Subject:	DHRD State Executive Branch Training Catalog (January – June 2015)	Originator:	W. Ikemori (6-4971)

To:	SOs, DAs	From:	PERS	Date:	12/29/14	Memo No. 1

The Department of Human Resources Development (DHRD) has announced the State Executive Branch Training Catalog for **January to June 2015**. Classes are listed by island (Hawaii, Kauai, Maui, and Oahu).

This schedule is available on the Department of Human Services Website. Please forward the attached schedule and/or circulate to the appropriate units in your Division as this schedule should be made available to **all** employees.

The *__Department of Human Services general registration procedures__* are as follows:

__All employee requests__ for training contained in the Department of Human Resources Development (DHRD) State of Hawaii Executive Branch Training Catalog, must be submitted (following proper division authorization protocols) through your respective Division Training Coordinator's office for processing. *Do not follow registration instructions as noted under "Registration Procedures" located in the catalog.*

For multiple requests, submit a prioritized list of employees on the attached **DHS 104 Form** to Division Training Coordinators no later than **15 working days** prior to the scheduled class. Uniform Act Codes (Appropriation and Act Codes) must be included on the form's designated line for DHRD courses with cost. For University of Hawaii Outreach College and all Community College courses with cost, notate "P-Card" or "Purchase Order" only.

For **Center for Alternative Dispute Resolution (CADR)** courses, employees may be contacted to provide work email addresses, as materials and handouts may be sent for employee review, prior to class.

Confirmation to attend, will be made by the Personnel Office Training Staff (PERS-TS) to Division Training Coordinators. **Employees should not attend any class without notification confirming enrollment.**

Employees confirmed to attend, but need to cancel must follow the respective **course provider cancellation policy**, as there may be charges for cancellations made in less than the allotted time.

Changes (substitutions or cancellations) made for DHRD and community college courses require written notification (reason for change) to Division Training Coordinators, well in advance of the start of class.

Please note that the participant's DHS Division is responsible for additional costs, if any, related to reasonable accommodations under the Americans with Disabilities Act as amended. Persons who have requests for special needs or reasonable accommodations (e.g., sign or other language interpreter, large print materials, van accessible parking), must send requests to PERS-TS **at least 18 working days (DHRD requires minimum 15 working days)** prior to the event. Although each DHS office will try to fill your request, resources are limited and depend on availability. If a resource is not available, an alternative method might be used to meet your need. Persons who have special needs (e.g. sign language interpreter, large print materials) or questions regarding registration procedures, please call Pauline Chun at 586-4970/586-4959(TTY).

_____
PERS

c: DIR

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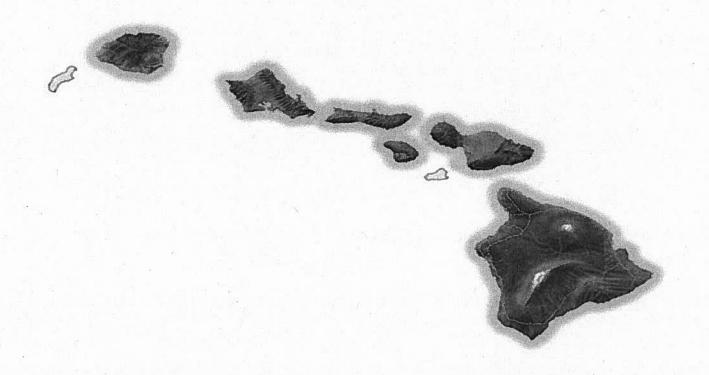# State of Hawaii Executive Branch Training Catalog

January – June
2015

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HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS) REGISTRATION PROCEDURES
for HUMAN RESOURCES DEVELOPMENT (HRD) CONDUCTED CLASSES
(as identified in the Training Catalog next to cost column)
Note: These procedures are for the Departmental Personnel Offices (DPOs) only.

REGISTRATION

Enrollment is subject to space availability and employee names should be listed by departmental priority. Registration will close 15 working days prior to the start date of class.

DRESS CODE

Employees must come to class dressed appropriately, e.g., no shorts, zoris-style slippers, tank tops, etc.

CONFIRMATION

Confirmation to the DPOs will be made through the HRMS upon close of registration. Notification to the employee of registration status, class start time, and class location is the responsibility of each DPO. Employees who are registered for classes must receive *confirmation of enrollment* from their DPOs **before** coming to class. All employees should be reminded that they should not assume confirmation status without this verification.

ATTENDANCE

Attendance on the first day of a class is mandatory. Should an employee miss the **first day** of a *multi-part course,* he or she will be dropped from the course, and their department will be charged for any registration fee costs. Employee cancellation notices must be received by HRD's Learning and Development Office **within** the stated grace periods (see *"CANCELLATION")* to avoid being assessed the fee.

CANCELLATION

Departments will not be charged any class registration fee if notice of an employee's cancellation is received by HRD's Learning and Development Office no later than 5 working days **prior** to the start date of class. Class registration fees are non-refundable (except for proper cancellations), non-transferable, and cannot be credited towards future classes.

PAYMENT

DPOs will be sent invoices for each class that has a fee. Payment to HRD can be made by Journal Voucher or check. The HRD account code number is **805-S- ***insert fiscal year***-310-P-1368-0600**. DPOs will be notified regarding collection of any overdue payments.

SUBSTITUTION

Any substitution, once confirmation of employee enrollment has been made, must be done by either phone or fax to the following HRD offices:
- For Drug and Alcohol, Violence in the Workplace, and ErgoSafe classes – Safety Office, ph. 587-1060 or fax number 587-1322
- For all other HRD conducted classes – Learning and Development Office, ph. 587-1050 or fax number 587-1107
- The notice should include the name of the employee being dropped, the name of the substitute, and the reason for the change.
- In the case of a *multi-day course,* the substitute is expected to attend **all** sessions of the course.

PARKING

HRD does **not** provide or arrange for parking for training classes. Employees should contact their DPOs to inquire about any parking options, e.g., parking permits, available locations, etc.

NEED FOR AUXILIARY AIDS AND SERVICES REQUESTS

If your department needs any auxiliary aids or services for employees attending classes, please inform the Learning and Development Office at least 15 working days prior to the start date of class.

COMMUNITY COLLEGE (VENDOR) REGISTRATION PROCEDURES
Note: These procedures are for the Departmental Personnel Offices (DPOs) only.
Employees must register for classes through their DPOs.

REGISTRATION

Submit an approved (signed) Human Resources Development Registration (HRD) Form 410 to the training vendor identified in the course fee column of the Training Catalog, e.g., "$95.00-HaCC" - (Hawaii Community College). Refer to the "VENDOR CONTACT LIST FOR REGISTRATION & PAYMENTS", page 12 – 13 for contact information

All HRD Form 410 should have the following information:
- Employee's name (Last, First, M.I.)
- Employee's E-mail Address, Division and Contact Phone Number (vendor needs this for contact and follow-up)
- Employee Names in priority order in cases of multiple employee submissions

DRESS CODE

Employees must come to class dressed appropriately, e.g., no shorts, zoris-style slippers, tank tops, etc.

PAYMENT

Payment to the vendors is primarily through the state purchase card (P-card) and done at the time of registration. The vendor will contact the P-card holder listed on the HRD Form 410 in order to obtain payment information. Departments must provide the following information:
- Method of Payment – by State Purchase Card (P-card), check or purchase order - Note: if payment is by other than P-card, then check with the vendor on payment instructions
- P-card Holder's Name as shown on the P-card
- P-card Holder's e-mail address and contact phone number (required information – needed by vendor for contact/follow-up purposes)
- P-card Holder's Billing Address

Once the P-card Holder has provided the payment information to the vendor, and it has been accepted, then the employee is considered registered for the class. The vendor will send a notice verifying employee's registration status to either the P-card Holder, designated department contact, or the employee.

CANCELLATION

The vendor will accept cancellations no later than 5 working days **prior** to the start date of class. Employee cancellations received less than 5 working days prior to the start date of class will be charged the full registration fee for the class. The vendor will notify the department contact person (i.e., the P-card Holder unless otherwise specified) when a class is cancelled or if there are any class changes.

SUBSTITUTION

Substitutions may be allowed, depending on each vendor's policy. Departments are instructed to contact the vendor in question (See "*VENDOR CONTACT LIST FOR REGISTRATION & PAYMENTS*", *page 12 - 13)* and ask about their policy regarding substitutions. Any substitute who is approved as a replacement student is expected to attend all sessions of the course.

PARKING

Parking arrangements, if available, will be handled through each vendor.

NEED FOR AUXILIARY AIDS AND SERVICES REQUESTS

Departments must indicate the need for auxiliary aids and services requests on the HRD Form 410 that is sent to the vendor.

STUDENT'S RESPONSIBILITIES

GENERAL INFORMATION

Employees should be on time for classes, prepared with note taking materials, and bring any preparatory materials sent to them for the class. Should there be any change that would affect class attendance, employees must inform their work supervisor of the change.

CONFIRMATION OF ENROLLMENT

All employees registering for classes must receive *confirmation of enrollment* from either their Departmental Personnel Office (DPO), designated department contact or the training vendor, e.g., Kapiolani Community College, University of Hawaii at Manoa Outreach College, etc., **before** coming to class.

Should an employee not receive their confirmation notice or have any questions regarding their registration status, they must contact their DPO for verification of their status before the start of the class.

ATTENDANCE

- Attendance is a requirement for every class
- For multi-part classes, attendance on the first day is mandatory. Should an employee miss the **first day** of a multi-part class, he or she will be dropped from the class and their department will be charged the full fee (if any) for the class. Exceptions would be for any employee cancellation notice received by the Department of Human Resources Development **within** the stated grace periods (see "HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS) REGISTRATION PROCEDURES FOR HUMAN RESOUCES DEVELOPMENT CONDUCTED CLASSES – CANCELLATION", page 7).

CLASS MAKE UPS

If an employee attends the first day of class, and due to an unforeseen emergency, is unable to attend one, or all, of the **subsequent days** (of a multi-part class); they should check with their departmental personnel office on whether it is possible to arrange with the vendor to make up the missed class time at no additional charge, within the next 12 months. All make-up sessions will need to be coordinated and arranged through the departmental personnel office.

If the employee is dropped from a class due to his or her absence on the first day, make ups will **not** be allowed.

DRESS CODE

Employees must come to class dressed appropriately, e.g., no shorts, zoris-style slippers, tank tops, etc.

Please note that environmental conditions for classes may vary depending upon the location. To prepare for this, employees may wish to bring either a sweater or jacket to class or contact the vendor in advance, to inquire about room temperature conditions.

PARKING

HRD does **not** provide or arrange for parking for training classes. Employees should contact their DPO to inquire about any parking options, e.g., parking permits, available locations, etc.

NEED FOR AUXILIARY AIDS AND SERVICES REQUESTS

Employees must notify their DPO as soon as possible if they have any need for auxiliary aids and services requests for a class.

State of Hawaii
Department of Human Resources Development Sponsored Courses
Human Resources Development (HRD) Registration Form 410

Department's Name: _____

Course Title: _____   Course Date/Time: _____

Course Provider: _____   Course/Session #: _____

Course Location/Campus: _____   Fee: $_____

Instructions:
1) List only **ONE** class and session per form
2) List participants in order of priority
3) Send this registration form directly to the course provider or departmental personnel office (if applicable)
4) Persons who have a need for auxiliary aids and services requests should note this on the Form 410 and submit no later than 15 working days prior to the start of class

Name/s (Last, First, M.I.)	Email Address	Division	Phone No.

METHOD OF PAYMENT: Check one box and complete requested information

☐ P-Card   P-Card Holder's Name: _____

P-Card Holder's E-mail address : _____

P-Card Holder's Contact Phone Number: _____

P-Card Billing address: _____

_____

☐ Check   Check#: _____

☐ P.O.   PO#: _____

I have determined that this training is appropriate for the person/s listed above.

Signature of Authorized Supervisor: _____   Date: _____

Signature of Dept. Head or Authorized Rep: _____   Date: _____

DHRD Form 410 rev. 8/2014

CLASS LOCATION CODE ADDRESSES

HAWAII

Ha HaCC Bldg. 380, rm. 39   Hawaii Community College, 1175 Manono Street, Hilo, Hawaii

Ha UH-Hilo Senior Net Lab   University of Hawaii at Hilo, 200 W. Kawili Street, Hilo, Hawaii
Ha UH-Hilo Campus Ctr. #306

Ha UPW Conf. rm.   United Public Workers (UPW), 362 E. Lanikaula Street, Hilo, Hawaii

KAUAI

Ka KaCC OCET 103   Kauai Community College, OCET Bldg., 3-1901 Kaumuali'i Highway, Lihue, Kauai
Ka KaCC OCET 104a
Ka KaCC OCET 105
Ka KaCC OCET 106
Ka KaCC Farm Class room

Ka UPW Conf. rm.   United Public Workers, 4211 Rice Street, Lihue, Kauai

MAUI

Ma UHMC Laulima 225   UH-Maui College, 310 Kaahumanu Avenue, Kahului, Maui

Ma UPW Conf. rm.   United Public Workers (UPW), 841 Kolu Street, Wailuku Maui

OAHU

Oa Aliiolani Hale rm. 101   Center for Alternative Dispute Resolution (CADR), Aliiolani Hale, 1st floor, 417 S. King Street, Honolulu, Oahu

Oa Aloha Stad. Hospitality rm.   Aloha Stadium, 99-500 Salt Lake Boulevard, Honolulu, Oahu

Oa KCC Kauila 207   Kapiolani Community College, 4303 Diamond Head Road, Honolulu, Oahu
Oa KCC Mamane 101
Oa KCC Mamane 104
Oa KCC Manono 104

Oa LCC CE201   Leeward Community College, 96-045 Ala Ike Street, Pearl City, Oahu
Oa LCC CE303
Oa LCC DA Basement

Oa Location: TBD   Location to be determined at later date

Oa StCap Aud   State Capitol Bldg., Auditorium (Chamber level), 415 S. Beretania Street, Honolulu, Oahu

Oa SOT ESD Multi-Purp. rm.   State Office Tower, Employee Staffing Division (ESD), 11th floor, 235 S. Beretania Street, Honolulu, Oahu

