

STATE PERSONNEL DEPARTMENT

TRAINING CLASSES

Customer Service

Course Description: This course provides individuals with techniques for providing outstanding service for customers. It is designed specifically for non-supervisory employees whose jobs involve responding to requests from the public or from other employees for information, products, or services. Topics presented include interacting with customers, managing our attitude, communicating effectively, and dealing with difficult customers. The Customer Service Course is not recommended for supervisors because these topics are presented from a different perspective in the Dynamics of Supervision Course.

Dealing With Difficult People

Course Description: This provides participants with techniques for interacting with people who have challenging personalities. It is not about changing other people, but about changing how we can respond to them in order to work together effectively. Although the course is open to all employees, it is ideal for individuals whose jobs involve frequent contact with the public or frequent contact with other employees. The curriculum emphasizes effective interactions under stressful circumstances. Topics presented include terms and concepts, conflict management styles, communicating with difficult people, understanding difficult personalities, and managing our stress. **PLEASE NOTE:** If two employees are being considered for this training because they have difficulty dealing with each other, they should be scheduled for different classes of this course so that each of them can participate more freely in the class discussions.

Dynamics of Supervision

Course Description: This course is recommended for individuals currently employed as supervisors or managers. The one-day program offers a look at qualities of a good supervisor, four functions of a manager, core competencies, and motivation. Although it is open to all supervisors, it is ideally suited for individuals who have been promoted to their first supervisory position. The curriculum emphasizes how the role of a supervisor differs from that of an employee.

Emotional Intelligence *

Course Description: The most successful leaders learn skills in emotional intelligence. In this course, participants will develop an understanding of emotional intelligence and how it impacts leadership effectiveness, as well as increase self-awareness by identifying personal patterns to avoid emotionally charged situations. We also will address improving self-management by understanding responsive techniques for managing emotional charged situations and boost social awareness by using techniques for recognizing emotional states in others. ***This course is delivered by Troy University Continuing Education and Outreach.**

[Employment Law for Supervisors](#)

Course Description: This class is highly suggested for ANY person who is or will be supervising personnel in state government. The participants will get a detailed study of federal employment laws that will cross their paths in today's workplace. Laws discussed will be the Civil Rights Act of 1964 and 1991, the Americans with Disabilities Act, the Age Discrimination in Employment Act, and the Pregnancy Discrimination Act. Case studies will be conducted for the participants to put their newfound knowledge to work in simulated situations.

[Family and Medical Leave Act](#)

Course Description: In 1993, the Family and Medical Leave Act became a federal law. State Personnel policies encompass new issues and new case law regarding FMLA. This program will cover the eligibility requirements for leave under the law, the types of leave, the qualifying illnesses, and necessary documentation. Other areas of discussion will include retaliatory actions under the law, employee, as well as employer, rights, and obligations. Procedures for initiating, implementing, and monitoring FMLA leave will also be covered. **This class is highly suggested for only those performing personnel, legal, or FMLA functions at the agency.**

[Family and Medical Leave Act & Americans with Disabilities Overview](#)

Course Description: During this course, employees will learn the basics of the Family and Medical Leave Act (FMLA) and the Americans with Disabilities Act (ADA). Under the FMLA, this program will cover eligibility requirements, qualifying conditions under the law, and best practices in administering the FMLA at their agency. The class will cover the ADA regarding who is a qualified individual under the law and an employer's obligation to provide reasonable accommodations to those qualified individuals. The class utilizes case studies and best practices to work through the ADA and explain how to properly manage the ADA. Lastly, this program will cover federal pregnancy protections, including the new Pregnant Workers Fairness Act. **This class is suggested for any person who is currently a state employee but is HIGHLY suggested for any person who is or will be supervising personnel in state government.**

[Interview and Selection](#)

Course Description: This course is recommended for individuals currently employed as supervisors or managers. The program offers a comprehensive look at the procedures necessary to conduct a valid and legal interview with superior results. It explains the selection procedures as outlined in the State Personnel Policy for actions prior to and after the interview. It details the responsibilities of the manager in the interview process including researching the job, writing questions, performing reference checks, conducting the interview (external and internal features), facilitating conversation and questioning, documenting during and after the interview, selecting the most qualified candidate, and considering the legal ramifications of all phases of the selection process.

