



May - June 2008

*Workforce Development Initiative (part 3 of a 9 part series)*

From Statewide Training, Development & Recruitment Services

## Workforce Planning

### **Why is workforce planning of value to Oregon citizens?**

Through a well crafted plan we outline the skill level, abilities, quality, and quantity of staff required to serve the diverse needs of Oregon citizens now and in the future.

Ensuring that services and products are:

- ✓ Culturally competent
- ✓ Timely
- ✓ Efficient
- ✓ Effective
- ✓ Sustainable

...and that state employees are:

- ✓ Responsible stewards
- ✓ Customer focused
- ✓ Diverse
- ✓ Innovative
- ✓ Accountable
- ✓ Highly skilled
- ✓ Adaptable
- ✓ Knowledgeable

### **What is it?**

In workforce planning we use data-centered analysis and our organization's mission, goals and values to define, predict, and plan for the skills and knowledge needed in our current and future workforce.

### **How can we help? We will provide:**

Agency workforce profiles

- Trend data for short & long range planning
- Workforce demographics and more

*Workforce Planning Guide*

- Succession and workforce planning models
- Agency resource toolkit

Statewide internship program

Sustainable infrastructure for data analysis, consultation, and planning support now and into the future

### **What can you expect? Results include:**

Succession planning for key leadership and technical positions ~ pipeline for the next generation

Strategic alignment with mission, goals, values and key performance measures

Resources, models and practices for thoughtful planning, avoiding a gap in service delivery to Oregonians

Data models for workforce analysis to support workforce planning

- Turnover, separation, retirement, retention rates age of the workforce, years of service, ethnic backgrounds, gender, age, disability, under representation, hard to recruit positions, length of vacancy, and other data points

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: **June 16 – October 20, 2008**

Cost: \$2,800

## Coming Soon:

- PMP Exam Preparation
- Project Management Executive Overview
- Advanced Project Leadership
- Creating High Performance Project Teams
- Estimating and Risk Management
- Survival Skills for Analysts
- Mastering the Requirements
- Analysis Simulation
- Fast Start in Business Systems Analysis

**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 – 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: **May 13 – 15, 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: **May 27 – 29, 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: **June 24 – 25, 2008**

Cost: \$140

## 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: **May 20, 2008**

Cost: \$35

## Coming Soon:

- Effective Meetings - **Sept. 25, 2008**
- Multigenerational Workforce Planning – **July 23, 2008**
- Performance Appraisal – **Sept. 24, 2008**
- Position Description – **Sept 24, 2008**

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

[Management Courses](#)

## Professional Development Courses

### 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: **May 29, 2008**

Cost: \$35

### Plain Language – PLUS

Effective communication is essential for success in any organization. This includes written communication. In government, we communicate a great deal with writing. We write to different audiences, for different reasons, using different formats. Despite these differences, we share a common goal: To make what we write quick and easy for our readers to understand. When this happens, we support their success and our success.

Dates: **May 15 & 28, June 10 & 12, 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: **June 17 – 26, 2008**

Cost: \$210

### Time Management

This class is for employees who want to learn or review practical tips, tools, and techniques for managing themselves, their time, and their work. It will help students increase their professional and personal effectiveness, reduce their stress, and achieve optimum results.

Dates: **May 22, 2008**

Cost: \$35

### 2008 State or Oregon Training Summit

DAS Statewide Training and Staff Development are excited to announce the 2008 State of Oregon Training Summit: Connecting Our Training Communities. This year's summit will be held May 7 - 8, 2008 at the Salem Conference Center in downtown Salem, Oregon. The State of Oregon Training Summit is a once a year opportunity for trainers from across the public sector to gather to network, gain new skills, and learn about what is happening in other agencies.

Now in its third year, the State of Oregon Training Summit is set to be bigger and provide more learning opportunities for trainers of all levels. Participants will be able to choose from 12 concurrent workshops to attend, learn from peers in trainer forums, and hear from the preeminent voice on generational diversity, Jason Ryan Dorsey.