Oa SOT rm. 204   State Office Tower, 235. S. Beretania Street, Honolulu, Oahu
Oa SOT rm. 1403

Oa UHMOUT Krauss rm. 012   University of Hawaii, Manoa Outreach College (UHMOUT), Krauss Hall, 2500 Dole Street Honolulu, Oahu

Oa WCC Hale Kuhina 104   Windward Community College, 45-720 Keaahala Road, Kaneohe, Oahu

VENDOR CONTACT LIST FOR REGISTRATION AND PAYMENTS

HAWAII
Hawaii Community College (HaCC)
Office of Continuing Education & Training   Ph: 934-2700
Manono Campus, Bldg. 379A-3   Fax: 934-2701
200 W. Kawili Street
Hilo, Hawaii 96720
Website: http://hawaii.hawaii.edu/ocet/
For customized training requests, contact Debbie Shigehara   Ph: 934-2516

University of Hawaii at Hilo (UH-Hilo)
College of Continuing Education and Community Service   Ph: 932-7446
200 W. Kawili Street
Hilo, Hawaii 96720-4091
Website: http://hilo.hawaii.edu/academics/CCECS
For customized training requests, contact Luisa F. Castro   Ph: 974-7664

KAUAI
Kauai Community College (KaCC)
Office of Continuing Education & Training   Ph: 245-8318
3-1901 Kaumualii Highway   Fax: 245-8271
Lihue, Hawaii 96766
Website: http://info.kauaicc.hawaii.edu/training/
For customized training requests, contact Peggy Lake   Ph: 245-8319

MAUI
UH-Maui College (UHMC) EdVenture
Office of Continuing Education & Training   Ph: 984-3231
310 Kaahumanu Avenue   Fax: 984-3874
Kahului, Hawaii 96732
Website: www.edventuremaui.com
For customized training requests, contact Lori Teragawachi   Ph: 984-3406

OAHU
Center for Alternative Dispute Resolution (CADR)
State of Hawaii Judiciary   Ph: 539-4237
417 S. King Street   Fax: 539-4416
Honolulu, Hawaii 96813
Website: http://www.courts.state.hi.us/services/alternative_dispute/alternative_dispute_resolution.html
For customized training or specialized program requests, contact the CADR office.

Department of Human Resources Development (HRD)
Learning and Development Office   Ph: 587-1050
235 S. Beretania Street, Room 1004   Fax: 587-1107
Honolulu, Hawaii 96813-2437
Website: http://dhrd.hawaii.gov/
For customized training requests, contact Patricia McDonald Ph: 587-1050

Kapiolani Community College (KCC)
Continuing Education & Training Office   Ph.   734-9211
4303 Diamond Head Road, Manono 115   Fax: 734-9447
Honolulu, Hawaii 96816
Website: http://continuinged.kcc.hawaii.edu/
For customized training requests, contact Juli Kobayashi   Ph. 734-9315

Leeward Community College (LCC)
Office of Continuing Education & Workforce Development   Ph.   455-0477
96-045 Ala Ike Street, Room CE 101   Fax: 453-6730
Pearl City, Hawaii 96782
Website: http://www.ocewd.org/
For customized training requests, contact William Castillo   Ph: 455-0501

University of Hawaii at Manoa Outreach College (UHMOUT)*
2425 Campus Road   Ph: 956-8400
Sinclair Library, Room 301   Fax: 956-3752
Honolulu, Hawaii 96822
Website: www.outreach.hawaii.edu/
*If payment is by state purchase order, please call UHMOUT for instructions at 956-9249 or e-mail a notice regarding this method of payment to hagal@hawaii.edu.
For customized training requests, contact Paulette Feeney   Ph.   956-2037

Windward Community College (WCC)
Office of Career and Community Education   Ph.   235-7433
45-720 Keaahala Road   Fax: 235-7434
Kaneohe, Hawaii 96744
Website: www.windwardcce.org
For customized training requests, contact Jane Uyetake   Ph.   235-7363

HAWAII

COMPUTER COURSES

INTRODUCTION TO MICROSOFT PUBLISHER
In this course, students will learn to use Microsoft Publisher to create impressive publications. It's perfect for beginners who want to learn how to produce high-quality newsletters, fliers, letterheads, and brochures. Students will learn how to create documents from scratch, but you'll also learn how to modify existing templates so you can create customized documents more easily. In this workshop, you will learn how to create and manage text, pictures, graphics, and other elements, such as tables and shapes, and see how you can use these different components to create a variety of documents. Finally, you'll learn all about printing your publications and how to share Publisher documents electronically. (1 meeting)

151T0021	Feb. 19	9:00a – 12:00p	$55-UH-Hilo	Ha UH-Hilo Senior Net Lab
151T0022	Feb. 26	9:00a – 12:00p	$55-UH-Hilo	Ha UH-Hilo Senior Net Lab

MICROSOFT ACCESS INTRODUCTION
This course is designed to introduce you to the fundamental features of a database. Topics include setting up a database, creating tables, forms, queries and reports, sorting and filtering data, formatting and viewing a datasheet, and printing database objects. (2 meetings)
Recommended preparation: *Basic Microsoft Windows knowledge or have equivalent knowledge*
(Textbook included)

COM1008-6	Mar. 31 & Apr. 02	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1008-7	Apr. 27 & 29	10:00a – 1:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT ACCESS INTERMEDIATE
In this course you will further your knowledge on database management, saving your files, importing and exporting your files, linking files, formatting and customizing tables, report formatting and controls, single and multi-table queries, and action queries. (2 meetings)
Recommended preparation: *Microsoft Access Introduction class or have equivalent knowledge*
(Textbook included)

COM1009-6	Apr. 07 & 09	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1009-7	May 04 & 06	10:00a – 1:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT ACCESS ADVANCED
Completing this series, you will move ahead to learn Access' advanced features. In this course, you will learn table relationships, referential integrity of tables, creating and modifying a switchboard, adding controls and setting properties to forms and reports, using subforms, advanced form tasks, limiting user access to forms, creating check boxes and command buttons on forms, creating and using Pivot Chart and Tables. (1 meeting)
Recommended preparation: *Microsoft Access Intermediate class or have equivalent knowledge*
(Textbook included)

COM1010-4	Apr. 14	12:30p – 4:30p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1010-5	May 08	10:00a – 2:00p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT EXCEL INTRODUCTION
This course is designed to introduce you to Excel spreadsheets. You will learn to create and manage data, modify columns and rows, use worksheet shortcuts, add borders and shading, and use Excel functions (sum, average, count). (2 meetings)
Recommended preparation: *Computer Basics class or have equivalent knowledge*
(Textbook included)

COM1005-8	Mar. 03 & 05	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1005-9	Apr. 13 & 15	10:00a – 1:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT EXCEL INTERMEDIATE

In this course you will broaden your knowledge of Excel by learning to use templates, using more Excel functions (Financial, Logical, Date/Time, Vlookup, and Hlookup), inserting check box controls, creating charts, and linking related worksheets. (2 meetings)
Recommended preparation: *Microsoft Excel Introduction class or have equivalent knowledge*
(Textbook included)

COM1006-8	Mar. 10 & 12	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1006-9	Apr. 20 & 22	10:00a – 1:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT EXCEL ADVANCED

In this course you will learn to use Excel's advanced features. You will cover topics such as restricting cell entries, applying conditional formatting, creating custom templates, and creating pivot table and pivot chart reports. (1 meeting)
Recommended preparation: *Microsoft Excel Intermediate class or have equivalent knowledge*
(Textbook included)

COM1007-7	Mar. 17	12:30p – 4:30p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1007-8	Apr. 24	10:00a – 2:00p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT WORD INTRODUCTION

This course will introduce you to basic word processing skills using Microsoft Word. You will learn skills such as creating and editing a document, inserting dates and times, changing fonts, adding bullets, adjusting tab stops, and inserting section breaks. (2 meetings)
Recommended preparation: *Computer Basics class or have equivalent knowledge*
(Textbook included)

COM1002-8	Feb. 10 & 12	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1002-9	Mar. 30 & Feb. 01	10:00a – 1:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT WORD INTERMEDIATE

In this course you will learn additional editing and formatting techniques to create a table, set up multiple column documents, use styles and templates, set up an outline, and use mail merge features. If time permits, Word Internet features will be covered. (2 meetings)
Recommended preparation: *Microsoft Word Introduction class or have equivalent knowledge*
(Textbook included)

COM1003-6	Feb. 17 & 19	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1003-7	Apr. 06 & 08	10:00a – 1:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT WORD ADVANCED

In this course you will get an in-depth look at Word's advanced features. You will cover topics such as adding calculations to tables, working with charts and pictures, creating forms, and managing workgroup projects. (1 meeting)
Recommended preparation: *Microsoft Word Intermediate class or have equivalent knowledge*
(Textbook included)

COM1004-6	Feb. 24	12:30p – 4:30p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39
COM1004-7	Apr. 10	10:00a – 2:00p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39

HUMAN RESOURCES DEVELOPMENT

ERGOSAFE: APPLIED ERGONOMICS FOR A SAFE WORKPLACE

Accident statistics indicate that a high number of work related musculoskeletal injuries to the hands, wrists, arms, shoulders, neck, and back are due to improper body mechanics, poor posture, or repetitive motion. Most of these injuries are preventable by using ergonomic principles. This workshop focuses on how to identify ergonomic hazards and how to control conditions by applying the proper ergonomic techniques and making workstation modifications in order to prevent injuries. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

ERGS 0022	Mar. 03	9:00a – 11:00a	$0-HRD	Ha UPW Conf. Rm.

WORKPLACE VIOLENCE TRAINING PROGRAM
This program is designed to meet the bargaining unit one agreement provisions. The program informs supervisors and employees about violence in the workplace, where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities as well as employee/supervisor responsibilities. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
This program is a combination of previous classes known by course codes EVIW and VIW.
WVP 0098   Mar. 03   1:00p – 3:00p $0-HRD   Ha UPW Conf. Rm.

MANAGEMENT AND SUPERVISORY DEVELOPMENT

LEADERSHIP, TEAM-BUILDING AND COACHING SKILLS
As a manager, what kind of relationship would you like to have with your employees...Leader? Friend? Teacher? Mentor?...the person who motivates them, guides them, encourages them, and makes them want to win? Forward-thinking managers have discovered that the same skills that coaches use to create winners in athletics work in a business setting as well. This innovative one-day team building workshop is designed to teach you powerful employee coaching methods to turn even problem employees into super productive, motivated winners! Make your team members want to give you 110% - for themselves, and for their team! (1 meeting)
151P0071   Apr. 15   8:30a – 3:30p $150-UH-Hilo   Ha UH-Hilo Campus Ctr. #306

KAUAI

COMPUTER COURSES

ACCESS 2010 LEVEL 1
Get introduced to the fundamental features of a database. Topics include how to set up a database, create forms, modify and manipulate data, display records, and create simple reports. By the end of this course, students should be able to understand the basics of Access as well as important database terminology, security, and getting help in the program. You will also learn the ribbon interface, including the Quick Access toolbar, and how to customize the command tabs, plan and create a database, and know the basics of records, tables and the formatting tools. You will also learn to create useable forms, queries, reports, and techniques for viewing, sorting, filtering, and printing data. (4 meetings)
Prerequisite: *Comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer*
COM4800-005   Mar. 16, 18, 23 & 25   8:30a – 12:00p $175-KaCC   Ka KaCC OCET 104a

ACCESS 2010 LEVEL 2
This intermediate level is intended to help those who are familiar with the basics of Access to do more with their database. Highlights of the course include information on file management, including exporting and packaging files, advanced table creation, and management techniques. As well, we will provide in-depth information about creating forms, reports, and queries. By the end of this course, students should be able to export and link files, customize a table, and manage how data is entered. They will also learn to review, create, sort, and filter queries. (4 meetings)
Prerequisite: *Completed Access 2010 Level 1 or equivalent experience*
COM4810-TBA   Dates TBD   8:30a – 12:00p $175-KaCC   Ka KaCC OCET 104a

EXCEL 2010 LEVEL 1
Introductory Excel 2010 will cover the different features of the interface, give a brief overview of all the tabs in the ribbon. It will also teach users how to print, cover some simple scenarios, and cover the basics of formatting. By the end of this course, users should be comfortable with creating a new spreadsheet, working with basic formulae, making their spreadsheets look professional and presentable, and then saving and printing the spreadsheet. (4 meetings)
Prerequisite: *Comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer*
COM4100-009   Feb. 10, 12, 17 & 19   8:30a – 12:00p $175-KaCC   Ka KaCC OCET 104a

EXCEL 2010 LEVEL 2
This intermediate level course is intended to help everyday users of Excel become more proficient by expanding their knowledge of functions, formulas, and new Excel features. This course will cover advanced file management tasks by using functions and formulas to calculate information, and using tables in a worksheet. It will also cover how to use different reviewing and researching tools, work with text boxes, images, pictures, themes, and format images. Finally, it will cover how to use SmartArt, symbols, equations, and the very handy Sparklines feature. By the end of this course, users should be comfortable with taking their workbook to the next level of functionality by ensuring the accuracy of their information, and increasing the presentation value of their work. (4 meetings)
Prerequisite: *Completed Excel 2010 Level 1 or equivalent experience*
COM4110-008   Mar. 03, 05, 10 & 12   8:30a – 12:00p $175-KaCC   Ka KaCC OCET 104a

EXCEL 2010 LEVEL 3
This advanced level course is intended to help regular users of Excel become even more proficient by expanding their knowledge of Excel's data analysis tools, consolidation tools, advanced functions, and PivotTables. This course will cover a variety of organizing tools and What-If analysis tools that will help Excel users get the most out of their data. In addition, two key advanced spreadsheet tools (PivotTables and PivotCharts) will be discussed at length. Following that, advanced concepts dealing with Excel functions, AutoFill lists, and consolidating and combining data, will also be covered. The new Slicer features and PowerPivot add-on, two important tools for working with PivotTables and PivotCharts, are covered as well. (4 meetings)
Prerequisite: *Completed Excel 2010 Level 2 or equivalent experience*
COM4120-005   Mar. 31, Apr. 02, 07   8:30a – 12:00p $175-KaCC   Ka KaCC OCET 104a
                & 09

