January - February 2008

Workforce Development – the Business Case
From Statewide Training, Development & Recruitment Services

The State of Oregon is facing significant challenges in recruiting and retaining a talented workforce that will meet the business needs of agencies in delivering innovative and efficient quality services to Oregon citizens. The state's organizational success depends on having the right staff with the right skills at the right time. Additionally, our workforce, as well as our constituents, is more diverse and we need to address cultural differences, generational differences, and non-traditional approaches to work in order to fulfill our objective of being an adaptable state government.

Our Objective: The primary objective for workforce development is to create a service delivery model that will ensure a diverse, well qualified, adaptable state government workforce to serve Oregonians today and for future generations.

The Context: Baby boomers, people born 1946-1964, will begin to retire in higher numbers over the next few years. Compounding the aging workforce issue is the fact that the generation immediately following the baby boomers, Generation X born 1965-1976, experienced lower birth rates. This results in fewer people currently in the workforce to fill vacancies left by exiting workers. Gen X employees may have enough experience to be generally prepared for highly technical or leadership positions. However, we may be asking these employees to take on higher level responsibilities sooner, often ten years or more sooner, than we would have their boomer counterparts. This is expected to result in a skill gap, especially for highly technical and senior management positions. We need to proactively address this skill gap in order to prepare these employees for the leadership roles they are destined to play in state government.

Generation Y, people born between 1977-1995, out number the baby boomers, according to the Census Bureau there are 78.5 million boomers and 79.8 million members of Gen Y. We know that this generation, in general terms, has different work place expectations and demands. We further know that the twenty-something Gen Y workers are eager to contribute and resourceful; however, they are not prepared to immediately replace the experienced and accomplished boomers day one. So the workforce shortage issue becomes more a question of timing and skills. For state government the crisis is imminent and the gap is wide; while Gen Y may have the volume to fill the gap they currently lack many of the skills, very likely the experience, and certainly the organizational knowledge to move into the highly specialized positions that the boomers are exiting.

The fervor truly surrounds this anticipated shortage of *skilled* workers, the drain of organizational knowledge, and the ensuing impact on our ability to operate and deliver services and products. Therefore, attracting, developing, rewarding and retaining this generation of workers is one of the challenges at hand. This challenge includes demonstrating a workplace culture that is welcoming, inclusive, flexible, innovative, and culturally competent.

State's Dilemma: What does this mean for us in Oregon state government? For us, 47% of our workforce is aged 45 or older. Within the next 5 years, 20.25% of classified and 24.58% of unclassified employees of Executive Branch agencies will be eligible to retire. As expected, our plight is no different than that of other sectors in the state, nationally, or internationally. How we respond now will determine how well we compete for the most talented and skilled workers and how viable an employer we are for the coming generations of workers.

Following articles in this newsletter will discuss our strategies for addressing this dilemma and how state agency and statewide efforts will align and complement one another.

In partnership,

Jennifer Lara

Jennifer Lara
Statewide Training, Development & Recruitment Manager

Project Management: Certification Program and Continuing Education

The Oregon Project Management Certification Program (OPMCP)

This course is designed to develop leaders in the project management field. With the complexity of work increasing, our time to complete projects decreasing, and public expectations rising, excellent project management will be the key to our future success. This program includes 6 training classes (modules) over a 5 month period. Each group will have 24 students who will together, attend classes and participate in team activities.

Dates: **Feb. 4 – Jul. 14, 2008**
Cost: $2,800

The Oregon Project Management Certification Program (OPMCP) (Portland)

This course is designed to develop leaders in the project management field. With the complexity of work increasing, our time to complete projects decreasing, and public expectations rising, excellent project management will be the key to our future success. This program includes 6 training classes (modules) over a 5 month period. Each group will have 24 students who will together, attend classes and participate in team activities.

Dates: **Feb. 4 – June 4, 2008**
Cost: $2,800

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Dates: **Mar. 17 – Jul. 9, 2008**
Cost: $2,800

Coming Soon:
- Fast Start in Project Management – **March 24-26, 2008**

All of these courses will be offered periodically throughout the year. Watch our web site for more dates!

Project Management Courses

Leadership & Management Development Series (MDS) Courses

MDS – Developmental

This two day introductory course is designed to acquaint participants with skills needed to be effective managers or supervisors.