Register now as the Summit always fills quickly!

Dates: **May 7 – 8, 2008**

Cost: \$125

### Coming Soon:

- Plain Language Plus: Writing for Easy Reading
- Safer Driver Program

**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)

It is with great pleasure we announce the arrival of the eLMS offered to all statewide agencies, boards, and commissions!

The eLMS is a dynamic online learning and knowledge management tool that integrates general learning management functions (course catalog, registration, enrollments, transcripts and administration) as well as performance management tools such as individual development plans and skill assessments. The statewide implementation project, which started in March 2008, is planned and executed in such a way as to ensure this product will fulfill its expected role as a key tool used to support the state of Oregon's training and workforce development efforts.

Over the past few months, the Enterprise Project Team has been working with the following agencies to prepare for a "go-live" data as early as June 2008.

- ✓ Parks
- ✓ Revenue
- ✓ Employment
- ✓ Forestry
- ✓ PERS
- ✓ OHCS
- ✓ OLCC
- ✓ ODFW
- ✓ DAS – Divisions
- ✓ Fire Marshal

Over the next few months, additional agencies will begin configuration meetings to launch the LMS later this year and beyond.

Please join us as we demonstrate the product, highlight some successes with our initial launch and answer any questions you may have regarding the product, implementation, agency cost as well as the products' overall value to employee development.

*What: eLMS Demonstration and Forum*

*When: Tuesday June 10<sup>th</sup>, 130-3p*

*Where: Employment Auditorium*

Please pass this information on to anyone who may be interested.

For additional information, please visit the eLMS project web-page at <http://www.oregon.gov/DAS/HR/e-lms.shtml>.

Looking forward to seeing all of you there!

Theme Grenz  
eLMS Project Manager

**DAS Statewide Training and Development is pleased to announce that on June 15<sup>th</sup>, 2008, we will be transitioning our class registration process to the eLMS!**

**After the transition has taken place, any existing shortcuts created on your computer directed to the previous training registration system may not work. Please update your shortcuts during this time.**

**We look forward to using this new and exciting system with you.**

## 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: **May 14 – 15, 2008**

Cost: \$238

### **Adobe Acrobat 7.0 Introduction & Advanced**

Students will learn to use Adobe Acrobat Professional to create and modify PDF files and learn to use advanced features of Adobe Acrobat Professional to create PDF documents.

Dates: **June 17 – 18, 2008**

Cost: \$405

### **BrioQuery/Hyperion Introduction**

This class is an introduction to the BrioQuery ad hoc query and reporting program.

Dates: **May 1 & 12, 2008**

Cost: \$138

### **BrioQuery/Hyperion Reporting**

This class covers the use of the BrioQuery ad hoc query and reporting program for producing printed reports and graphs. Combines instructor-led presentation with a self-paced instruction, discussion, and hands-on exercises.

Dates: **May 28, 2008**

Cost: \$138

### **Desktop Support Technician Training and Cert.**

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 customers experience.

Dates: **May 5 – 6, 2008**

Cost: \$1,300

### **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: **May 7, 2008**

Cost: \$195

### **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: **June 5, 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: **June 3 & 4, 2008**

Cost: \$119

### **Excel XP/2003 – Advanced Topics B**

Excel XP/2003 Advanced Topics B will show students how to take advantage of some of the more advanced features in Excel.

Dates: **June 5 & 11, 2008**

Cost: \$119

### **Excel 2007 – Introduction**

Excel 2007 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: **May 8, 2008**

Cost: \$155

### **iGrafx FlowCharter Summary**

This workshop is designed to shorten the learning curve and ensure effective usage of iGrafx FlowCharter in organizations where documenting business processes is of increasing importance. It supplies you with the skills and knowledge to make iGrafx FlowCharter work for you and your organization. This one-day workshop introduces process diagramming and process data entry (modeling).