WORD 2010 LEVEL 1
This Foundation level is intended to help all novice computer users get up to speed quickly. This course will also help more experienced users who have little to no experience with Word 2010 and the ribbon interface. This course will cover different features of the interface, give a brief overview of all the tabs in the ribbon, show users how to print, and cover the basics of text formatting. By the end of this course, users should be comfortable with creating a new document, making it look professional and presentable, and saving and printing their document. (4 meetings)
Prerequisite: *Be comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer*

| COM4400-008 | Jan. 26, 28, Feb. 02 & 04 | 8:30a – 12:00p | $175-KaCC | Ka KaCC OCET 104a |

WORD 2010 LEVEL 2
This intermediate level course is intended to help everyday computer users become more proficient with Word. The major topics in this course include how to manage documents on your computer, working with templates, headers, and footers, using the new Navigation Pane, and using the Mail Merge Wizard. By the end of this course, users should be comfortable with making more complex documents. (4 meetings)
Prerequisite: *Completed Word 2010 Level 1 or equivalent experience*

| COM4410-007 | Feb. 23, 25, Mar. 02 & 04 | 8:30a – 12:00p | $175-KaCC | Ka KaCC OCET 104a |

WORD 2010 LEVEL 3
This advanced level course is intended to help users who are already proficient with Word become more familiar with adding various types of objects to their documents. This course will cover pictures, shapes, text boxes, WordArt, SmartArt, Building Blocks, Quick Parts, tables, and charts. By the end of this course, users should be completely comfortable inserting and manipulating these objects. (4 meetings)
Prerequisite: *Completed Word 2010 Levels 1 & 2 or equivalent experience*

| COM4420-004 | Mar. 30, Apr. 01, 06 & 08 | 8:30a – 12:00p | $175-KaCC | Ka KaCC OCET 104a |

HUMAN RESOURCES DEVELOPMENT

CHAINSAW SAFETY / FIELD MAINTENANCE AND BASIC TREE FELLING PROGRAM
This program is divided into two modules which must be taken **together and sequentially**. The program is designed to cover the basics of chain saw safety, field maintenance, and operation. Module 1 covers basic chain saw safety and handling practices. Module 2 covers basic tree felling: the plan, approach, site inspection and preparation, how to climb and exit the tree, the cut, the hinge, and liming and bucking, etc. (1 meeting / each module)
Prerequisite: Students must be able to provide all Safety Gear (PPEs) and a working chainsaw.

CHAIN SAW SAFETY (module 1)
| TRAD4910-002 | Dates TBD | 8:00a – 4:00p | $300-KaCC | Ka KaCC Farm Classroom |

FIELD MAINTENANCE & BASIC TREE FELLING (module 2)
| TRAD4100-002 | Dates TBD | 8:00a – 4:00p | $500-KaCC | Ka KaCC Farm Classroom |

BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR EMPLOYEES
This course is an employee briefing for the United Public Workers bargaining unit one (BU1) non-commercial driver licensed (CDL) Drug and Alcohol Testing Program (DAT). It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employees who may be subject to the DAT Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

| DATU1 0113 | Apr. 22 | 9:00a – 11:00a | $0-HRD | Ka UPW Conf. Rm. |

BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS
This course is for supervisors of employees in the United Public Workers bargaining unit one (BU1) non-commercial driver licensed (CDL) Drug and Alcohol Testing Program (DAT). It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional and Medical Review Officer, and other information under the State DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.

| DATU1S 0069 | Apr. 21 | 12:30p – 4:30p | $0-HRD | Ka UPW Conf. Rm. |

DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS – CDL, HGEA, BU10
This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing Program (DAT) to meet requirements found in federal regulations, Collective Bargaining Unit Agreements, and Memorandum of Agreements for the commercial driver licensed (CDL), Hawaii Government Employees Association (HGEA), and bargaining unit ten (BU10) agreements only. This training program will inform supervisors of their responsibilities under the State DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
The bargaining unit one (BU1) testing requirements are covered in a separate course: BU1 non-CDL DAT for Supervisors (DATU1S).

| CDAT 0089 | Apr. 22 | 12:30p – 3:30p | $0-HRD | Ka UPW Conf. Rm. |

FORKLIFT RE-CERTIFICATION
Hawaii Occupational Safety & Health, United States Department of Labor (USDOL), and the Occupational Health and Safety administration (OSHA) require that employers certify all their forklift operators in proper driving and safety precautions once every three years. Successful completion of this certification update course will fulfill this requirement. (1 meeting)
 Prerequisite: *"Experienced" forklift operators who need to update their forklift certification (Class 1, 4, & 5 forklifts only)*

| TRAD8300 | Apr. 17 or Jun. 12 | 8:00a – 1:30p | $95-KaCC | Ka KaCC OCET 105 |

WORKPLACE VIOLENCE TRAINING PROGRAM
This program is designed to meet the bargaining unit one agreement provisions. The program informs supervisors and employees about violence in the workplace, where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities as well as employee/supervisor responsibilities. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
This program is a combination of previous classes known by course codes EVIW and VIW.

| WVP 0101 | Apr. 21 | 9:00a – 11:00a | $0-HRD | Ka UPW Conf. Rm. |

INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

ABC'S OF BUSINESS WRITING
In the business world, people who can write proper English often get the job or promotion. This exciting course teaches grammar, punctuation, and spelling, with a focus on correcting the most common writing mistakes. The instructor takes a "fun" approach to teaching, using practical examples that can be immediately applied. If you would like to write effective letters, e-mails, reports, proposals, brochures, press releases, and other materials, then this life-changing course is for you. (6 meetings)

| BUS4010-006 | Jan. 27, 29; Feb. 03 05, 09 & 12 | 10:00a – 12:30p | $118-KaCC | Ka KaCC OCET 103 |
| BUS4010-007 | Apr. 06, 08, 13, 15, 20 & 22 | 1:00p – 3:30p | $118-KaCC | Ka KaCC OCET 103 |

DEALING WITH DIFFICULT PEOPLE
We all end up needing to deal with difficult people at some time in our work life. In this 3 hour workshop, you will learn to define difficult people, communicate in a positive way, actively listen, and show empathy. You will get useful tips and tools that you can put into practice right away. (1 meeting)

BUS4400-002	Jan. 14	8:00a – 11:00a	$45-KaCC	Ka KaCC OCET room 103
BUS4400-003	Feb. 09	1:00p – 4:00p	$45-KaCC	Ka KaCC OCET room 103
BUS4400-004	Mar. 18	1:00p – 4:00p	$45-KaCC	Ka KaCC OCET room 103
BUS4400-005	Apr. 20	8:00a – 11:00a	$45-KaCC	Ka KaCC OCET room 103
BUS4400-006	May 13	8:00a – 11:00a	$45-KaCC	Ka KaCC OCET room 103

DiSC: EXPLORING BEHAVIORAL STYLES
How many times has someone misread your tone, your mood, or your approach? Was there a small change that you could have made that would have prevented all the confusion? Too often, that insight comes a little too late. This course is designed to help participants grasp that insight before misunderstandings occur, not after. The DiSC model helps people understand some of the most important aspects of human perception and interaction. Participants learn the characteristics of each DiSC style and understand their own unique preferences. Most importantly, they recognize how behavior is likely to be misread and learn how to adjust their communication to meet the needs and styles of those around them. This course includes a personal full DiSC assessment and is a prerequisite to all DiSC courses. (1 meeting)

BUS4200-003	Feb. 04	8:00a – 12:00p	$125-KaCC	Ka KaCC OCET 106

(Register by Jan. 28 to receive the online assessment)

BUS4200-004	Apr. 16	1:00p – 4:00p	$125-KaCC	Ka KaCC OCET 106

(Register by Apr. 09 to receive the online assessment)

DiSC: INTERPERSONAL COMMUNICATION
Communications is more than talking and listening. Genuine communication requires a deep understanding of another person's perspective. But when you take into consideration all of our biases, unspoken emotions, personal agendas, and unshared assumptions, this can seem almost impossible. This course shows students how to read other people and see how others interpret their behaviors. It leaves you with gut-level appreciation for the needs of the people around you. (1 meeting)

Prerequisite: *You must have completed DiSC: Exploring Behavioral Styles first*

BUS4201-003	Feb. 11	8:00a – 12:00p	$85-KaCC	Ka KaCC OCET 106
BUS4201-004	Apr. 23	1:00p – 4:00p	$85-KaCC	Ka KaCC OCET 106

MANAGEMENT AND SUPERVISORY DEVELOPMENT

CONFLICT RESOLUTION
This course is great for anyone supervising or managing people. Students will examine the nature of conflict, and gain an understanding of the alternatives for settlement. Students will be able to practice using real work situations and will leave class with a toolbox of communication tips. Back at work, students will be better able to assess conflict and determine the best resolution whether it is concession, negotiation, mediation or arbitration. (2 meetings)

BUS4006-005	Feb. 02 & 04	8:30a – 11:30a	$90-KaCC	Ka KaCC OCET 103
BUS4006-006	Apr. 14 & 16	1:00p – 4:00p	$90-KaCC	Ka KaCC OCET 103

MAUI

HUMAN RESOURCES DEVELOPMENT

ERGOSAFE: APPLIED ERGONOMICS FOR A SAFE WORKPLACE
Accident statistics indicate that a high number of work related musculoskeletal injuries to the hands, wrists, arms, shoulders, neck, and back are due to improper body mechanics, poor posture, or repetitive motion. Most of these injuries are preventable by using ergonomic principles. This workshop focuses on how to identify ergonomic hazards and how to control conditions by applying the proper ergonomic techniques and making workstation modifications in order to prevent injuries. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
ERGS 0021   Jan. 22   9:00a – 11:00a $0-HRD   Ma UPW Conf. Rm.

WORKPLACE VIOLENCE TRAINING PROGRAM
This program is designed to meet the bargaining unit one agreement provisions. The program informs supervisors and employees about violence in the workplace, where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities as well as employee/supervisor responsibilities. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
This program is a combination of previous classes known by course codes EVIW and VIW.
WVP 0095   Jan. 22   1:00p – 3:00p $0-HRD   Ma UPW Conf. Rm.

INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

CUSTOMER SERVICE FOR SUCCESS
The position of Customer Service Representative is more than just a complaint department. Learn the role communication plays as we discuss verbal, non-verbal, written and listening skills. In addition, we will practice a 5-step method for handling difficult customers using our island culture of Aloha. (2 meetings)
BUS6389-001   Mar. 24 & 31   9:00a – 1:00p $149-UHMC   Ma UHMC Laulima 225

WINNING TELEPHONE TECHNIQUES
For some of us, telephone etiquette can be a real hang up. The telephone is often the first point of contact with your customer, so make sure it is a positive encounter to win that customer for life. In this course, you will discover the secrets of great telephone etiquette in order to create outstanding customer service for your organization. (1 meeting)
BUS6312-003   Apr. 01   9:30a – 12:30p $55-UHMC   Ma UHMC Laulima 225

MANAGEMENT AND SUPERVISORY DEVELOPMENT

DiSC FOR MANAGERS
Have you ever wondered why connecting with some people on your team is easier for you than with others? By using the simple work style DiSC assessment tool, you will discover the strengths of your own work style and understand how your work style influences others. In addition, you will learn how to connect better with people whose priorities and preferences are different from yours, thereby reducing conflicts, misunderstandings, and team disharmony. (1 meeting)
Prerequisite: Participants **must complete** an online DiSC assessment tool no later than Feb. 27, 2015. Registrants for this class will be send an e-mail providing the online link.
BUS6383-001   Mar. 04   8:30a – 4:30p $199-UHMC   Ma UHMC Laulima 225

LEADERSHIP THROUGH EFFECTIVE TEAM BUILDING
Reinforce the values of your organization through activities designed to enhance respect, promote positive communication skills, and the ability to work closely together as a team to solve problems and deal with change. Learn the skills needed to unite a group around a common goal to be more effective and generate greater productivity. Participants should dress comfortably, and be ready to engage in some fun, while learning something new as they experience a new team spirit in this experiential workshop. (1 meeting)
BUS6303-002   Feb. 10   8:30a – 4:30p $150-UHMC   Ma UHMC Laulima 225

MANAGERS IN TRAINING: BRINGING OUT THE BEST IN YOUR EMPLOYEES

As a manager, there are basic communication skills you want to strengthen – particularly giving feedback to employees. In this workshop, you will gain insights and tools to communicate more effectively as you discover what brings out the best in you is the same for your workers. Guided by Daniel Goleman's "5 Components of Emotional Intelligence", the class will work through challenging practice problems, and help you become the best manager you can be. (2 meetings)

BUS6369-004   Feb. 18 & 19   9:00a – 12:00p $145-UHMC   Ma UHMC Laulima 225

MANAGING ACROSS GENERATIONS

In today's business world, companies may have four distinct generations working together, frequently colliding as their paths cross. Learn what each generation expects, how to manage them, and how to make sure things get down. (1 meeting)

BUS6380-002   Mar. 03   9:00a – 12:00p $109-UHMC   Ma UHMC Laulima 225

THE EFFECTIVE SUPERVISOR

Are you a new supervisor or considering that promotion? This course will help you transition from worker to supervisor and teach you the skills of communication, reflective listening, conflict management, problem solving, leadership, and more. Master the skills and strategies for making your meetings more efficient and productive, and leave ready to effectively lead and supervise others with confidence. Supervision represents one of the most important elements for achieving extraordinary organizational results. (2 meetings)

BUS6388-001   Apr. 02 & 09   9:00a – 12:00p $149-UHMC   Ma UHMC Laulima 225

THE 7 HABITS FOR MANAGERS: MANAGING YOURSELF, LEADING OTHERS, UNLEASHING POTENTIAL
A FranklinCovey Program

This two-day workshop will provide insights and tools from Stephen R. Covey's *The 7 Habits of Highly Effective People* – the most influential business book of our time. Designed for current and future supervisors, managers and leaders, you will learn to leverage hidden resources and unleash your untapped potential to achieve organizational goals. Fee includes materials. (2 meetings)

BUS6300-004   Mar. 12 & 13   8:30a – 5:00p $298-UHMC   Ma UHMC Laulima 225

OAHU

CENTER FOR ALTERNATIVE DISPUTE RESOLUTION (CADR) CLASSES

The Judiciary's Center for Alternative Dispute Resolution (CADR) Training Schedule is listed below. Departmental Personnel Offices (DPOs) seeking to register their employees should go online by visiting the CADR website at http://www.courts.state.hi.us/cadr, click on Training, then Online Registration. All classes are held in Aliiolani Hale, room 101, 1st floor, 417 S. King Street, Honolulu.