Dates: **Feb. 13-14, 2008**
Cost: $140

MDS – Foundational – Part A

Special Note: The Foundation class has been redesigned and will be presented in a new format starting in January 2008. The class will be presented in two three day blocks (Part A and Part B). You will need to register separately for each part of the Foundational course. Foundational Part B is essentially all *new* material and is recommended for people who have previously taken the original three-day Foundational class.

Dates: **Jan. 15-17, 2008**
Cost: $210

MDS – Foundational – Part B

Special Note: The Foundation class has been redesigned and will be presented in a new format starting in January 2008. The class will be presented in two three-day blocks (Part A and Part B). You will need to register separately for each part of the Foundational course. Foundational Part B is essentially all *new* material and is recommended for people who have previously taken the original three day Foundational class.

Dates: **Jan. 29-31, 2008**
Cost: $210

MDS – Mid-Level

This course is designed to support the success of experienced supervisors and all mid level managers. It will cover four major topics critical for effective performance at the middle levels of management.

Dates: **Feb. 20-21, 2008**
Cost: $140

Situational Leadership ®

This course provides managers and supervisors with a complete understanding of Situational Leadership® concepts and use of the model. The course is taught with particular emphasis on hands-on experience at diagnosing situations and practical real-life applications.

Dates: **Jan. 23, 2008**
Cost: $150

Leadership & Management Development Series (MDS) Courses Cont.

Modeling Effective Leadership
In this course, participants will have an opportunity to explore and develop their leadership effectiveness. Through structured viewing and discussion of video case studies (movie clips), they will identify and analyze key dimensions of effective leadership and their relevance in the real world of state government.
Dates: **Feb. 27, 2008**
Cost: $35

Coming Soon:
- MDS Foundational Part A – **March 11-13, 2008**
- MDS Foundational Part B – **March 25-27, 2008**
- Situational Leadership – **April 22, 2008**
- Workforce Planning – **April 23, 2008**
- How Government Works – **March 6, 2008**
- Modeling Effective Leadership – **March 20,2008**

All of these courses will be offered periodically throughout the year. Watch our web site!
Management Courses

Professional Development Courses

Conflict Management
This class provides students with an opportunity to review key concepts and skills for effectively resolving conflict situations on the job.
Dates: **April 9, 2008**
Cost: $35

Interpersonal Communication
How will you benefit? This course provides an opportunity to review and practice key concepts and skills for effective interpersonal communication on the job.
Dates: **March 13, 2008**
Cost: $35

Teamwork: Learning from Experience
This class reviews the key factors that contribute to team performance and satisfaction. Students assess the influence of these factors in hands-on team activities, and discuss their application to "real world" work teams. As a result, students leave with a tool to help enhance team performance on the job.
Dates: **March 20, 2008**
Cost: $35

Train the Trainer
Is this course for you? Does your job sometimes give you the opportunity to train or make presentations in front of groups? If so, this course is for you. It is designed for people who have program, technical, or management responsibilities, but who are occasionally called upon to train or make presentations.
Dates: **April 15-24, 2008**
Cost: $17.50

Coming Soon:
- Train the Trainer – **July 22-23 & 31, 2008**

All of these courses will be offered periodically throughout the year. Watch our web site for more dates!

Professional Development

Enterprise Learning Management System (ELMS)

Enterprise Learning Management (ELMS)
An LMS is a dynamic online learning and knowledge management system that integrates general learning management functions (course catalog, registration, enrollments, transcripts and administration) as well as advanced tools such as knowledge mapping, collaboration and performance management. Managed through HRSD, the Enterprise Learning Management System (ELMS) project is an extremely exciting state-wide initiative. Over the next 2 years, state agencies will manage all learning operations using one software solution.
Dates: **Coming Soon**
Cost: Free

Technical and Software Training

Access XP/2003 - Introduction
This course focuses on the ability to create relational database systems, enter, edit and delete data in database files, produce information in forms and reports, and generate queries on the data. It is primarily designed for those who wish to use access for data processing.
Dates: **Jan. 9 – Jan. 10 & Feb. 6 – Feb. 7, 2008**
Cost: $238

Access XP/2003 – Advanced Topics
This course aims to provide a number of the more advanced skills available to the experienced Microsoft Access user.
Dates: **Feb. 20 – Feb. 21, 2008**
Cost: $298

BrioQuery/Hyperion Introduction
This class is an introduction to the BrioQuery ad hoc query and reporting program.
Dates: **Jan. 3, 2008 & Jan. 17, 2008**
Cost: $138

