## Project Management

These courses are designed to develop leaders in the project management field. People in fields such as engineering, construction, architecture, information systems, business planning and management can all benefit from this training. Some of the project management training we provide through contracted trainers is:

Oregon Project Management Certification Program

- Fast Start in Project Management
- Project Management for Team Members

## Customized Training, Consulting or Facilitation

Does your group need something special? We can customize training classes, provide consultation, and facilitate meetings or discussions to address specific learning objectives of an agency or group.

## For Further Information

Kathryn Duncan, Kathryn.l.duncan@state.or.us
(503) 378 3040, for management, and professional development course information.

Rhea Rodriguez, Rhea.rodriguez@state.or.us
(503) 378 5393, for information technology and computer software training information.

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**STATEWIDE**
Training & Development Services

**Department of Administrative Services**

**Statewide Training and Development Services is the central training resource for Oregon State Government. We support and promote continuous learning and effective government through training and organizational development.**

**We are committed to increasing the effectiveness of Oregon State Government by providing state and local government employees with high quality training that is accessible, affordable, and relevant.**

**We strive to be responsive to the needs of our customers. We work with them to create partnerships, assess needs, prioritize solutions, and deliver critical statewide training programs and services.**

## Overview of Programs and Services

Our core programs and services include:

- Providing leadership, consultation, and guidance in the planning and implementation of statewide training initiatives;
- Being a resource for training-related information and requests;
- Providing classes for employees from all agencies, statewide;
- Designing and delivering customized classes and training events for requesting agencies;
- Providing onsite meeting facilitation services for groups, including team building, discussion, and strategic planning.

## Program Benefits and Highlights

Our mission is to be a comprehensive training service center for Oregon State Government agencies and employees. When a need surfaces that is beyond the scope of an agency's technical and training resources, we are available to serve as the initial contact and resource to meet or help meet the need. Some of the benefits of choosing our programs and services include:

- Experienced, qualified, and dedicated training professionals and support staff
- Programs and classes designed specifically for Oregon State Government.
- Class materials that are practical, up-to-date, and immediately applicable to the public sector workplace.
- Statewide training classes that include a mix of learners from many state agencies.
- Affordable training for government agencies.
- Custom-designed facilitation services for small or large groups.
- Four levels of management training that provide real-world management tools
- A "brokering service" to help find resources to meet needs that we may be unable to meet.

## Our Training Staff

Our trainers, whether our internal staff or external consultants, are top professionals. They have extensive knowledge and real-world experience in their subject areas. They are skilled trainers who teach practical concepts and skills, and engage students actively in the learning process.

## Overview of Statewide Training Classes

We provide statewide training classes in four areas:

- Management and leadership development
- Professional development
- Information technology and computer software training
- Project management

## Management Development

The Management Development Series (MDS) includes:

*MDS-Developmental*: This 2-day class is for employees exploring management or on track to become managers. It provides a head start for future managers and supervisors in state service and helps students assess their readiness for a management position. Participants identify and begin to strengthen knowledge and skill areas that need improvement.

*MDS-Foundational*: This 3-day class is for first-time managers and supervisors. The class provides critical supervisory skills for a strong start in management.  Students gain an understanding of management roles, competency areas, leadership traits, and work styles.  They learn how to manage performance, lead change, and use various team facilitation skills. They also create an Individual Development Plan to guide their growth as a manager.

*MDS-New-to-State:* This 1-day class is for experienced managers new to Oregon State Government.  It provides seasoned managers with a general overview of how state government is set up and how it works, and helps them transition to this new environment.  Students learn about the structure and systems of state government, public vs. private sector management (including ethical decision-making), the biennial state budgeting process, state standards and practices (financial ethics), labor relations (managing in a union environment), and resources for managers (major agency websites).

*MDS-Mid -Level*: This 2-day class is for experienced mid-level managers. It will focus on strategic planning, collaboration and partnerships, performance measurement, and managing change in organizations. Themes will be facilitation, communication, managing conflict, and valuing differences.

## Leadership Oregon

Leadership Oregon is a year-long program that provides a selected group of mid- to senior-level state managers with an overview of key issues in state government, exposure to top state leaders, and opportunities to network and develop their leadership skills. The goal is to develop a pool of talented individuals who are better prepared to help lead state government in a world of change.

The program is set up to select and bring together a diverse group of participants and give them exposure to other leaders across agency lines.  It provides cohorts of state managers with a forum where compelling issues and topics pertinent to state leaders are addressed.

## Professional Development

Professional development classes are designed to address important workplace knowledge, skills, and abilities that are common across agencies and support the ongoing growth and development of employees. Classes may be provided by internal DAS trainers or contracted consultants.  Classes include:

*The Respectful Workplace, You Can Stop Harassment:* This 2 1/2-hour class explains the rights and responsibilities of all employees regarding a respectful, harassment-free workplace and offers guidelines for maintaining it.

*Train-the-Trainer:* This 3-day class offers hands-on skill practice in designing, developing, and delivering effective training.

*Writing Fundamentals:*  This 1-day workshop is designed to improve employees' on-the-job writing skills, helping produce writing that is easy for readers to understand.  Instruction is provided through small group conferencing between student and faculty. This class offers assistance in all stages of the writing process and supports students to meet the demands of business writing.

*IT as a Service Organization:* This 2-day workshop offers a broad-based approach to building a superior client service mentality throughout IT and develops the critical skills necessary to pull it off.  This class will help you and your organization build a common definition of service and understand what is important from your client's perspective.

*Facilitating Effective Teams***:** This 2-day workshop helps facilitators build more effective teams and lead more effective meetings.  Learn to facilitate teams with increased confidence and practical tools.  This class focuses on building a safe environment, establishing clear outcomes, and overcoming barriers to participation and collaboration.

*System Development and Informed Consent:* This course is offered in a one-day executive overview as well as a 3-day class.  The courses help you discover the larger decision-making framework that you fit into as a professional.  You discover your role as a technical expert in the political decision-making process.  These classes provide you with tools on public involvement techniques.

*Effective Meetings:* This 1-day class teaches skills in how to run effective and efficient meetings. This class is loaded with tools for the participants to take back to their workplace to improve the meetings they attend and/or facilitate. Meetings are expensive and use time you may need somewhere else.

*Communication: Telling People What they don't want to hear:* This workshop is designed for those people who must deliver "bad news" to co-workers or members of the public while maintaining a respectful relationship.  It covers active listening, crafting appropriate messages, and developing suitable strategies for difficult conversations.

## Information Technology and Computer Software Training

- Adobe Acrobat
- Access 2000 and XP/2003 Introductory and Advanced levels
- Brio Query Version 6/8
- Microsoft Office Suite:
  - Excel, Word, PowerPoint
  - Introductory and Advanced Levels
- TeamSite web application
- LINUS