The CADR training classes listed below are open to state and county employees. **There is no fee to participate, however pre-registration is required.** Please call the Center at 539-4237 for additional class information, questions about registering, or requests for reasonable accommodations due to disability. You may e-mail the Center at CADR@courts.hawaii.gov.

CADR 1.0: WORKING IT OUT: SKILLS FOR DISPUTE RESOLUTION
This half-day class is designed to provide an introduction to basic dispute resolution skills, focusing on verbal and non-verbal components of messages, listening skills, understanding positions and interests, and effective use of questions. (1 meeting)
Mandatory Requirement: *You must take CADR 1.0: Working It Out: Skills for Dispute Resolution as a prerequisite to taking all other CADR training classes.*
Course materials will be e-mailed to you prior to the class. Please print and bring all course materials to class.
NOTE: This room can be quite cold, so please bring a sweater.

Feb. 03	8:15a – 12:00p	$0-CADR	Oa Aliiolani Hale, rm. 101
Apr. 21	8:15a – 12:00p	$0-CADR	Oa Aliiolani Hale, rm. 101

CADR 2.0: NEGOTIATION SKILLS
This half-day class is designed to help trainees develop the skills needed to negotiate agreements successfully. Trainees will participate in simulated negotiations and learn to present and respond to offers and counter-offers and use consultative negotiating tactics and techniques. While not designed to train participants to be professional negotiators, this class will provide trainees with an opportunity to learn about some of the skills professional negotiators use. (1 meeting)
Prerequisite: *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution*
Course materials will be e-mailed to you prior to the class. Please print and bring all course materials to class.
NOTE: This room can be quite cold, so please bring a sweater.

May 12	8:15a – 4:15p	$0-CADR	Oa Aliiolani Hale, rm. 101

CADR 3.0: MEDIATION SKILLS
This half-day class presents the lessons mediators have learned and provides an interactive setting to learn new skills. While not designed to train participants to be professional mediators, this class offers trainees with an opportunity to learn about some of the skills professional mediators use. (1 meeting)
Prerequisite: *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution*
Course materials will be e-mailed to you prior to the class. Please print and bring all course materials to class.
NOTE: This room can be quite cold, so please bring a sweater.

May 21	8:15a – 12:00p	$0-CADR	Oa Aliiolani Hale, rm. 101

CADR 4.0: BETTER MEETING MANAGEMENT
This two-day class provides tools to use in meetings to make them as effective as possible. The class emphasizes the importance of setting an agenda and remaining focused. This interactive class is useful not only for those who plan and run meetings, but also for those who attend meetings. (1 meeting)
Prerequisite: *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution*
Course materials will be e-mailed to you prior to the class. Please print and bring all course materials to class.
NOTE: This room can be quite cold, so please bring a sweater.

Oct. 13 and 15	8:15a – 4:15p	$0-CADR	Oa Aliiolani Hale, rm. 101

CADR 5.0: HANDLING DIFFICULT SITUATIONS IN THE WORKPLACE

This half-day class is designed to help develop the interpersonal and communications skills needed to deal confidently with difficult interactions that arise occasionally in the workplace. The emphasis of this class is on sharpening listening skills, gathering information under challenging circumstances to identify problems, defusing anger and building rapport, and maintaining professionalism in stressful situations. The class focuses on just a few behaviors and is not intended to address persistent or habitual problems. (1 meeting)

Prerequisite: *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution*

Course materials will be e-mailed to you prior to the class. Please print and bring all course materials to class.

NOTE: This room can be quite cold, so please bring a sweater.

Feb. 17	8:15a – 12:00p	$0-CADR	Oa Aliiolani Hale, rm. 101

CADR 5.1: MORE HANDLING DIFFICULT SITUATIONS IN THE WORKPLACE

This half-day class examines inappropriate behavior in the workplace which could leave one feeling "bullied", and may result in absenteeism, lower productivity, high turnover, poor morale, and even workplace violence. The class will review some of the ways inappropriate behaviors are displayed in the workplace, actions one can take in difficult situations, and ways to stop the problem behaviors. This interactive class will include skill-building information and exercises. (1 meeting)

Prerequisites: *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution and CADR 5.0: Handling Difficult Situations in the Workplace*

Course materials will be e-mailed to you prior to the class. Please print and bring all course materials to class.

NOTE: This room can be quite cold, so please bring a sweater.

Mar. 12	8:15a – 12:00p	$0-CADR	Oa Aliiolani Hale, rm. 101

CADR 7.0: NEUTRAL LANGUAGE

This half-day class builds on the skills developed in previous classes. Participants will complete self-assessments to understand judgmental response patterns, review the components of neutral language, learn to translate judgmental statements to descriptive ones, and practice providing effective feedback. (1 meeting)

Prerequisite: *Completion of CADR 1.0: Working It Out: Skills for Dispute Resolution, Completion of CADR 3.0: Mediation Skills, Completion of CADR 5.0: Handling Difficult Situations in the Workplace, and Completion of CADR 5.1: More Handling Difficult Situations in the Workplace*

Course materials will be e-mailed to you prior to the class. Please print and bring all course materials to class.

NOTE: This room can be quite cold, so please bring a sweater.

Jun. 16	8:15a – 12:00p	$0-CADR	Oa Aliiolani Hale, rm. 101

COMPUTER COURSES

MICROSOFT ACCESS 2010, INTRODUCTION

This course is ideal for first-time Access users or novices wanting to learn the basic mechanics of creating and building a database. The course will provide participants with a foundational knowledge of maintaining an existing database. The program will introduce the uses and functionality of tables, queries, and reports. (2 meetings)

COM5140	Feb. 27 & Mar. 06	9:00a – 4:30p	$190-LCC	Oa LCC CE201
COM5140	Jun. 19 & 26	9:00a – 4:30p	$190-LCC	Oa LCC CE201

MICROSOFT EXCEL 2010, INTRODUCTION

This course is ideal for first-time Excel users or novices wanting to learn useful Excel features. Students will learn to manage office or home information such as rosters, lists, inventories, or basic budgets. The course begins with the fundamentals of entering data, formatting numbers or text entries, creating worksheets, managing columns and rows, moving cells, using auto fills, copying data, cutting, pasting, and selecting ranges. The course culminates in introducing formulas, functions, and creating charts and graphs. (2 meetings)

COM5120	Jan. 16 & 23	9:00a – 4:30p	$190-LCC	Oa LCC CE201
COM5120	May 08 & 15	9:00a – 4:30p	$190-LCC	Oa LCC CE201

MICROSOFT EXCEL 2010, INTERMEDIATE
Students who have completed the Excel introductory level will be well prepared for this course. Instruction will begin with a review of formulas and continue with financial formulas, VLookup, IF functions, and introduce pivot tables. Students will also learn to manage large worksheets and manage multiple sheet workbooks. (2 meetings)

COM5121	Jan. 30 & Feb. 06	9:00a – 4:30p	$190-LCC	Oa LCC CE201
COM5121	May 22 & 29	9:00a – 4:30p	$190-LCC	Oa LCC CE201

MICROSOFT EXCEL 2010, ADVANCED
This course is for intermediate users wanting to improve their skills and techniques using Microsoft Excel 2010. Topics include features used for data analysis and auditing via financial functions and advanced functions. Participants will also learn how to create pivot tables, and work with macros. Individuals who successfully complete the suite of Microsoft Excel modules will be prepared for the Microsoft Excel 2010 certification exam. (2 meetings)

COM5122	Feb. 13 & 20	9:00a – 4:30p	$190-LCC	Oa LCC CE201
COM5122	Jun. 05 & 12	9:00a – 4:30p	$190-LCC	Oa LCC CE201

MICROSOFT POWERPOINT 2010
Ever want to make a "splashy" presentation or creative flyer? This custom training package offers this training for up to 12 participants. This introductory course will give first-timers enough skills to feel confident with PowerPoint and provide a great start. The course begins with navigating the PowerPoint ribbon, then moves on to selecting themes and templates, creating slides, adding bullets, selecting layouts, copying objects, editing slides, formatting text, adding sounds, transitions, clipart, and delivering the slideshow, including printing handouts. Training can be conducted at Leeward Community College or at your location (TBD) - provided it meets training location requirements. Please contact LCC at 455-0501 for further details. (2 meetings)

COM5130	Dates TBA	8:00a – 4:30p	$995-LCC (for up to 12 students)	Oa LCC CE201 or TBD

MICROSOFT WORD 2010, INTRODUCTION
First-time computer users and refresher students will benefit from this course. Students will build solid foundations using Microsoft Word 2010 by creating and editing documents using special features, all through practice with realistic projects. Students will work with paragraphs, set tabs, create and compose letters, use copy, paste, autocorrect, adjust page margins, work with page breaks, use format features including bullets, line breaks, shading, and borders. Capstone lesson will be mail merging. (2 meetings)

COM5110	Mar. 13 & 20	9:00a – 4:30p	$190-LCC	Oa LCC CE201

MICROSOFT WORD 2010, INTERMEDIATE
This class builds on the foundation course and is ideal for students interested in creating manuals, fliers, or office documents. The course reviews mail merging, form letters, templates, inserting objects and images, printing envelopes, watermarks, background fills, inserting charts, document review, and more. Students will also learn how to create and manage tables and data, including splitting and merging cells, managing margins, and using the split bar. Real-world, project based learning will serve as the instructional model. (2 meetings)

COM5111	Apr. 10 & 17	9:00a – 4:30p	$190-LCC	Oa LCC CE201

MICROSOFT WORD 2010, ADVANCED
This course is for intermediate users wanting to improve their skills and techniques for using Microsoft Word 2010. Topics include features used for organizing long documents including table of contents, indices, page numbering and cross referencing. Other skills include integrating multiple users and reviewers for a document as well as personalizing your Word settings and macros. Individuals who successfully complete the suite of Microsoft Word modules will be prepared for the Microsoft Word 2010 certification exam.

COM5112	Apr. 24 & May 01	9:00a – 4:30p	$190-LCC	Oa LCC CE201

BUSINESS APPLICATIONS USING MICROSOFT EXCEL 2013, LEVEL 2
This course will cover intermediate Microsoft Excel 2013 skillsets. Intermediate topics covered include formatting worksheets, importing Web data, sorting worksheet rows, freezing headings, using templates and more. You will also learn some useful tips and tricks. (2 meetings)
Prerequisite: Completion of Excel, Level 1 or equivalent.

COM7023	Mar. 13 & 20	9:00a – 4:30p	$210-WCC	Oa WCC Hale Kuhina 114

BUSINESS PRESENTATIONS USING MICROSOFT POWERPOINT 2013, LEVEL 1
This course will introduce you to Microsoft PowerPoint 2013 skillsets. Students will learn to work with themes, bulleted lists and outlines, how to format text, deliver a slide show and more. You will also learn some useful tips and tricks to enhance your presentations. (2 meetings)
Prerequisite: Completion of a basic computer knowledge course or equivalent.

COM7024	Feb. 20 & 27	9:00a – 4:30p	$210-WCC	Oa WCC Hale Kuhina 114

MICROSOFT WORD 2013 FOR THE BUSINESS WORLD, LEVEL 1
This course will introduce you to the basics of Microsoft Word 2013. Students will learn to work with text, using proofreading tools, using formatting tools, creating bulleted and numbered lists, creating and using tables, using forms and more. You will also learn some useful tips and tricks. (2 meetings)
Prerequisite: Completion of a basic computer knowledge course or equivalent.

COM7020	Jan. 09 & 16	9:00a – 4:30p	$210-WCC	Oa WCC Hale Kuhina 114

MICROSOFT WORD 2013 FOR THE BUSINESS WORLD, LEVEL 2
This course will focus on the Intermediate Word 2013 skillsets. Students will learn to create newsletter columns, how to use WordArt and clip art, basic mail merge, document themes, styles, picture editing, footnotes and endnotes, templates and more. You will also learn some useful tips and tricks. (2 meetings)
Prerequisite: Completion of Word, Level I or equivalent.

COM7021	Apr. 10 & 17	9:00a – 4:30p	$210-WCC	Oa WCC Hale Kuhina 114

HUMAN RESOURCES DEVELOPMENT

BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR EMPLOYEES
This course is an employee briefing for the United Public Workers bargaining unit one (BU1) non-commercial driver licensed (CDL) Drug and Alcohol Testing Program (DAT). It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employees who may be subject to the DAT Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

DATU1 0112	Feb. 19	9:00a – 11:00a	$0-HRD	Oa SOT rm. 204
DATU1 114	Jun. 09	9:00a – 11:00a	$0-HRD	Oa Aloha Stad. Hospitality rm.

BU1 NON-CDL DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS
This course is for supervisors of employees in the United Public Workers bargaining unit one (BU1) non-commercial driver licensed (CDL) Drug and Alcohol Testing Program (DAT). It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional and Medical Review Officer, and other information under the State DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.

DATU1S 0068	Feb. 26	8:30a – 12:30p	$0-HRD	Oa SOT rm. 204
DATU1S 0070	Jun. 23	8:30a – 12:30p	$0-HRD	Oa Aloha Stad. Hospitality rm.

DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS – CDL, HGEA, BU10

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing Program (DAT) to meet requirements found in federal regulations, Collective Bargaining Unit Agreements, and Memorandum of Agreements for the commercial driver licensed (CDL), Hawaii Government Employees Association (HGEA), and bargaining unit ten (BU10) agreements only. This training program will inform supervisors of their responsibilities under the State DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
The bargaining unit one (BU1) testing requirements are covered in a separate course: BU1 non-CDL DAT for Supervisors (DATU1S).