Desktop Support Technician Training and Certification
HDIs Desktop Support Technician course is designed specifically for IT support professionals who spend much of their day visiting customers with problems at their workstations or home office. This two-day course focuses on understanding and utilizing key support center processes and concepts to improve overall support operations, as well as customer service and interpersonal skills that improve the customer's experience.
Dates: **Feb. 28 – Feb.29, 2008**
Cost: $1,300

Excel 2007 Level 1
Excel 2007 has a new look! It's got the familiar worksheets you're accustomed to, but with some changes. This presentation shows you how to use the Ribbon and highlights the other changes in Excel.
Dates: **Jan. 29, 2008**
Cost: $155

Excel XP/2003 - Introduction
Excel XP/2003 Introduction is designed to give students the skills they need to set-up and design basic worksheets, use mathematical formulas and functions, format and edit worksheet information and print worksheets.
Dates: **Jan. 15 & Jan. 24 & Feb. 14, 2008**
Cost: $119

Excel XP/2003 – Advanced Topics A
Excel XP/2003 Advanced Topics A will show students how to take advantage of some of the more advanced features in Excel.
Dates: **Feb. 27, 2008**
Cost: $119

Expression Web
This course is intended for students who want to create web pages and websites in a graphical application. In this course, students will create a website using Microsoft Expression Web.
Dates: **Jan. 10, 2008**
Cost: $195

Internet Tips and Timesavers
This course is designed for individuals who want to search the Web more effectively. Participants will learn specific techniques to use for the Web's search engines and how to locate and use search engines advanced search pages. Participants will also experience multiple shortcuts and timesavers.
Dates: **Jan. 25, 2008**
Cost: $75

Legislative Information Notification Update System (LINUS) User Training
Designed for new users of the Legislative Information Notification Update System.
Dates: **Jan. 31 & Feb. 5, 2008**
Cost: $50

Migrating to SUSX Linux Enterprise Server 10
You're familiar with Linux, but you've heard the buzz about SUSE Linux and want to know more. You can find the information you're seeking in this course. This informative course teaches you how to perform basic administrative tasks on SUSE Linux Enterprise Server 10. In addition to installation and configuration, this course focuses on management, monitoring and other essential tasks and processes.
Dates: **Feb. 11 – Feb. 15, 2008**
Cost: $1,849

Microsoft Project 2003
Students will learn how to create projects, enter task and resource information, keep projects up to date, analyze and adjust project items and track project progress. Students will define critical vs. non-critical tasks, calculate critical paths, perform resource management and perform scheduling of project resources and inputs.
Dates: **Jan. 23 – Jan. 24, 2008**
Cost: $375

Office Transition 2007
Students completing this course will understand the new Office 2007 interface and the key improvements of Office program. Students taking this class should have a solid foundation in a previous Office version.
Dates: **Jan. 25, 2008**
Cost: $75

Outlook 2003 – Introduction
Outlook Introduction is designed for people new to Microsoft Outlook but with previous computer experience. The emphasis is on hands-on learning the capabilities of Microsoft Outlook. This is an overview class that will provide the learner with basic navigational skills and familiarity with Outlook features.
Dates: **Feb. 22, 2008**
Cost: $75

Outlook 2003 – Beyond the Basics
This course is designed for people with previous Outlook Experience who want to use Outlook for more than just email.
Dates: **Feb. 22, 2008**
Cost: $75

PowerPoint XP/2003
PowerPoint XP/2003 is a powerful presentations application, which allows the user to create intuitive presentations for paper, screen or web output. In this course the reader will learn about PowerPoint basics, creating a presentation, enhancing a presentation, adding visual interest to your presentations and managing your presentation.
Dates: **Jan. 23 & Feb. 12, 2008**
Cost: $119

Support Center Analysis
The Support Center Analyst provides front line support and represents the entire organization. For this reason, it is important that the analyst provides the highest quality customer care with every interaction. This course focuses on strategies for effective customer care and problem resolution, as well as the fundamentals for support center processes and tools.
Dates: **Feb. 25 – Feb. 26, 2008**
Cost: $1300

TeamSite/Web Contribution
This class will introduce the basic concepts and processes required to create and maintain a State agency web page or mini-site utilizing the TeamSite. This class will also introduce basic content management concepts, familiarize students with the TeamSite work environment, and include hands-on instruction for creating, editing, tagging, and submitting web pages through the workflow process.
Dates: **Jan. 16 & Feb. 21, 2008**
Cost: $65