[Performance Appraisal for Supervisors](#)

Course Description: This course is recommended for individuals currently employed as supervisors or managers. The program offers a comprehensive look at the procedures necessary to conduct employee evaluations with correct techniques and in a legally defensible manner. Participants will learn the supervisory responsibilities of Preappraisal, Midappraisal, and Final Appraisal periods and how to complete the three forms associated with this management process. In addition, writing responsibilities and results, evaluating the level of employee performance, and rating/scoring employee performance will be explained. Exercises will allow participants to use the new skills learned in the program.

[Progressive Discipline](#)

Course Description: This course is recommended for individuals currently employed as supervisors or managers. The program offers a comprehensive look at the supervisor's role in administering discipline in a proper and legally defensible manner. The curriculum emphasizes the procedures involved for warnings, reprimands, suspensions, and terminations. Topics presented include understanding the purpose of discipline, deciding when discipline is appropriate, developing adequate documentation, coordinating with agency personnel and legal staff, initiating disciplinary action, preparing a correction action plan, and counseling the employee involved. The course also includes case studies relating to progressive discipline.

[Performance Appraisal/Progressive Discipline Overview](#)

Course Description: The course is recommended for supervisors and managers who may need a refresher course on Performance Appraisal and Progressive Discipline. **In order to attend this program, the attendee must have taken the complete one-day course for each program within the last three to five years, whatever their agency policy requires.** The agency will be responsible for making sure the attendee has met the above criteria. We will be glad to assist you if your records do not give you the necessary information.

[Presentation Skills](#)

NOTE: This course is conducted in two parts – one day for classroom discussion of presentation techniques and one day during a later week for class member presentations. Each class will consist of two groups. The groups will meet for day one of the course and separately for day two of the course as follows:

Course Description: This two-day course provides individuals with techniques for preparing and delivering presentations for groups of any size or type. It is designed for individuals who make presentations to employees, supervisors, customers, or the general public during staff meetings, briefings, classroom training, orientation programs, tours, workshops, luncheons, and conferences. Topics include selecting material, designing visual aids, preparing in advance, and delivering a presentation. Some homework is required.

[Sexual Harassment Prevention](#)

Course Description: Most people can recognize blatant sexual harassment. However, the boundaries are less clear when friendly flirtation and “shoptalk” occurs. Attendees will examine sexual harassment scenarios and determine the depth of the alleged violation. The participants will examine recent changes in rulings and what affect it might have on management responsibilities. Participants will learn how to identify, initially investigate, report, and respond properly to a sexual harassment accusation. The course will teach how the response of the employer to a sexual harassment claim can potentially increase or decrease the organization’s liability. This class is suggested for ANY person who is currently a state employee in ANY position.

[State Government Orientation: Employee Benefits](#)

Course Description: Employee Benefits of State Government Orientation will include presentations from representatives of host agencies on the major employment benefits packages of their respective departments. Benefits addressed include risk management services, employee insurance, wellness programs for state employees, flexible benefits/dependent health care programs, retirement services, deferred compensation, RSA 1 program, Public Library Service, Department of Conservation and Natural Resources, and Archives and History. This class is for all state employees but is specially designed for new employees within the first year of employment. Regardless of years of service, attendees will enjoy learning about the benefits offered by state employment.

[State Government Orientation: Personnel](#)

Course Description: This orientation course is designed specifically for individuals who are within their first year of employment under the State Merit System, although others may attend. The curriculum covers the State Merit System, the programs administered by the State Personnel Department, and the importance of providing outstanding customer service to the taxpayers. Detailed information is provided from the employee’s perspective regarding pay, promotion, performance appraisal, and discipline programs and ample time is available for participants to ask questions.

[Time Management](#)

Course Description: This course provides individuals with techniques for making the most of the limited amount of time available for work assignments. Although the course is open to all employees, it is ideal for employees whose jobs involve performing a wide variety of activities. Topics presented include defining roles, establishing goals, setting boundaries, prioritizing activities, using planning guides, forming efficient work habits, and minimizing distractions.

REGISTRATION PROCESS

Register your employees with The State Personnel Training Division via the **email address** at **RegisterForTraining@personnel.alabama.gov**. Registration will be conducted with the agency Personnel Manager or Training Coordinator only. The training contact must send names of employees and the last four digits of their social security numbers to the email address above for registration. Upon request from your agency, availability of classes will be examined, and a response will be emailed to the training contact. Substitutions are to be made within your own agency should someone be unable to attend. The new information should be sent to the above email address. If the substitution occurs within two days of training date, the new attendee is to provide registration information day of training.