CDAT 0087	Jan. 29	8:30a – 11:30a	$0-HRD	Oa SOT rm. 204
CDAT 0088	Mar. 31	8:30a – 11:30a	$0-HRD	Oa Aloha Stad. Hospitality rm.
CDAT 0090	Jun. 16	8:30a – 11:30a	$0-HRD	Oa SOT rm. 204

ERGOSAFE: APPLIED ERGONOMICS FOR A SAFE WORKPLACE

Accident statistics indicate that a high number of work related musculoskeletal injuries to the hands, wrists, arms, shoulders, neck, and back are due to improper body mechanics, poor posture, or repetitive motion. Most of these injuries are preventable by using ergonomic principles. This workshop focuses on how to identify ergonomic hazards and how to control conditions by applying the proper ergonomic techniques and making workstation modifications in order to prevent injuries. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

ERGS 0023	May 07	9:00a – 11:00a	$0-HRD	Oa SOT rm. 204
ERGS 0024	May 07	1:00p – 3:00p	$0-HRD	Oa SOT rm. 204

EXAMINATION AND SCREENING FOR PERSONNEL OFFICERS AND STAFF

This is an interactive session targeted for Departmental Personnel Officers and professional personnel staff. The training will cover the role of departmental personnel staff and program managers and supervisors, relative to the Employee Staffing Division (ESD), within the overall examination and hiring process. Emphasis will be on basic principles and practices of screening job applications, including how to understand and apply the Class Specifications and Minimum Qualification Requirements. Will also cover how laws, rules, regulations, and the merit principle are the basis for examination, screening, and hiring practices. (1 meeting)
Note: Scheduling shall be done by DPOs or their designee upon request by contacting Patti Miyamoto-Asato at 587-0957.

EXSCR 0004	May 08	8:00a – 12:00p	$0-HRD	Oa SOT ESD Multi-Purp. rm.

FORKLIFT RECERTIFICATION

Hawaii Occupational Safety & Health in conjunction with OSHA, established certification requirements for forklift operators. Regulations require employers to provide the training. Leeward Community College has established a certification training that meets industry standards. Participants must wear long pants and covered shoes. This course will recertify participants with prior experience on a forklift. Certification is for Class 1, 4 & 5 vehicles only. (1 meeting)

TRAN5120	Jan. 14	8:00a – 3:00p	$135-LCC	Oa LCC CE303
TRAN5120	Feb. 11	8:00a – 3:00p	$135-LCC	Oa LCC CE303
TRAN5120	Mar. 11	8:00a – 3:00p	$135-LCC	Oa LCC CE303
TRAN5120	Mar. 25	8:00a – 3:00p	$135-LCC	Oa LCC CE303
TRAN5120	Apr. 15	8:00a – 3:00p	$135-LCC	Oa LCC CE303
TRAN5120	May 13	8:00a – 3:00p	$135-LCC	Oa LCC CE303
TRAN5120	Jun. 10	8:00a – 3:00p	$135-LCC	Oa LCC CE303
TRAN5120	Jun. 24	8:00a – 3:00p	$135-LCC	Oa LCC CE303

AMERICAN HEART ASSOCIATION FIRST AID WITH CPR & AED

This first aid course, with CPR and AED certification and re-certification, prepares participants to respond to medical emergent situations in the workforce, hospital, schools or in public settings. The participant will practice health and safety solutions for adult first aid, environmental emergencies, adult/child cardiopulmonary resuscitation (CPR) with a mask and operation and placement of an automated external defibrillator (AED). Please call LCC at (808) 455-0477 regarding any questions about this course. (1 meeting)

HLTH5000	Feb. 16	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
HLTH5000	Mar. 13	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
HLTH5000	Apr. 13	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
HLTH5000	May 15	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
HLTH5000	Jun. 15	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement

HEARTSAVER FIRST AID (CPR-HEARTSAVER/AED & BASIC FIRST AID)

The Heartsaver First Aid Course teaches rescuers to recognize and treat adult emergencies in the critical first minutes until emergency medical services personnel arrive. The course also provides a complete health and safety solution for adult first aid, environmental emergencies, adult/child CPR with mask and adult/child CPR AED. Please call the KCC Emergency Medical Services (EMS) office at 734-9288 regarding any questions about this course. (1 meeting)

HLTH3001-025	Jan. 27	8:30a – 3:30p	$80-KCC	Oa KCC Kauila 207
HLTH3001-026	Feb. 26	8:30a – 3:30p	$80-KCC	Oa KCC Kauila 207
HLTH3001-027	Mar. 11	8:30a – 3:30p	$80-KCC	Oa KCC Kauila 207
HLTH3001-028	Apr. 30	8:30a – 3:30p	$80-KCC	Oa KCC Kauila 207
HLTH3001-029	May 14	8:30a – 3:30p	$80-KCC	Oa KCC Kauila 207

INTERVIEW AND SELECTION FOR SUPERVISORS

Registration priority will be given to Department of Health (DOH) supervisors and agencies without Equal Employment Opportunity assigned personnel

This course reviews state and federal requirements using the "unlawful questions" as the basis for a briefing on EEO issues in the hiring process. This is an introduction which uses case examples and department policies. (1 meeting) Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or gerald.ohta@doh.hawaii.gov.

Target Audience: Managers and Supervisors

INTS 0016	Feb. 05	8:00a – 12:00n	$0-HRD	Oa SOT rm. 1403
INTS 0017	Apr. 02	8:00a – 12:00n	$0-HRD	Oa SOT rm. 1403
INTS 0018	Jun. 04	8:ooa – 12:00n	$0-HRD	Oa SOT rm. 1403

PERFORMANCE APPRAISAL SYSTEM

This class provides an introductory overview to the State's Performance Appraisal System (PAS). Topics include the three phases of the PAS rating cycle, completing the PAS forms, using the Supervisor's Discussion Notes, and addressing substandard performance using the PAS. Note: Participants must bring the "PAS Manual for Supervisors" with them to class. The manual is available at the Department of Human Resources Development's website: http://hawaii.gov/hrd/main/lro/PerfMgmt/. (1 meeting) Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Eric Nitta at 587-3156 or eric.m.nitta@hawaii.gov.

Target Audience: New supervisors who have not had any formal training on the State's PAS.

Class arranged upon request	$0-HRD	Oa Location: TBD

POSITION ACTION PROCESSING

This course provides an overview of such functions as civil service and exempt position action processing, the legal authority for actions and delegated vs. non-delegated actions. It also provides detailed hands-on instruction regarding the preparation of the HRD-1 and other documents and the entering of transactions into the Human Resources Management System for various types of position actions. (1 meeting) Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Lisa Hodges at 587-1024 or lisa.m.hodges@hawaii.gov.

Target Audience: Personnel Clerks/Technicians who are responsible for position action processing and who have a basic understanding of position action terminology and documents.

POSAPQ class arranged upon request	$0-HRD	Oa Location: TBD

POSITION CLASSIFICATION ON-THE-JOB TRAINING

A departmental line classifier works one-on-one with a Department of Human Resources Development classifier on their department's classification requests and receives guidance and feedback on fact-finding and analysis, interpretation of class specifications, and preparation of classifier's reports. (1 meeting) Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Lisa Hodges at 587-1024 or lisa.m.hodges@hawaii.gov.

Target Audience: Personnel Management Specialists who are responsible for position classification.

PCJOBQ class arranged upon request	$0-HRD	Oa Location: TBD

POSITION CLASSIFICATION OVERVIEW

This course provides an overview of the civil service position classification process (including legal authorities, terminology, minimum qualification requirements and selective certification requirements, bargaining units, effective dates, administrative reviews and appeals, and civil service exemptions). (1 meeting) Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Lisa Hodges at 587-1024 or lisa.m.hodges@hawaii.gov.

Target Audience: Personnel Management Specialists who are responsible for position classification.

PCOQ class arranged upon request	$0-HRD	Oa Location: TBD

PRE-RETIREMENT SEMINAR – CONTRIBUTORY PLAN *

Effective *2015*, the Contributory session will be scheduled for **once** a year - provided there are sufficient participants to meet the minimum enrollment requirements needed to hold the workshop. Please check the July-December 2015 issue of the State of Hawaii Executive Branch Training Catalog for a tentative date and time. Note: Due to needing a minimum enrollment number to hold this workshop, all registrants should consider their status as "pending" until notice is received from their Departmental Personnel office that a workshop has, in fact, been scheduled on that date.

PRE-RETIREMENT SEMINAR – HYBRID PLAN

This seminar provides a review of the current Hybrid Plan. Various speakers will present program information on topics such as the employee retirement system plan, deferred compensation, health care, and social security. The purpose of this seminar *is not to provide specific financial planning advice* but to provide an informational review of the various programs and benefits that are involved in the typical retirement process. (1 meeting) Please direct content questions to Carol Maeda at 587-1050 or carol.y.maeda@hawaii.gov.

Target Audience: Hybrid Plan members who are retirement eligible and planning retirement in the near future. Hybrid Plan members are those who transferred from the Contributory/Noncontributory Plan to the Hybrid Plan.

PRSH 0026	May 27	8:00a – 3:30p	$0-HRD	Oa StCap Aud

Note: The Hybrid and Noncontributory sessions will be held concurrently on the same day.

PRE-RETIREMENT SEMINAR – NONCONTRIBUTORY PLAN

This seminar provides a review of the current Noncontributory Plan. Various speakers will present program information on topics such as the employee retirement system plan, deferred compensation, health care, and social security. The purpose of this seminar *is not to provide specific financial planning advice* but rather provide an informational review of the various programs and benefits that are involved in the typical retirement process. (1 meeting) Please direct content questions to Carol Maeda at 587-1050 or carol.y.maeda@hawaii.gov.

Target Audience: Noncontributory Plan members who are retirement eligible and planning retirement in the near future. Noncontributory Plan members are those who elected to remain in the Noncontributory Plan.

PRSN 0026	May 27	8:00a – 3:30p	$0-HRD	Oa StCap Aud

Note: The Hybrid and Noncontributory sessions will be held concurrently on the same day.

REASONABLE ACCOMMODATIONS FOR SUPERVISORS

Registration priority: Dept. of Health (DOH) supervisors and agencies without Equal Employment Opportunity assigned personnel

This course will include an overview of employment non-discrimination rights and responsibilities and examines unlawful harassment issues using case studies and DOH policies. (1 meeting)

Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Gerald Ohta, DOH Affirmative Action Officer at 586-4614 or gerald.ohta@doh.hawaii.gov.

Target Audience: Managers and Supervisors

RAS class arranged upon request	$0-HRD	Oa Location: TBD

RECRUITMENT

This course provides an overview on how to fill vacancies, the types of recruitments available, and strategies used to enhance recruitment efforts for hard-to-fill vacancies. (1 meeting) Please direct content questions to Patti Miyamoto-Asato at 587-0957.

Target Audience: Managers and Supervisors

REC 0005	Apr. 30	9:00a – 11:00a	$0-HRD	Oa SOT ESD Multi-Purp. rm.

SELECTION INTERVIEW

This course provides personnel and managerial/supervisory staff with an overview of the selection process. Participants will learn how to develop an effective selection instrument that can be defended, if challenged, that will assist them in finding the best person for the job. Other topics to be covered include how to conduct an effective selection interview, background/reference check, and probationary period. (1 meeting) Please direct content questions to Patti Miyamoto-Asato at 587-0957.

Target Audience: Managers and Supervisors

| SELIN 0005 | Apr. 24 | 9:00a – 12:00p | $0-HRD | Oa SOT rm. 204 |

SUITABILITY INVESTIGATION TRAINING

This course provides an overview of the suitability process and the responsibilities of Departmental Personnel Offices (DPOs) and the Department of Human Resources Development. (1 meeting)

- A. Purpose and Types of Suitability Investigations
- B. Types of Suitability Investigations:
    1. Criminal
    2. Employment
- C. How to Conduct a Suitability Investigation
- D. Do's and Don'ts of a Suitability Investigation
- E. Suitable and Unsuitable Determinations

Please direct content questions to Patti Miyamoto-Asato at 587-0957.

Target Audience: DPOs and staff

| SUIT 0005 | Jun. 05 | 9:00a – 11:00a | $0-HRD | Oa SOT ESD Multi-Purp. rm. |

TYPES OF APPOINTMENTS

This course provides personnel and managerial/supervisory staff with an overview of the different types of appointments and how it affects the incumbent of the position. (1 meeting) Please direct content questions to Patti Miyamoto-Asato at 587-0957.

Target Audience: Managers and Supervisors

| APPT 0005 | Apr. 30 | 8:00a – 9:00a | $0-HRD | Oa SOT ESD Multi-Purp. rm. |

UNLAWFUL HARASSMENT IN EMPLOYMENT

Registration priority: Dept. of Health (DOH) supervisors and agencies without Equal Employment Opportunity assigned personnel

This course will include an overview of employment non-discrimination rights and responsibilities and examines unlawful harassment issues using case studies and DOH policies. (1 meeting)

Scheduling shall be done by Departmental Personnel Officers or their designee upon request by contacting Gerald Ohta, DOH Affirmative Action Officer at 586-4614 or gerald.ohta@doh.hawaii.gov.

Target Audience: Managers and Supervisors

| UHE class arranged upon request | | | $0-HRD | Oa Location: TBD |

WORKERS' COMPENSATION 101

This course surveys the basics of the Hawaii Workers' Compensation Law, Chapter 386, HRS; including covered injuries and illnesses; medical and rehabilitation benefits; income and indemnity benefits; injury/illness reporting and claims forms; and the hearings and appeals process for contested claims or issues. (1 meeting) Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Florencio C. Baguio, Jr., Employee Claims Division Chief at 587-0900 or florencio.c.baguioJr@hawaii.gov.

Target Audience: DPOs and staff

| WC101Q class arranged upon request | | | $0-HRD | Oa Location: TBD |

WORKPLACE VIOLENCE TRAINING PROGRAM
This program is designed to meet the bargaining unit one agreement provisions. The program informs supervisors and employees about violence in the workplace, where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities as well as employee/supervisor responsibilities. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
This program is a combination of previous classes known by course codes EVIW and VIW.

