



DEPARTMENT OF HUMAN SERVICES
SENIOR & DISABLED SERVICES DIVISION
500 Summer Street NE
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AUTHORIZED BY: _____
SDSD Administrator/Deputy/
Assistant Administrator

INFORMATION MEMORANDUM
SDSD-IM-00-30
Date: March 2, 2000

TO: SDSD District and Unit Managers
AAA Directors

SUBJECT: DHR Seminar Partial Schedule for 2000

INFORMATION: This IM updates the DHS Seminar Schedule. Included is a description of each course. The location of each seminar is the DHS Employee Development Team offices, 4074 Winema Pl NE, Suite 201 in Salem. Seminars are as follows:

Training Design & Presentation Skills (five-day training)	April 11-13 April 14	8:15 - 5:00 p.m. 8:15 a.m. - noon
Developing Capable People (participants must attend all four sessions).	Session 1 May 4 Session 2 May 11 Session 3 May 18 Session 4 June 1	8:15 a.m. - 4:00 p.m. 8:15 a.m. - 4:00 p.m. 8:15 a.m. - 4:00 p.m. 8:15 a.m. - 4:00 p.m.
Team Problem Solving	June 7 September 13 November 8	8:15 a.m. - noon 8:15 a.m. - noon 8:15 a.m. - noon
Outstanding Customer Service in DHS	March 15 May 3 August 30	8:15 a.m. - noon 8:15 a.m. - noon 8:15 a.m. - noon
Performance Management for DHS Managers	March 2	8:15 a.m. - 5:00 p.m.
Team Fundamentals	March 7	8:15 a.m. - noon
Situational Leadership - Basic	March 8	8:15 a.m. - 5:00 p.m.
Situational Leadership - Follow-up	April 4	8:15 a.m. - noon
Communicating at Work	March 8 May 3	8:15 a.m. - Noon 8:15 a.m. - Noon

Interviewing with the State of Oregon	March 9	8:15 a.m.- 2:00 p.m.
Leadership Roles in the Prevention of Violence in the Workplace	March 14	8:15 a.m. - Noon
Selection and Interviewing Skills	March 16	8:15 a.m. - 5:00 p.m.
Workplace Harassment	April 6	8:15 a.m. - 2:00 p.m.
Workplace Harassment for Managers	April 7	8:15 a.m. - 2:00 p.m.
Meeting Management for Teams	April 5	8:15 1.m. - Noon

COST: Seminars are free to DHS employees and their community partners. The individual employee or the unit of assignment is responsible for the costs associated with the seminars, including meals, lodging and transportation.

REGISTRATION: The registration form is attached (copies may be made locally). Registration may be submitted directly to the DHS Employee Development Team at the address included on the registration.

CONTACT PERSON: DHR Employee Development Team (503) 378-3886
Lucille Pugh (503) 945-5834

DESCRIPTIONS...continued from Page 1

Developing Capable People

Learn effective ways to help yourself and others reduce conflict, encourage self-esteem and build confidence, communicate honestly and openly, build on successes and learn from failures. Improve the work (and home) environment.

Interviewing with the State of Oregon

Get practical advice for success in interviews. Prepare for and increase your comfort during interviews. Demonstrate your qualifications for the job.

Leadership Roles in the Prevention of Violence in the Workplace

Fast-paced informative session for management personnel and others who may play a leadership role in prevention or response to workplace aggression and violence.

Meeting Management for Teams

Have you ever been to a pointless meeting? Meetings can build teams and help us communicate with our colleagues. Team Meeting Skills will help you and your team make the most of every meeting. Improve meeting effectiveness and help all participants have a voice in your meetings.

Outstanding Customer Service

Identify your key customers (and clients), what they need and how best to serve them. Explore the cost of poor service and the benefits of great service. Take home tips to improve customer service.

Performance Management for DHS Managers

Understand the challenges of managing employees who work in human services. Increase your ability to assure effective and successful performance.

Public Speaking

Increase your comfort in talking to individuals, groups or larger audiences. Plan presentations with a clear purpose. Understand your audience's needs and interests. Learn the art of giving and receiving feedback.

Based on Toastmaster's International Speechcraft.

Selection and Interviewing Skills

Design interview and reference questions. Develop scoring criteria to choose the best applicant. Practice interview techniques.

Situational Leadership, Basic

Understand how to influence people and increase productivity. Learn how effective leaders respond to the behavior of the followers and reverse faltering performance. Concentrate on long-term strategies over micro-management.

Materials fee: \$89.00.

Situational Leadership, Follow-up

Sharpen your leadership skills and tap into your potential to influence others' behavior. Use the correct leadership style for the task and master strategies to influence behavior.

Team Fundamentals

Build high-performance teams. Learn information and activities that can bring a team together to work as a unit. Understand the stages groups go through and learn your team-player style.

Team Problem Solving

Simple and effective problem methodology that can be used to fix and prevent problems in the workplace. Learn the process to focus on a problem, analyze the causes, and develop the best solutions to implement.

Training Design and Presentation Skills

The ability to do effective training is a valuable tool in the information age. Develop skills you need for designing training and making presentations.

NEW COURSE:

Become a Developing Capable People Facilitator

EDT is now offering Developing Capable People facilitator certification training, an intensive 40-hour course. Offered only twice in 2000, course participation is limited.

To apply, please contact Terry Bonham via E-mail at terry.bonham@state.or.us, or phone her at (503) 378-3886.

Communicating at Work

Clearly communicate your goals and expectations. Learn guidelines for giving and receiving feedback. Maintain a work environment that enables your staff to succeed.

Workplace and Sexual Harassment

Avoid situations that could be perceived as sexual or workplace harassment. Learn the legal and personal issues that arise from harassment. Gain a clearer understanding of the types of harassment that can occur, the effects of harassment, your role in stopping workplace harassment and how to develop skills to stop workplace and sexual harassment.

Workplace and Sexual Harassment for Managers

Manage a workplace that is free of harassment based on gender. Identify and respond appropriately to sexual harassment that may occur at work.

REGISTRATION

Name _____ City State ZIP _____

Agency name _____ Phone (____) _____

Agency address _____ Fax (____) _____

If you have a disability and need some form of assistance to participate effectively in the training, please let us know. Call (503) 378-5885 (Voice) or (503) 945-6214 (TTY).

Date of Class _____ Name of Class _____

All classes are in Salem.

Mail or fax this form to:
DHS Employee Development Team
4074 Winema Place NE, Suite 201
Salem OR 97305-4403
Fax: (503) 378-8994

You can register by phone! Call (503) 378-3886

EDT will confirm your registration and the location of the sessions via fax, mail or e-mail.