 a leader, to champion innovation, and to empower decision making to achieve our vision.

Service Statement

We believe that people are our most valued resource. We will build relationships, identify and respond to needs, apply progressive thinking, and strive to exceed our customer's expectations

Fun

We believe that work should be an enjoyable passion. We will be an employer of choice providing a creative, innovative, respectful and invigorating environment.

Personnel Cabinet Mission, Vision, and Values

Our MISSION

The Personnel Cabinet provides leadership and guidance to attract, develop, motivate and retain a talented, diverse workforce; foster an understanding of and adherence to regulatory requirements; and create a positive, supportive work environment that values all employees.

Our VISION

To be regarded by our employees and stakeholders as a trusted and valuable resource for innovative; accessible and responsive human resource services.

Our VALUES

Integrity

We believe in adherence to the highest standards of conduct and the conviction to do what is legally and morally right.

Quality

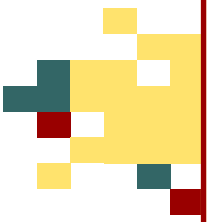
We are committed to providing quality customer service. We will continually review our business processes based on customer needs and establish measures by which we will monitor our effectiveness.

Diversity

We believe that embracing people from diverse backgrounds adds to the richness and creativity of our workforce. We will ensure all people have equal access to the Commonwealth's employment opportunities and other human resource services.

Innovation

We are committed to finding new and creative ways to serve our customers. We will apply progressive thinking to our systems, processes and services.



Governmental Services Center

Serving the People Who Serve the People

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