WVP 0096	Feb. 10	9:00a – 11:00a	$0-HRD	Oa SOT rm. 204
WVP 0097	Feb. 10	1:00p – 3:00p	$0-HRD	Oa SOT rm. 204
WVP 0099	Apr. 16	9:00a – 11:00a	$0-HRD	Oa Aloha Stad. Hospitality rm.
WVP 0100	Apr. 16	1:00p – 3:00p	$0-HRD	Oa Aloha Stad. Hospitality rm.
WVP 0102	May 14	9:00a – 11:00a	$0-HRD	Oa SOT rm. 204
WVP 0103	May 14	1:00p – 3:00p	$0-HRD	Oa SOT rm. 204

INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

KAPIOLANI COMMUNITY COLLEGE - ESSENTIAL VERBAL COMMUNICATION SKILLS SERIES
This program is offered through Kapiolani Community College (KCC) and is offered as a series of modules centered on basic communication skills. You may choose to register for the entire *Essential Verbal Communication Skills* series *(3 modules)* for a one time **discounted fee of $175** or choose to register for any of the modules on an individual basis.

"COMMUNICATION IS THE SECRET TO SUCCESS...PASS IT ON..."
This module explores the process of human communication. In a "back-to-basics" approach, topics will include defining communication, the importance of communication, models of communication, and determining what makes communication "effective". (1 meeting)

| BUS 3009-004 | Jan. 30 | 9:00a – 12:00p | $70-KCC | Oa KCC Mamane 104 |

"IT'S NOT WHAT YOU SAY, BUT HOW YOU SAY IT."
This module addresses the nonverbal message. Most, if not all, of the meaning we get from a message is determined by body language, vocal characteristics and virtually everything that surrounds the words we use. Taking a sensory approach to understanding nonverbal communication, topics will include visual, vocal, spatial and temporal cues and how we interpret (and are interpreted by) them. (1 meeting)

| BUS 3012-003 | Feb. 13 | 9:00a – 12:00p | $70-KCC | Oa KCC Mamane 104 |

"THAT'S WHAT I SAID, BUT IT'S NOT WHAT I MEANT."
This module focuses on verbal communication in terms of words and meaning. We want to say what we mean and mean what we say, but what does that mean? The topics covered will include where meaning comes from, the difference between denotation (dictionary definition of a word) and connotation (emotional overtones associated with a word), the power of language, and using words effectively. (1 meeting)

| BUS 3011-003 | Feb. 06 | 9:00a – 12:00p | $70-KCC | Oa KCC Mamane 104 |

KAPIOLANI COMMUNITY COLLEGE - NON-VERBAL COMMUNICATION SKILLS SERIES
This program is offered through Kapiolani Community College (KCC) and is offered as a series of 3 modules centered on learning about non-verbal communication skills. You may choose to register for the entire 3 module program for a one time **discounted fee of $170** or choose to register for any of the modules on an individual basis.

"HANDLING CONFLICT: AN ALL-YEAR RESOLUTION"
This module deals with conflict and negotiation. Almost by definition, if there are two or more people communicating, there is the potential for conflict. The issue is not whether you will have conflict or not, it is about how you deal with it. The topics covered will include the levels and stages of conflict, conflict management skills and negotiation strategy.

| BUS 3014-003 | Mar. 20 | 9:00a – 12:00p | $70-KCC | Oa KCC Mamane 104 |

"LISTENING: THE FORGOTTEN SKILL" This module considers the art and science of listening. Greek philosopher Epictetus is credited with saying, "We have two ears and one mouth so that we can listen twice as much as we speak." The topics covered will include the importance of listening, the process of listening, different types of listening, and how to improve listening.

BUS 3013-003   Mar. 13   9:00a – 12:00p $70-KCC   Oa KCC Mamane 104

"PERCEPTION IS REALITY?"
This module looks at the important relationship between perception and communication. Making our perception of others as well as others' perception of us as accurate as possible is key to effective communication. The topics covered will include identifying the perception process, understanding how we form impressions, the empathy quotient, and improving our perception (and in turn our communication).

BUS 3010-003   Feb. 27   9:00a – 12:00p $70-KCC   Oa KCC Mamane 104

KAPIOLANI COMMUNITY COLLEGE - WRITTEN COMMUNICATION SKILLS SERIES *

This program is offered through Kapiolani Community College (KCC) and consists of 4 individual classes* for which the subject matter is centered on learning about grammar and written communication skills. These classes may be taken on an individual basis or sequentially depending on your needs. (Note: There is no discounted price offered for this series).

BUSINESS WRITING: MASTERING THE MESSAGE *
A great portion of our official writing is in memo and email forms, and for better or worse, people form professional opinions of us based on our writing skills in these varied forms. Examine real-world memo and e-mail situations in this workshop, using your own writing samples as a roadmap. Identify and target your growth areas, and develop strategies for making your writing clear, concise, memorable, and appropriate. (2 meetings)

BUS 3035-001   Feb. 24 & 26   8:00a - 12:00p $105-KCC   Oa KCC Mamane 101

CLEAR AND EFFECTIVE BUSINESS WRITING *
Focus on sharing ideas, events, and transactions clearly and concisely, using real-life models in this workshop setting. Learn to deal with both extremes of writing problems: writer's paralysis and writer's regret. Explore the nuances of style and tone in formula writing, paying special attention to adopting the mindset of a clear communicator. (2 meetings)
Prerequisite: Review of English Grammar

BUS3034-001   Feb. 17 & 19   8:00a - 12:00p $105-KCC   Oa KCC Mamane 101

GRAMMAR – A WORK IN PROGRESS *
Don't sit through a review of grammar and punctuation that you already know, waiting forever to focus on the skills that need improvement. In this responsive course, you'll focus mostly on your area of growth based on a detailed pre-test and writing sample critique from your instructor. If your needs are many, we'll address growth-areas that will make an immediate difference in your writing at work. If your needs are few, we'll go deeper into the nuances of grammar and punctuation, with an emphasis on clarity first and elegance second. (2 meetings)

BUS3032-001   Feb. 03 & 05   8:00a – 12:00p $105-WCC   Oa KCC Mamane 101

REFINING YOUR GRAMMAR SKILLS *
Your own areas of need, as indicated by a detailed pre-test and writing-sample critique, are the targets in this responsive course that delves into trickier problems with writing and editing. Your particular areas for growth will drive the course as we explore grammatical mood, sentence variation, connotation vs. annotation, and tone. We'll also take frequent bonus side-trips down the path of common usage issues that can plague even the highest-profile writers. (2 meetings)

BUS3033-001   Feb. 10 & 12   8:00a - 12:00p $105-KCC   Oa KCC Mamane 101

ADVANCED WRITING SKILLS
This is a one-day workshop for those who already are good writers. Our time will be devoted to writing letters of recommendation, of persuasion, of refusal or of action, that reflect current word usage and up-to-date formats. You can also become more skilled at writing business cases, proposals and reports, and learn a bit more about e-mail etiquette.

BUS5604   Apr. 30   8:30a – 4:30p $199-LCC   Oa LCC CE303

BUSINESS WRITING THAT WORKS

For those who must write as part of their job, being able to write well is a real career boost. Learn how to capture your thoughts on paper so they are strong and persuasive, but at the same time clear, concise, complete, and correct. We can think about writing either as a process or as a product, the finished piece of writing. If we can think of it as a process, then by changing the way we go about writing, we can change the finished product. While participants will still be aiming to turn out a good product, their sense of satisfaction will arise partly from a greater appreciation of the process by which they get there. This one-day workshop will concentrate on the nitty-gritty details that writers have to contend with, and give them some practical advice on making the job less difficult. They will also have opportunity to discuss their writing problems and share solutions with others in the workshop.

BUS5505   Feb. 12   8:30a – 4:30p $199-LCC   Oa LCC CE303

COMMUNICATION STRATEGIES

This one-day workshop is designed to help improve your interactions with other people in your workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions, and being aware of non-verbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive or too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the elements of our communication with others that help us reveal appropriate information about ourselves, and how to get a handle on how to better manage ourselves for a professional image.

BUS5503   Jan. 29   8:30a – 4:30p $199-LCC   Oa LCC CE303

CONFLICT RESOLUTION: DEALING WITH DIFFICULT PEOPLE

Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can't deal with difficult people in their lives. This workshop will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt, at work and in your personal life. (1 meeting)

BUS5508   Mar. 05   8:30a – 4:30p $199-LCC   Oa LCC CE303

CRITICAL THINKING

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths? The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This one-day workshop will give you some practical tools and hands-on experience with critical thinking and problem solving. (1 meeting)

BUS5507   Feb. 26   8:30a – 4:30p $199-LCC   Oa LCC CE303

PRINCIPLES OF REPORT WRITING

Reports should focus on the "Who? What? Where? and When?" Reporters who speculate on the "How?" might run into problems because their judgments will interfere with the factual. In this class, we will go over the basic principles of writing a factual report and learn the techniques to avoid slanting and making inferences or judgments. To prepare for this workshop, please bring samples of what you consider good communication as well as poorly written communication, and any "burning questions" that you frequently encounter when writing to class for discussion. (1 meeting)

BUS7004   Feb. 25   8:30a – 11:30a $75-WCC   Oa WCC Hale Kuhina 114

PUBLIC SPEAKING PRESENTATION SURVIVAL SCHOOL

A great presenter has two unique qualities: appropriate skills and personal confidence. This confidence comes from knowing what you want to say and being comfortable with your communication skills. In this one-day workshop, you will master the skills that will make you a better speaker and presenter. (1 meeting)

BUS5510   Mar. 19   8:30a – 4:30p $199-LCC   Oa LCC CE303

TIME MANAGEMENT

Handling multiple priorities with effectiveness and ease is challenging. This workshop provides the information, tools and support for you to manage your energy, time, and workload to your optimal abilities. Proven management strategies are given to ensure improved planning and productivity, covering these topics: values clarification, setting priorities and goals, planning smart, eliminating time wasters, office organization tips, and stress management, in order to multi-task with ease. (2 meetings)

BUS 3007-003   Feb. 17 & 19   8:00a – 12:00p $105-KCC   Oa KCC Mamane 104

MANAGEMENT AND SUPERVISORY DEVELOPMENT

KAPIOLANI COMMUNITY COLLEGE – MANAGEMENT SERIES

EMPLOYEE ENGAGEMENT

One of the keys to gain competitive advantage is to insure employees are dedicated to taking charge of the business and the clients. This course equips management with the tools necessary to re-energize and focus employees so they are more engaged and committed to their work and delivering higher quality results and measurably improved customer satisfaction. (2 meetings)

BUS3036-001   Jan. 21 & 23   8:00a – 4:30p $185-KCC   Oa KCC Mamane 101

VALUING HUMAN DIFFERENCES

This highly interactive workshop addresses the values of workplace diversity and how understanding and respect for individual differences creates a more inclusive work environment which can actually improve employee job satisfaction, performance and retention. This course goes beyond exploring gender and race to include topics of culture, age, generational gaps, sexual preference, education, religion, and more. (2 meetings)

BUS3038-001   Feb. 18 & 20   8:00a – 4:30p $185-KCC   Oa KCC Mamane 101

WORKPLACE PROFESSIONALISM

First impressions matter and often set the stage for growing your career to the next level. Develop your professional image, business etiquette and soft skills to make a positive and memorable impact in today's workplace. This highly interactive workshop addresses key areas on how to look professional and speak like a leader. (1 meeting)

BUS3037-001   Feb. 04   8:00a – 4:30p $105-KCC   Oa KCC Mamane 101

UNIVERSITY OF HAWAII AT MANOA OUTREACH COLLEGE

THE ART OF LEADERSHIP CERTIFICATE PROGRAM

The Art of Leadership Certificate Program, sponsored by the University of Hawaii at Manoa Outreach College(UHMOUT), is based on curriculum developed by corporate training leader Achieve Global. Taught by local instructors, the curriculum has served the needs of many Fortune 500 companies as well as local corporations such as Bank of Hawaii, First Hawaiian Bank, First Insurance, Hawaiian Electric Company, HMSA, Kaiser, and Outrigger Hotels, to name a few.

- Note: Achieve Global recently renamed and updated the training modules used for this program. These module changes do not affect the program's focus nor does it affect students who are currently in the process of obtaining their Leadership Certificates. However, it is recommended that these students review the course descriptions of the new modules for their equivalency to prior modules taught in the program.

The Leadership program consists of 9 modules, scheduled as 2 sessions per day – a morning session from 8:00a – 12:00p and afternoon session from 1:00p – 5:00p – plus another half-day module. Upon completion of the program's 9 module coursework which includes demonstration of competency through in-class activities and submission of a short application, students will earn the **Art of Leadership Certificate**. You may choose to either register for the entire 9-module program for a special discount fee of **$950 (price includes all workbooks)** or register on an individual module basis as desired.

The deadline to register for the entire 9 module discounted program is Jan. 26, 2015. (course code P13141 – The Art of Leadership Certificate Program). Students will be issued an attendance certificate upon the completion of each training module they attend. Lunch is on your own or may be purchased on campus.

For more information on registration deadlines, certificate application form, attendance requirements etc., contact Paulette Feeney at 956-2037, or by e-mail: pfeeney@hawaii.edu. Questions regarding the updated content materials in the renamed training modules may be directed to Paulette as well. If you are registering/paying via state purchase order, please contact Lance Haga at 956-9249 or by e-mail: hagal@hawaii.edu,

Session Dates	Module Times	Locations
Feb. 06	8:00a – 12:00p & 1:00p – 5:00p	Oa UHMOUT Krauss rm. 012
Feb. 20	8:00a – 12:00p & 1:00p – 5:00p	Oa UHMOUT Krauss rm. 012
Mar. 06	8:00a – 12:00p & 1:00p – 5:00p	Oa UHMOUT Krauss rm. 012
Mar. 20	8:00a – 12:00p & 1:00p – 5:00p	Oa UHMOUT Krauss rm. 012
Apr. 10	8:00a – 12:00p	Oa UHMOUT Krauss rm. 012

Note: You may register for any of the following 9 modules on an individual basis if so desired.