Dates: **June 19, 2008**

Cost: \$476

## Technical and Software Training Cont.

### Microsoft Project 2003

This course has been designed to give course participants new to Project 2003 a thorough working knowledge of the program. Over 2 days, course participants are introduced to the software and terminology used, and they are taught to use, create and maintain a project plan including managing resources.

Dates: **May 20 – 21, 2008**

Cost: \$375

### 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: **June 25, 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: **June 25, 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: **May 22, 2008**

Cost: \$119

### SPSS – Introduction

Get up to speed in SPSS quickly and easily in this two-day course. The course guides you through the fundamentals of using SPSS for typical data analysis process. Learn the basics of read data, data definition, data modification, and data analysis and presentation of your results. See how easy it is to get your data into SPSS so that you can focus on analyzing the information. In addition to the fundamentals, learn shortcuts that will help you save time.

Dates: **June 3 – 4, 2008**

Cost: \$776

### 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: **June 16 – 19, 2008**

Cost: \$1,994

### SPSS – Data Management and Manipulation

The focus of this two-day course is on the use of a wide range of transformation techniques, ways to automate your work, manipulate your data files and results, and send your output to other Windows applications. You will gain an understanding of the various options for operating SPSS and how to use syntax to perform data transformations efficiently.

Dates: **May 13 – 14 & June 5 – 6, 2008**

Cost: \$776

### Support Center Analyst

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: **June 3 – 4, 2008**

Cost: \$1,300

### Team Site / 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: **June 11, 2008**

Cost: \$65

## Technical and Software Training Cont.

### **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: **June 19, 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: **May 29, 2008**

Cost: \$119

### **Word 2007 – Introduction**

This course uses a combination of lecture, hands on practice, and independent exercises to familiarize students with Word. The four fundamental skills in document: entering text, editing, formatting, and printing will be covered.

Dates: **May 28 & June 17, 2008**

Cost: \$155

### **Coming Soon:**

- Word XP/2003 – Advanced Topics B – **July 9, 2008**

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

[Technical and Software Training](#)

## Contact Us

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.

## Statewide Training and Development Services Staff

### Education Coordinators:

Kathryn Duncan (M\*, P\*, PM\*)  
503-378-3040 or  
[Kathryn.L.Duncan@state.or.us](mailto:Kathryn.L.Duncan@state.or.us)

Rhea Rodriguez (S\*, L\*, CM\*)  
503-378-5393 or  
[Rhea.Rodriguez@state.or.us](mailto:Rhea.Rodriguez@state.or.us)

Kathy Shepherd (LO\*)  
503-378-4477 or  
[Kathy.j.shepherd@state.or.us](mailto:Kathy.j.shepherd@state.or.us)

Jennifer Lara, Manager  
(503) 378-3869  
[Jennifer.Lara@state.or.us](mailto:Jennifer.Lara@state.or.us)

Angelo Jordan, Instructor (S\*, CM\*, L\*)  
(503) 373-1387 or  
[Angelo.Jordan@state.or.us](mailto:Angelo.Jordan@state.or.us)

John Bickers, Instructor (M\*, P\*)  
(503) 378-2304 or  
[John.Bickers@state.or.us](mailto:John.Bickers@state.or.us)

Rich Galvez, Instructor (P\*, M\*)  
(503) 378-5578 or  
[Rich.M.Galvez@state.or.us](mailto:Rich.M.Galvez@state.or.us)

Lucy Gardner, Instructor (LO\*, M\*)  
(503) 378-2744 or  
[Lucy.Gardner@state.or.us](mailto:Lucy.Gardner@state.or.us)

Brandy Meng, Instructor (M\*, P\*, ELMS\*)  
(503) 378-4843 or  
[Brandy.L.Meng@state.or.us](mailto:Brandy.L.Meng@state.or.us)

Theme Grenz, Project Manager (ELMS\*)  
(503) 378-3099 or  
[Theme.Grenz@state.or.us](mailto:Theme.Grenz@state.or.us)

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>