The Open Group Architectural Framework (TOGAF) Boot Camp
TOGAF is a reliable, proven method- the TOGAF Architecture Development Method (ADM) - for developing an IT Architecture that meets the needs of business. It is a set of methods, processes, reference models, standards, techniques, and tools for developing a broad range of different IT architectures. It enables IT organizations to design, evaluate, and build the right architecture for their enterprise, and reduces the costs of planning, designing, and implementing architectures bases on open systems solutions.
Dates: **Jan. 7 – Jan. 10, 2008**
Cost: $1,994

Visual Basic 6.0
It is assumed that anyone attending this course is familiar with using Windows 98, NT4 or 2000 interfaces. Little or no previous programming is assumed, although general programming conceptual knowledge is advantageous.
Dates: **Feb 4 – Feb. 8, 2008**
Cost: $495

Visio 2003
Presents basic concepts for creating flowcharts, cross-functional flowcharts, and organization charts. Includes the basics for using and creating shapes, printing drawings, creating custom stencils, and many time-saving shortcuts and techniques designed to increase user productivity.
Dates: **Jan. 16, 2008**
Cost: $179

Windows Vista Day 1
In this course, students will familiarize themselves with the basics of personal computers, customize Windows Vista, and manage file and folders. They will also work with simple tools and browse the Internet.
Dates: **Jan. 25, 2008**
Cost: $195

Windows Vista Day 2
In this course, students will familiarize themselves with the basics of personal computers, customize Windows Vista, and manage file and folders. They will also work with simple tools and browse the Internet.
Dates: **Feb. 8, 2008**
Cost: $195

Word 2007, Level 1
Word 2007 is out. It's exciting, and it's designed to be better and more productive than the version you're used to. But it may look a little unfamiliar. So this presentation will help get you up to speed.
Dates: **Jan. 29, 2008**
Cost: $155

Word XP/2003 – Introduction
This course uses a combination of lecture, hands on practice, and independent exercises to familiarize students with Word. The four fundamental skills in creating a document: entering text, editing, formatting, and printing will be covered.
Dates: **Feb. 13, 2008**
Cost: $119

Word XP/2003 – Advanced Topics A
This course uses a combination of lecture, hands-on practice, and independent exercises to increase students' skills using Word. The skills needed to perform sophisticated formatting manually and with styles, and to create and use templates and AutoText are covered.
Dates: **Feb. 26, 2008**
Cost: $119

Word XP/2003 – Advanced Topics B
In this course, students will increase the complexity of documents by adding components such as customized lists, tables, charts, and graphics.
Dates: **Feb. 28, 2008**
Cost: $119

Coming Soon:

- FrontPage – **March 4, 2008**
- BrioQuery/Hyperion Introduction – **March 5, 2008**
- Excel XP/2003 Advanced Topics A – **March 11, 2008**
- Access XP/2003 Advanced Topics – **March 11-12, 2008**
- Word XP/2003 Introduction – **March 12, 2008**
- PowerPoint XP/2003 Introduction – **March 13, 2008**
- BrioQuery/Hyperion Reporting– **March 19, 2008**
- Adobe Acrobat 7.0 Intro & Advanced – **March 19-20, 2008**
- Excel XP/2003 Introduction – **March 20, 2008**
- Excel XP/2003 Advanced Topics A – **March 25, 2008**
- Microsoft Project 2003 **– March 25-26, 2008**
- Word XP/2003 Advanced Topics A **– March 26, 2008**
- Excel XP/2003 Advanced Topics B **– April 1, 2008**
- Word XP/2003 Advanced Topics B **– April 2, 2008**

All of these courses will be offered periodically throughout the year. Watch our web site for more dates!

[Technical and Software Training](#)

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

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

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

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

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

ELMS*= Enterprise Learning Management System

Online Registration: http://www.oregon.gov/DAS/HR/training.shtml

Visit Our Web Site:

You can find out more information or register for classes directly online at:
http://www.oregon.gov/das/hr/training.shtml

1. Click on the class series (i.e., "Professional Development", or "Computer" etc.).
2. Click on the title of the class for which you want to register or obtain more information.
3. If you want to register, click on Register for Class and complete the registration form.
4. Click on the "Submit Registration" button, and your confirmation will appear on the screen.
5. Print out your confirmation.
6. You can pay by credit card prior to the class or you will be sent an invoice after the class.

Tell us what you want: We offer different classes every month. If you don't see classes offered that meet your training needs please contact us.

Need To Check Your Registration Status?
http://statetraining.das.state.or.us/training/check.lasso