ACTIVATING CHANGE
(Formerly known as Personal Strategies for Navigating Change)
Explore ways to become more adaptive and positive in the face of changes you cannot control. Empower yourself, experience less stress, and capitalize on opportunities generated by change. (1 meeting)
(Register by Mar. 09 - Cost of session includes workbook)

P13510	Mar. 20	1:00p – 5:00p	$115-UHMOUT	Oa UHMOUT Krauss rm. 012

ADDRESSING EMOTIONS AT WORK
(Formerly known as Handling Emotions Under Pressure)
Develop strategies for addressing strong emotions – your own, and when appropriate, those of people with whom you work – using proven techniques to respond in constructive and objective ways. (1 meeting)
(Register by Feb. 23 - Cost of session includes workbook)

P13505	Mar. 06	8:00a – 12:00p	$115-UHMOUT	Oa UHMOUT Krauss rm. 012

BUILDING TRUST UNDER PRESSURE: THE BASIC PRINCIPLES
(Formerly known as Basic Principles for a Collaborative Workplace)
Master six principles for putting shared values into practice. Create a climate of credibility and trust that fosters effective relationships and a productive workplace. (1 meeting)
(Register by Jan. 26 - Cost of session includes workbook)

P13503	Feb. 06	8:00a – 12:00p	$115-UHMOUT	Oa UHMOUT Krauss rm. 012

DEVELOPING OTHERS
(Formerly known as Coaching: Bringing Out the Best in Others)
Obtain skills for developing others, helping them to gain confidence, take on new challenges, and work more independently. (1 meeting)
(Register by Jan. 26 - Cost of session includes workbook)

P13504	Feb. 06	1:00p – 5:00p	$115-UHMOUT	Oa UHMOUT Krauss rm. 012

GIVING RECOGNITION
(No change in module course title)
Build better working relationships and inspire excellent performance in your organization by acknowledging individuals for their accomplishments. (1 meeting)
(Register by Apr. 01 - Cost of session includes workbook)

P13511	Apr. 10	8:00a – 12:00p	$115-UHMOUT	Oa UHMOUT Krauss rm. 012

LISTENING IN A HECTIC WORLD
(Formerly known as Proactive Listening)
Cultivate a listening approach that balances the need to obtain information with awareness that every interaction offers an opportunity to cement solid work relationships. (1 meeting)
(Register by Feb. 09 - Cost of session includes workbook)

P13507	Feb. 20	8:00a – 12:00p	$115-UHMOUT	Oa UHMOUT Krauss rm. 012

PROVIDING CONSTRUCTIVE FEEDBACK
(Formerly known as Giving and Receiving Constructive Feedback)
Gain tools for giving constructive feedback while maintaining a spirit of openness and mutual respect. Help your organization stay competitive by keeping people on track. (1 meeting)
(Register by Feb. 09 - Cost of session includes workbook)

P13506	Feb. 20	1:00p – 5:00p	$115-UHMOUT	Oa UHMOUT Krauss rm. 012

RESOLVING CONFLICTS WITH YOUR PEERS
(Formerly known as Moving from Conflict to Collaboration)
Obtain a process for resolving conflicts that encourages shared solutions and builds constructive work relationships with your peers. (1 meeting)
(Register by Mar. 09 - Cost of session includes workbook)
P13509   Mar. 20   8:00a – 12:00p $115-UHMOUT   Oa UHMOUT Krauss rm. 012

SPEAKING TO INFLUENCE OTHERS
(Formerly known as Expressing Yourself: Presenting Your Thoughts and Ideas; Influencing for Win-Win Outcomes)
Develop speaking techniques and strategies to achieve results by gaining the attention, ensuring the understanding, and influencing the actions of people who hear your message. (1 meeting)
(Register by Feb. 23 - Cost of session includes workbook)
P13508   Mar. 06   1:00p – 5:00p $115-UHMOUT   Oa UHMOUT Krauss rm. 012

UNIVERSITY OF HAWAII AT MANOA OUTREACH COLLEGE

CERTIFICATE IN PROJECT MANAGEMENT
(www.outreach.hawaii.edu/PROJECT)

The UH Certificate in Project Management Program, sponsored by the University of Hawaii at Manoa Outreach College (UHMOUT), is designed to provide individuals with an understanding of Project Management basics utilizing the *Learn the Project Management Body of Knowledge (PMBOK®)* principles. The program offers two levels of instruction:

- <u>Project Management Fundamentals</u> is an introduction to the language, methodology, and tools of project management. It provides the foundational basis to help novices learn how to become project team members.
- <u>Advanced Project Management</u> further explores the skills needed to successfully lead and manage a project. It provides a closer examination of the role nine knowledge areas play throughout the project management process.

Individuals may choose to take one or both of these levels depending on their needs. Each level consists of three course modules which must be taken sequentially. Individuals who complete all six modules will earn the **UH Certificate in Project Management.**

Note: **The UH Certificate in Project Management is not the same as certification.** For anyone seeking the PMP® (Project Management Professional) credential, but lacking the requisite hours of project management experience, the UH Certification is meant as an intermediate step or alternative. For more information about the PMP® credential process and/or the Project Management Institute (PMI®) certification requirements, visit www.pmi.org/Certifcation.aspx.
You may also contact Paulette Feeney at 956-2037, or by e-mail at pfeeney@hawaii.edu, for more information about the certificate program, attendance requirements, or questions regarding application of course credits towards PMP® accreditation.

PROJECT MANAGEMENT FUNDAMENTALS: INTRODUCTION AND INITIATING PROJECTS
Understand the definition of a project and project management, the role of the project manager, the initiating process, and project charter. (1 meeting)
(Register/withdraw by Feb. 18)
Prerequisite: None. Must be taken with *"Project Management Fundamentals: Planning Projects"* and *"Project Management Fundamentals: Executing, Controlling, and Closing Projects"*.
P13524   Feb. 25   8:00a – 5:00p $400-UHMOUT   Oa UHMOUT Krauss rm. 012

PROJECT MANAGEMENT FUNDAMENTALS: PLANNING PROJECTS
Review the purpose of the planning process, the project plan, work breakdown structure, estimating and budgeting, scheduling, staffing, and risk management. (1 meeting)
(Register/withdraw by Feb. 18)
Prerequisite: None. Must be taken with *"Project Management Fundamentals: Introduction and Initiating Projects"* and *"Project Management Fundamentals: Executing, Controlling, and Closing Projects"*.
P13525   Feb. 26   8:00a – 5:00p $400-UHMOUT   Oa UHMOUT Krauss rm. 012

PROJECT MANAGEMENT FUNDAMENTALS: EXECUTING, CONTROLLING, AND CLOSING PROJECTS
Learn the executing process and activities, change requests, the controlling process, performance reporting, integrated change control, the closing process, administrative closure, and contract closeout. (1 meeting)
(Register/withdraw by Feb. 18)
Prerequisite: None. Must be taken with *"Project Management Fundamentals: Introduction and Initiating Projects"* and *"Project Management Fundamentals: Planning Projects"*.
P13526   Feb. 27   8:00a – 5:00p $400-UHMOUT   Oa UHMOUT Krauss rm. 012

ADVANCED PROJECT MANAGEMENT: FRAMEWORK, PROCESSES, RESPONSIBILITY AND INTEGRATION
Review the project management framework and body of knowledge (PMBOK®), including project life cycle, processes, professional and social responsibility, knowledge areas, and working across the organization to complete a project successfully. (1 meeting)
(Register/withdraw by Apr. 08)
Prerequisite: Completion of Project Fundamentals series or substitution of knowledge/experience equivalency. This course must be taken with *"Advanced Project Management: Scope, Time, Costs, and Quality"* and *"Advanced Project Management: Human Resources, Communications, Risks, and Procurement"*.
P13527   Apr. 15   8:00a – 5:00p $400-UHMOUT   Oa UHMOUT Krauss rm. 012

ADVANCED PROJECT MANAGEMENT: SCOPE, TIME, COSTS, AND QUALITY
Focus on the processes required to ensure that the project includes all the work - and only the work - required; is completed on time and within the approved budget; and satisfies the needs for which it was undertaken. (1 meeting)
(Register/withdraw by Apr. 08)
Prerequisite: Completion of Project Fundamentals series or substitution of knowledge/experience equivalency. This course must be taken with *"Advanced Project Management: Framework, Processes, Responsibility and Integration"* and *"Advanced Project Management: Human Resources, Communications, Risks, and Procurement"*.
P13528   Apr. 16   8:00a – 5:00p $400-UHMOUT   Oa UHMOUT Krauss rm. 012

ADVANCED PROJECT MANAGEMENT: HUMAN RESOURCES, COMMUNICATIONS, RISKS, AND PROCUREMENT
Survey the processes required to make effective use of the people involved; ensure proper collection and dissemination of project information; identify, analyze, and respond to project risks; and acquire needed goods and services from outside the performing organization. (1 meeting)
(Register/withdraw by Apr. 08)
Prerequisite: Completion of Project Fundamentals series or substitution of knowledge/experience equivalency. This course must be taken with *"Advanced Project Management: Framework, Processes, Responsibility, and Integration"* and *"Advanced Project Management: Scope, Time, Costs, and Quality"*.
P13529   Apr. 17   8:00a – 5:00p $400-UHMOUT   Oa UHMOUT Krauss rm. 012

THE ABC'S OF SUPERVISION
An intensive two-day immersion workshop designed for new and aspiring supervisors, as well as leads and part-time supervisors without a great deal of authority. This course is designed to help individuals overcome many of the problems encountered in the first few weeks in the role, and provide them with the skills to launch them as successful leaders. Through a highly interactive program, a participant will learn the skills to ask for clarity around the role and responsibility of their new job; adjust to their new role; develop listening, communication, conflict resolution and feedback skills; and work through challenges like hostility, complaints, and low motivation. (2 meetings)
BUS55501   Jan. 08 & 15   8:30a – 4:30p $375-LCC   Oa LCC CE303

BASIC PROJECT MANAGEMENT
This beginner's workshop is designed for individuals responsible for managing projects who may be new to the process. Participants will learn basic skills on how to plan a project to ensure successful delivery and stakeholder satisfaction by leading a team, managing a project effectively, estimating and scheduling task work, duration and estimated costs, and implementing monitoring tools to keep you in command of the project and team. Topics covered include managing the project processes and issues; creating a realistic and achievable project plan; understanding customer and team member expectations. At the end of this class, participants should be able to identify the process of project management and be able to identify specific steps to create and implement a project plan. (1 meeting)
BUS3021-002   Feb. 12   8:00a – 4:30p $145-KCC   Oa KCC Manono 104

CHANGE MANAGEMENT: HOW TO DEAL WITH IT
Managers traditionally have had the task of contributing to the effectiveness of their organization while maintaining high morale. Today, these roles often have to be balanced off with the reality of implementing changes imposed by senior management. Managers who have an understanding of the dynamics of change are better equipped to analyze the factors at play in their own particular circumstances, and to adopt practical strategies to deal with resistance. This one-day workshop will help you deal with change and will give you strategies to bring back to your employees. (1 meeting)

| BUS5602 | Apr. 16 | 8:30a – 4:30p | $199-LCC | Oa LCC CE303 |

DELEGATION: THE ART OF DELEGATING EFFECTIVELY
Delegation is often on of the hardest skills for a manager to master. However, the skill can be learned. This one-day workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie, and what we can do about getting around them. (1 meeting)

| BUS5511 | Mar. 26 | 8:30a – 4:30p | $199-LCC | Oa LCC CE303 |

FUNDAMENTALS OF MANAGEMENT
This three-day course is an introduction to the field of supervision. It covers the critical general management skills new supervisors need to master their daily work. (3 meetings)
- Module 1: *The Role of the Supervisor* will focus on the nature of supervision, the transition from being a worker to a supervisor and basic supervision skills
- Module 2: *Planning and Controlling* will help supervisors learn the importance of planning, how to create short term and long-term plans, and how to set goals and objectives that are both challenging and attainable.
- Module 3: *Problem Solving and Delegating* will focus on understanding the problem solving and decision making process. It will also discuss the steps in the delegation process and the use of delegation to save time and to train and motivate subordinates.

| BUS3100-002 | Apr. 09, 16 & 23 | 8:00a – 4:30p | $250-KCC | Oa KCC Mamane 104 |

INTRODUCTION TO SUPERVISION
This course is for the **blue-collar supervisor** who has not had formal supervisory training. (2 meetings)
- Module 1: *The Role of the Supervisor* will focus on the nature of supervision, the transition from worker to supervisor, and the basic skills of supervision.
- Module 2: *Problem Solving and Delegating* will focus on understanding the problem solving and decision-making process. It will also discuss the steps in the delegation process and the use of delegation to save time and to train and motivate subordinates.

| BUS3101-002 | May 07 & 14 | 8:00a – 4:30p | $185-KCC | Oa KCC Mamane 104 |

MOTIVATION TRAINING: MOTIVATING YOUR WORKPLACE
It's no secret, employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This is a busy one-day workshop to help managers and supervisors create a more dynamic, loyal, and energized workplace. This program is designed specifically to help busy managers and supervisors understand what employees want and to provide them with a starting point for creating champions. (1 meeting)

| BUS5603 | Apr. 23 | 8:30a – 4:30p | $199-LCC | Oa LCC CE303 |

PROJECT MANAGEMENT
Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments – and to get that additional job done well, done under budget, and done on time. This workshop is not intended to take you from supervisory or administrative position to that of a project manager. However, this one-day workshop will familiarize you with the most common terms and the most current thinking about projects.

| BUS5612 | Jun. 25 | 8:30a – 4:30p | $199-LCC | Oa LCC CE303 |

PROBLEM SOLVING AND DECISION MAKING
As an individual, facts and knowledge can only go so far. Solving tough problems requires the ability to define the true problem, analyze the possible causes, create options, select the most feasible option, and then implement it. This one-day workshop should help individuals enhance their efforts to find sustainable solutions and learn new ways to approach problem-solving to reach win-win decisions.

