



Course Catalog | Winter Term | January – March 2025

Helping you ***learn, grow, thrive,*** and ***succeed!***

Registration is Open NOW!

Table of Contents

Quick Access Tip: Select the series below to jump to it.

Searching for Courses in My Learning:	3
Booking Policy:	3
How to book a virtual or classroom course in My Learning	5
How to book a web-based training course in My Learning	6
How to book a web-based training course in Access Academy	6
Cancellation Policy:	7
How to cancel your attendance in a virtual or classroom course in My Learning	7
Questions:	8
Course Catalog:	9
Professional Development Series	10
Microsoft Skill Series	28
Diversity, Equity, Belonging & Inclusion (DEBI) Series	34
Supervisory & Management Series.....	38



Registration is Open NOW!

Searching for Courses in My Learning

1. Go to ESS (<https://www.myworkplace.pa.gov/>).
2. Click the “**My Learning**” tile located under COPA Home. “*My Learning*” homepage appears.
3. Under “**Find Learning**,” click on “**Browse all courses**.”
4. Under “*Source*” on the left side, use the dropdown arrow to select “**Commonwealth University**.”

Booking Policy:

- The **latest possible booking date** is typically one (1) week (7 calendar days) prior to the session unless the course has a fee associated with it. The latest possible booking date for courses with a fee is typically three (3) weeks (21 calendar days) prior to the session.
 - Course attendance must be approved by the employee’s supervisor. If the course is not approved by the supervisor by the latest possible booking date, the employee will **NOT** be invited to the course.
 - When registering for a course, employees should notify the supervisor so the request can be acted upon in a timely manner.
- Some courses are facilitated by vendors, or include course materials that must be paid for, and therefore include a fee in order to participate. ***Please ensure your supervisor is aware of and approves the cost of the course, should there be one. It is essential that you ensure that you are available to attend on the date requested or cancel your attendance more than three (3) weeks (21 calendar days) prior to the course start date to avoid course fees.***
 - If you are unable to attend the session, your organization may still be charged the course fees if you fail to cancel your participation three (3) weeks (21 calendar days) prior to the course start date, unless a replacement can be found, as the fees are paid to the vendor in advance.
- **Non-Supervisors** are not eligible for supervisory courses.
 - Should a special situation exist, please contact RA-CU@pa.gov.



Registration is Open NOW!

- **Contractors** may participate in all eligible web-based training and all no-cost 'Microsoft Skill' series courses with appropriate supervisory approval. Contractors are not eligible for live instructor-led training within the Commonwealth University (CU) 'Professional Development,' 'Supervisory & Management,' or 'Diversity, Equity, Belonging & Inclusion (DEBI)' series.
 - Registrations by contractors, into courses they are not eligible for, will be cancelled and the contractor will **NOT** be invited to the course.
 - Should a special situation exist, for example a contractor/external partner who may need to attend a session for a specific reason, please contact RA-CU@pa.gov.
- Please note that there are many sessions provided outside of 'typical' business hours. These sessions are held to accommodate the needs of our many employees who work varied schedules. Additionally, sessions may be held over standard break/meal periods. With this, if a session occurs outside of your traditional working hours, or over a standard meal/break period, this must be discussed/approved with your supervisor in advance.
 - Commonwealth University is unable to authorize overtime, compensatory time, or any change to your standard working schedule.
- Please send requests for **ADA accommodations** to RA-CU@pa.gov as soon as possible.
 - **Please contact RA-CU@pa.gov with any questions regarding booking policies.**

Registration is Open NOW!

How to book a virtual or classroom course in My Learning

Please review the [CU Booking Policies](#) and [CU Cancellation Policies](#) prior to registering for CU classes.

1. Go to ESS (<https://www.myworkplace.pa.gov/>).
2. Click the “**My Learning**” tile located under COPA Home. “*My Learning*” homepage appears.
3. Under “**Find Learning**,” click on “**Browse all courses**.”
4. Under “*Source*” on the left side, use the dropdown arrow to select “**Commonwealth University**.”
5. Click the title of course you would like to attend. The Course Details page appears with the Description and Upcoming Classes.
6. Click on the class date and time you would like to attend.
7. Click the “**Register**” button on the right side of the page.
8. A message that your request has been received and is pending approval appears. Click “OK.”