| BUS5605 | May 07 | 8:30a – 4:30p | $199-LCC | Oa LCC CE303 |

TEAM BUILDING
Participants will learn to work within a supportive climate to accomplish projects by building trust, listening with empathy, as well as resolving conflicts and selling ideas to others. They will also learn to develop high performance teams by aligning personal and organizational goals, finding and building on each other's strengths, and promoting and maintaining commitment from team members. (2 meetings)

BUS 3006-003   Feb. 24 & 26   8:00a - 12:00p $105-KCC   Oa KCC Mamane 104

TEAMWORK: BUILDING BETTER TEAMS
Teams have become a principle building block of successful organizations. This one-day workshop is a basic course for team leaders and team members, designed to focus on the characteristics of an effective team player and the elements of an effective team. You will leave the workshop with plans for your personal development as a team player and ideas for developing your back-home team. A critical element of this workshop is the Glen Parker Team Player Survey (PTPS), an 18 item self-assessment instrument that will help you identify your primary team player style, help you increase your personal effectiveness in team situations, and help you effectively develop your group into a high performance team. (1 meeting)

BUS5506   Feb. 19   8:30a – 4:30p $199-LCC   Oa LCC CE303

TEAM BUILDING: DEVELOPING HIGH PERFORMANCE TEAMS
Your success as a manager can often depend on how well your team members operate. How are their problem-solving skills? Are they enthusiastic and motivated to do their best? Do they work well together? There have been hundreds of studies demonstrating that human beings function better and learn better when in groups. If you want to develop your team leadership skills and learn how to unleash the talent of your individual team members, then this workshop will provide a practical look at current leadership practices that work. (1 meeting)

BUS5611   Jun. 18   8:30a – 4:30p $199-LCC   Oa LCC CE303

PROFESSIONAL DEVELOPMENT

UNIVERSITY OF HAWAII AT MANOA OUTREACH COLLEGE

BUSINESS PROCESS IMPROVEMENT CERTIFICATE PROGRAM
(www.outreach.hawaii.edu/PROJECT)

This program is offered by the University of Hawaii at Manoa Outreach College (UHMOUT) as part of their Institute for Business & Professional Development. It is designed to help the business professional master the varied business processes of an organization and learn how to leverage these process capabilities into operational excellence. Attend any two-day sequence of seminars in order to meet a specific need. Upon completion of all eight modules in the program, you will earn the **UHMOUT Business Process Improvement Certificate.**

There is a **$50 discount** per module for anyone who registers for all eight modules at one time. This **$50 discount** per module also applies per student - whenever a department or organization registers 3 or more employees into a single module.

Please contact Paulette Feeney at 956-2037, or by e-mail at pfeeney@hawaii.edu, for more information about the certificate program, attendance requirements, pricing structure, or program content. Instruction provided by Orion Development Group.

INTRODUCTION TO SYSTEMS THINKING AND PROCESS MAPPING ANALYSIS
Look beyond functional activities and rediscover your organization's core processes. Reduce inefficiency and waste. Increase productivity, competitive advantage, and profits through systems thinking and process analysis. (1 meeting) *(Register/withdraw by Jan. 28)*
Prerequisite: Must be taken with *"Applying the Process Mapping Toolkit to Streamline and Reengineer Your Business Processes"*

P13530   Feb. 12   8:00a – 4:00p $450-UHMOUT   Oa UHMOUT Krauss rm. 012

APPLYING THE PROCESS MAPPING TOOLKIT TO STREAMLINE AND REENGINEER YOUR BUSINESS PROCESSES
Apply process maps to peel away the complexity of your organizational structure and internal politics. Select processes for reengineering; eliminate system flaws; identify business requirements; and apply proven principles to improve the way your organization works. (1 meeting)
(Register/withdraw by Jan. 28)
Prerequisite: Must be taken with *"Introduction to Systems Thinking and Process Mapping Analysis"*
P13531   Feb. 13   8:00a – 4:00p $450-UHMOUT   Oa UHMOUT Krauss rm. 012

UNDERSTANDING CUSTOMER NEEDS: SELECTING THE RIGHT MEASURES FOR PROCESS IMPROVEMENT
Improving processes begins with the customer, be it internal or external. Understand which customers and which requirements are most critical to your business. Learn to measure and analyze process performance and identify factors that limit quality, slow service time, and increase costs. (1 meeting)
(Register/withdraw by Feb. 03)
Prerequisite: Must be taken with *"Analyzing Performance and Applying Six Sigma Improvement Tools"*
P13532   Feb. 17   8:00a – 3:00p $450-UHMOUT   Oa UHMOUT Krauss rm. 012

ANALYZING PERFORMANCE AND APPLYING SIX SIGMA IMPROVEMENT TOOLS
Understand how variability drives your improvement tactics. Determine what level of quality your process is capable of delivering; recognize trends in performance; evaluate and apply process improvement alternatives; develop results-oriented solutions to yield improved business results. (1 meeting)
(Register/withdraw by Feb. 03)
Prerequisite: Must be taken with *"Understanding Customer Needs: Selecting the Right Measures for Process Improvement"*
P13533   Feb. 18   8:00a – 3:00p $450-UHMOUT   Oa UHMOUT Krauss rm. 012

THINKING OUTSIDE THE BOX: TOOLS AND TECHNIQUES FOR PROCESS REDESIGN
Focus on process innovation. Evaluate the business return of process improvement alternatives; thinking outside the process box and devising innovative process designs based on customer needs. (1 meeting)
(Register/withdraw by Mar. 17)
Prerequisite: Must be taken with *"Strategic Innovation: Leveraging and Implementing Process Excellence"*
P13534   Apr. 01   8:00a – 3:00p $450-UHMOUT   Oa UHMOUT Krauss rm. 012

STRATEGIC INNOVATION: LEVERAGING AND IMPLEMENTING PROCESS EXCELLENCE
Go beyond creative solutions to business process challenges. Drill down to: leverage process excellence and foster growth; create a strategy canvas to assess the impact of processes on strategic position; and plan for the realities of process change. (1 meeting)
(Register/withdraw by Mar. 17)
Prerequisite: Must be taken with *"Thinking Outside the Box: Tools and Techniques for Process Redesign"*
P13535   Apr. 02   8:00a – 3:00p $450-UHMOUT   Oa UHMOUT Krauss rm. 012

PLANNING FOR IMPLEMENTATION OF PROCESS AND TECHNOLOGY CHANGE
Build a powerful combination of soft skills: leadership, coalition building, internal sales and communication, conflict management; and hard skills: strategic planning, project management, and organizational alignment, to win widespread support for process changes. (1 meeting)
(Register/withdraw by Mar. 20)
Prerequisite: Must be taken with *"Deploying and Integrating Performance Improvement Solutions"*
P13536   Apr. 06   8:00a – 3:00p $450-UHMOUT   Oa UHMOUT Krauss rm. 012

DEPLOYING AND INTEGRATING PERFORMANCE IMPROVEMENT SOLUTIONS
Integrate your process solutions by prioritizing key objectives; communicating the vision plan and progress of process change; increasing the effectiveness of implementation teams; managing conflict; and promoting widespread involvement in the change initiative. (1 meeting)
(Register/withdraw by Mar. 20)
Prerequisite: Must be taken with *"Planning for Implementation of Process and Technology Change"*
P13537   Apr. 07   8:00a – 3:00p $450-UHMOUT   Oa UHMOUT Krauss rm. 012

LEEWARD COMMUNITY COLLEGE

TRAIN THE TRAINER PROFESSIONAL CERTIFICATE OF PROFESSIONAL DEVELOPMENT

The goal of the *Train the Trainer* series is to provide current and new training personnel with an understanding and competence in training and development. Participants will develop individual awareness and competency in critical thinking skills for a variety of training topics. This series is designed to meet the demanding requirements of trainers.

You may choose to register for the entire 4 module program for the **discount cost of $695** or choose to register in any of the modules individually. Upon completion of all 4 modules in the program, you will earn the Leeward Community College's **Train the Trainer Professional Certificate of Professional Development**. Please contact Nicole Combs, Program Coordinator, at 808-455-0661, for more information about the certificate program, attendance requirements, pricing structure, or program content. (4 meetings)

| BUS5700 | Jan. 13, 20, 27 & Feb. 03 | 8:30a – 4:30p | $695-LCC | Oa LCC CE303 |
| BUS5700 | Jun. 09, 16, 23 & 30 | 8:30a – 4:30p | $695-LCC | Oa LCC CE303 |

SURVIVAL SKILLS FOR THE NEW TRAINER

Few people choose training and development while they are still in school, and yet there are talented and knowledgeable trainers working in every industry. Some individuals become trainers because they are passionate about sharing their knowledge and about helping people. Others become trainers because their employer asks them to get involved in mentoring, training, or coaching new or existing employees. If you are thinking about becoming a trainer, or have started doing some training already and want to know more about what will help you to become an excellent trainer, this workshop will help. This one-day workshop is designed as an exploration of the essential skills that trainers need to develop and to get you started on the learning process in an interactive and fun environment. (1 meeting)

| BUS5701 | Jan. 13 | 8:30a – 4:30p | $199-LCC | Oa LCC CE303 |
| BUS5701 | Jun. 09 | 8:30a – 4:30p | $199-LCC | Oa LCC CE303 |

THE PRACTICAL TRAINER

If you do on the job training in your organization, this workshop can help you feel more comfortable and more competent. You will explore how adults learn and take a step-by-step approach to create training sessions that meet employee needs and you will have the opportunity to practice these skills in a safe environment. Training results are too important to leave to chance. Register today, so you will be prepared when you are asked to stand and deliver. (1 meeting)

| BUS5702 | Jan. 20 | 8:30a – 4:30p | $199-LCC | Oa LCC CE303 |
| BUS5702 | Jun. 16 | 8:30a – 4:30p | $199-LCC | Oa LCC CE303 |

FACILITATION SKILLS

It is impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, planning and coordinating meetings – they all take time. There has been a growing realization that we have to pay attention to the process elements of meetings, if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. Managers and supervisors are often asked to facilitate rather than instruct, or manage their meetings and training sessions. This workshop has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings. You will learn how facilitation skills play an important role in learning how to become an effective trainer. (1 meeting)

| BUS5703 | Jan. 27 | 8:30a – 4:30p | $199-LCC | Oa LCC CE303 |
| BUS5703 | Jun. 23 | 8:30a – 4:40p | $199-LCC | Oa LCC CE303 |

USING ACTIVITIES TO MAKE TRAINING FUN

Most people have been at a party or some other social occasion where someone has told an inappropriate joke and ruined the mood (at least temporarily). Likewise, we've all been somewhere where the class clown is able to lighten the mood and help people have fun. The good news is that humor can help you make your training sessions just as engaging as those fun social occasions. Even better, you don't need to be the class clown or an award winning comedian to do it. This one-day workshop will help you identify what kind of humor you can bring to the classroom, and how games can help you engage your participants. (1 meeting)

BUS5704	Feb. 03	8:30a – 4:30p	$199-LCC	Oa LCC CE303
BUS5704	Jun. 30	8:30a – 4:40p	$199-LCC	Oa LCC CE303

VOLUNTARY LEARNING AND SELF-DEVELOPMENT

Note: Participants are responsible for payment of costs associated with any voluntary learning class.

TOASTMASTERS

Looking to develop speaking and leadership skills? Ignite your career? Membership in Toastmasters is one of the greatest investments you can make in yourself. The mission of the State Government's Toastmasters clubs is to provide a mutually supportive and positive learning environment in which every member has the opportunity to develop important communication and leadership skills. It is one of the most cost-effective skill building tools available anywhere. Members complete lessons through a workbook of progressive speeches and obtain constructive feedback from their fellow Toastmasters.

There are no instructors in a Toastmasters meeting. Instead it is the club members easing in the newcomers, as everyone improves their speaking and leadership skills in a no-pressure atmosphere. Positive support and encouragement are key elements in participation. Members meet twice a month on selected days and during the lunch period for state workers **(employees must obtain approval from their supervisor if their lunch period needs to be modified)**. There is a modest fee schedule of dues charged in order to join a club. Please check with each Toastmasters contact person for further information.

AS A RESULT OF PARTICIPATING IN TOASTMASTERS, YOU WILL:
- Increase your self-confidence
- Become a better speaker
- Become a better leader
- Communicate more effectively

INTERESTED IN JOINING A TOASTMASTERS CLUB? HERE ARE THE STEPS:

Step 1: Visit a Toastmasters club. Each group has a different personality, so you may wish to visit more than one. Your visit is free and you may visit as often as you like.

Step 2: After you have visited a club, and when you are ready to join; at the meeting, ask the Vice President of Membership for a Membership Application Form and fill it out.

Step 3: Give your application and dues to the Vice President of Membership at the club. Your New Membership Kit should arrive in the mail in about two weeks.

LISTED BELOW ARE TOASTMASTERS CLUBS FOR STATE EMPLOYEES:

**MEMBERSHIP IN THESE CLUBS ARE OPEN TO ANY
STATE EMPLOYEES REGARDLESS OF THEIR DEPARTMENT OF ORIGIN**

DBEDT for BUSINESS TOASTMASTERS CLUB
Meeting Dates: **2nd and 4th TUESDAYS of the month**
Times: 11:30a – 12:30p
Place: State Office Tower (Leiopapa A Kamehameha)
235 S. Beretania Street
Conference Room 405
Contact: Riley Hakoda, ph. 587-3824

LILIUOKALANI TOASTMASTERS CLUB
Meeting Dates: **1st and 3rd WEDNESDAYS of the month**
Times: 12:05p – 1:05p
Place: Liliuokalani Building
1390 Miller Street, 4th Floor
Conference Room 404
Contact: Wayne Nakamoto, ph. 347-2603

KINAU HALE TOASTMASTERS CLUB
Meeting Dates: **2nd and 4th THURSDAYS of the month**
Times: 11:30a – 12:30p
Place: Kinau Hale
1250 Punchbowl Street, 3rd Floor
Director's Meeting Room
Contact: Michele Nakata, ph. 586-4586

TRANSPORTATION TOASTMASTERS CLUB
Meeting Dates: **1st and 3rd TUESDAYS of the month**
Times: 12:00p – 1:00p
Place: Department of Transportation
869 Punchbowl Street, 5th floor
Conference Room
Contact: Royden Koito, ph. 586-9153