Helpful hint: For courses that have reached maximum capacity, you can click the “Waitlist Booking” link to join the waitlist, which works on a first come, first served basis. If you are at the top of the waitlist, you will be automatically booked when a place in the course opens due to cancellation. **Please note:** Being placed on a waitlist does **not** guarantee you a seat in the session.

9. The course will appear in your “*My Learning Assignments*.” “*Pending Approval*” will appear next to the course dropdown arrow until your attendance is approved by your supervisor.

Helpful hint: Once your supervisor approves the request, you and your supervisor will receive a confirmation from the system. You will also receive a calendar invitation for the session. You must open and accept the calendar invitation for it to appear on your Outlook calendar. *It may also be prudent to place a calendar hold for that time on your personal calendar, just in case.*

If you are unable to self-register/self-cancel CU courses through My Learning, contact RA-CU@pa.gov. For courses found outside of the Commonwealth University catalog, please contact your [agency learning officer](#).



Registration is Open NOW!

How to book a web-based training course in My Learning

1. Go to ESS (<https://www.myworkplace.pa.gov/>).
2. Click the "**My Learning**" tile located under COPA Home. "*My Learning*" homepage appears.
3. Under "**Find Learning**," click on "**Browse all courses**."
4. Under "*Source*" on the left side, use the dropdown arrow to select "**Commonwealth University**."
5. Click the title of course you would like to take. The Course Details page appears with the Description.
6. Click the "**Start Course**" button on the right side of the page.

How to book a web-based training course in Access Academy

1. Go to ESS (<https://www.myworkplace.pa.gov/>).
2. Click the "**My Learning**" tile located under COPA Home. "*My Learning*" homepage appears.
3. Under "**Find Learning**," click on "**Browse all courses**."
4. Under "*Source*" on the left side, use the dropdown arrow to select "**Access Academy**."
5. Click the title of course you would like to take. The Course Details page appears with the Description.
6. Click the "**Start Course**" button on the right side of the page.

Learners can request accommodations for disabilities through Commonwealth University at RA-CU@pa.gov. This includes but is not limited to:

- CART Services (Live Captioning)
- Interpreters (ex. American Sign Language)
- Accessible Materials (PowerPoints, Participant Guides, etc.)

If you have any questions regarding Access Academy, contact the Accessibility Center of Excellence at RA-OAAccessibility@pa.gov.



Registration is Open NOW!

Cancellation Policy:

- **No-Fee Courses:** Learners may choose to cancel their attendance in ESS for courses up to one (1) week prior to the date of the session. Cancellation requests received after that date should be sent to RA-CU@pa.gov.
- **Fee Courses:** Learners may choose to cancel their attendance in ESS for courses up to three (3) weeks prior to the date of the session. Cancellation requests received after that date should be sent to RA-CU@pa.gov.

Please be aware that, if an individual is unable to attend the session, organizations may still be charged the course fees if the individual fails to cancel their participation three (3) weeks (21 calendar days) prior to the course start date, unless a replacement can be found, as the fees are paid to the vendor in advance to hold the learner's seat. Please email RA-CU@pa.gov with questions.

If you are unable to register/cancel CU courses through My Learning, contact RA-CU@pa.gov. For courses that occur outside of the Commonwealth University catalog, please contact your [agency learning officer](#).

How to cancel your attendance in a virtual or classroom course in My Learning

1. Go to ESS (<https://www.myworkplace.pa.gov/>).
2. Click the "**My Learning**" tile located under COPA Home. "My Learning" homepage appears.
3. Under "**Learning Assignments**" on the left of the screen, find the course that you are currently booked into and would like to cancel your attendance from.
4. Click on the dropdown arrow and select "**Withdraw.**"
5. The "Do you want to withdraw from this session?" pop up window appears. Click "**Yes.**"
6. The Withdrawal Reason page appears. Use the dropdown arrow to select the appropriate withdrawal reason and click "**Submit.**"

If you are unable to register/cancel CU courses through My Learning, contact at RA-CU@pa.gov. For courses that exist outside of the Commonwealth University catalog, please contact your [agency learning officer](#).



Registration is Open NOW!

Questions:

Any questions related to CU policy may be directed to RA-CU@pa.gov. For courses found outside of the Commonwealth University catalog, please contact your [agency learning officer](#).



Registration is Open NOW!

Course Catalog:

Quick Access Tip: Select the series below to jump to it.

Professional Development Series – The world is becoming increasingly competitive and is constantly changing. Professional development and continuous learning are more important than ever to continue to develop skills, hone your knowledge, and be successful in achieving career goals. In this series, the Commonwealth offers many courses to do just that! Courses include Conflict Management Skills, Defusing Telephone Frustrations, Problem Solving, Time Management, and more!

Microsoft Skill Series – Learning about how to use Microsoft Software has huge benefits in your daily workflow, productivity, and career possibilities. Microsoft Office Skills are indispensable across any profession and give those who possess them an advantage in the workplace. In this series, the Commonwealth offers a number of classes on the Microsoft Office Suite including Access, Excel, OneNote, PowerPoint, Teams, and Word.

Diversity, Equity, Belonging & Inclusion (DEBI) Series – DEBI programs are an essential aspect of building engaged and happy employees. Organizations with strong diversity climates are more likely to have employees with increased job satisfaction, higher levels of trust, and are more engaged. When you make DEBI a priority, every facet of your organization benefits, including the bottom line. In this series, the Commonwealth offers several classes on important DEBI topics like Appreciating Differences at Work, Overcoming Unconscious Bias, Microaggressions in the Workplace, and more!

Supervisory & Management Series – Effective supervisors and managers increase employee performance and motivation, communicate expectations, and ultimately help to increase organizational effectiveness. In this series, the Commonwealth offers many courses to help supervisors lead, delegate, and coach as well as understand their role as a supervisor here in the Commonwealth. Aside from the Essentials of Supervision Series, additional courses include Conducting Interviews, Employee Performance Review, Intentional Conversations for Supervisors, and Managing your Former Peers.

Access Academy Series – Did you know, according to the census.gov, that 14% of Pennsylvania's population have a disability? In this series, the Commonwealth offers several courses to guide you on important accessibility topics like disability awareness and etiquette, accessibility in Microsoft Office products like Outlook, Word, PowerPoint, and Excel as well as designing, developing, testing, and procuring digital content and services with accessibility in mind.



Registration is Open NOW!

Professional Development Series

The world is becoming increasingly competitive and is constantly changing. Professional development and continuous learning are more important than ever to continue to develop skills, hone your knowledge, and be successful in achieving career goals. In this series, the Commonwealth offers many courses to do just that! Courses include Conflict Management Skills, Defusing Telephone Frustrations, Problem Solving, Time Management, and more!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Addressing Emotions at Work Virtual</u>	Emotions are everywhere. Working is also something that takes up a large amount of our time, so it goes without saying, emotions are going to show up at work. This course will give you guidance on how to deal with those emotions to stay calm, cool, and collected.	01/08/25 09:00am-11:30am 02/05/25 09:00am-11:30am 03/05/25 09:00am-11:30am Jerri Wynn	<u>Virtual Session</u>	\$0
<u>Business Writing Basics Virtual</u>	In order to book into this course, you must complete the web-based training "Grammar & Punctuation." In this course, participants will discuss best practices for effective business writing. Business Writing Basics provides Commonwealth employees with the fundamental skills necessary to transfer information in writing to a variety of audiences. The course focuses on eight basic foundational items to help learners focus and construct their messages: purpose, audience, context, clarity, organization, visual appeal, accuracy, and proofreading.	01/21/25 01:00pm-03:00pm 02/24/25 01:00pm-03:00pm Marlise Snyder 03/11/25 09:00am-11:00am Angel M. Bradford	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Business Writing Fundamentals</u>	<p>Whether you are writing an email, report, or an internal training document – the ability to communicate a message effectively through writing is an essential business skill. In this course, you will explore two main sections: The Writing Process and Improving Your Writing Style.</p> <p>Unlock the potential of your words and transform the way you communicate at work!</p>	<p>Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.</p>	<u>WBT</u>	\$0
<u>Conflict Management Skills Virtual</u>	<p>Conflict can occur when one person’s concerns or desires differ from those of another person. Based on that definition, conflict is normal and inevitable and learning to manage it is crucial for getting along in the workplace. This course prepares participants to manage their responses to conflict and work towards collaborative resolutions.</p>	<p>02/26/25 09:30am-11:30am Ashley Campbell</p> <p>03/13/25 09:00am-11:00am Michael Moss</p>	<u>Virtual Session</u>	\$0
<u>Creating Learning Objectives</u>	<p>This course shares sound techniques when creating learning objectives. Learning objectives are the foundational component to which course material is built upon and core to training success. Session objectives include: (1) define the term learning objective; (2) list the ABCD method components of learning objectives; (3) identify knowledge, skills, and attitude verbs; (4) apply the Bloom’s Taxonomy Wheel to create course material.</p>	<p>Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.</p>	<u>WBT</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Customer Service Essentials Virtual</u>	What is customer service and why is it so important? Join us as we tackle these topics and more in Customer Service Essentials. The course takes shape around the LAST (Listen, Apologize, Solve, and Thank) method – a four step process for ensuring excellent customer service interactions. Together, we’ll also investigate the qualities we value most in exceptional customer service exchanges, give focus to identifying our different customers, and spend time addressing customer service quick wins. Please bring your customer service experiences ready to share.	01/08/25 09:00am-11:00am 03/12/25 09:00am-11:00am Rebecca Heston	<u>Virtual Session</u>	\$0
<u>Data Literacy Series – Data Etiquette – Data Management Best Practices</u>	<p>This course is a follow up to the initial data literacy foundations course. An important part of maximizing our data is caring for our data. But what does that mean? And what role do each of us play in caring for our data?</p> <p>This course will focus on empowering each of you with the knowledge and skills necessary to practice good data management and ensure you are prepared to take on roles and projects with increasing levels of data responsibility. We will be exploring data management through the lens of creating, securing, and maintaining data to increase your marketability in an increasingly data driven workplace.</p>	02/12/25 09:00am-11:30am Josh Easton	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Data Literacy Series – Introduction to Data Literacy</u>	<p>This course is first in a series of sessions designed to enhance your knowledge and marketability in an increasingly data-driven world.</p> <p>Data is all around us and is becoming increasingly important in how we do business and live our daily lives. During this introductory session, we will focus on understanding the primary categories of data, how data is stored, and where our data lives, while also providing a shared vocabulary for future sessions to build upon. Attending this course will enhance your ability to understand and participate in IT and data-focused discussions and projects. Join us to begin your journey to becoming fully data literate and better prepared to thrive in a data-driven world!</p>	<p>01/21/25 01:00pm-03:00pm 03/04/25 10:00am-12:00pm Josh Easton</p>	<u>Virtual Session</u>	\$0
<u>De-Escalating Emotional Situations</u>	<p>This course is intended to strengthen your ability to cope with and manage emotionally charged situations to minimize negative outcomes, maximize safety, and attain as positive an end-result as possible by the close of the event.</p>	<p>01/23/25 09:00am-11:30am 03/27/25 09:00am-11:30am Keshia Butler</p>	<u>Virtual Session</u>	\$0
<u>Defeating Employee Stagnation Virtual</u>	<p>Have you ever felt stagnant in your job? This course will provide tips and tools to defeat employee stagnation and be engaged in your job!</p>	<p>02/19/25 09:00am-11:00am Jonathan Colbert</p>	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Define your Success – A Personal Journey</u>	Today’s world is in constant state of change. This 2-hour virtual course provides tools to help you not only manage your emotions and feelings as you navigate change but also set yourself up to be happier, more connected, and have a work life balance.	03/21/25 09:00am-11:00am Amy Butler	<u>Virtual Session</u>	\$0
<u>Defusing Telephone Frustrations Virtual</u>	Inevitably, you will encounter a frustrated customer at work. Are you prepared with the tools to help defuse the situation? This course will focus on tips and techniques to maintain self-control, demonstrate acknowledgement tactics, and utilize verbal defense methods over the telephone.	02/05/25 01:00pm-03:00pm 03/05/25 01:00pm-03:00pm Suzanne Smith	<u>Virtual Session</u>	\$0
<u>Effective Communication Virtual</u>	This 2-hour virtual course examines two very important communication skills: listening and speaking assertively. Learners will participate in various activities to practice these skills.	01/15/25 09:30am-11:30am Ashley Campbell 02/06/25 09:00am-11:00am Michael Moss 03/17/25 01:00pm-03:00pm Marlise Snyder	<u>Virtual Session</u>	\$0
<u>Effective Virtual Communication & Teamwork Virtual</u>	Working virtually can present challenges to effective communication and teamwork. The importance of creating trust, regular and clear communications, and creating standards that build and maintain a cohesive team will be covered.	02/28/25 09:00am-11:00am Jonathan Colbert	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<p><u>Elder Abuse Awareness</u></p>	<p>Do you work with or serve older adults in your job? Or perhaps you connect with older adults in your community or even your own family? Do you know how often so many are abused, neglected, and financially exploited every year in Pennsylvania? What if you could help recognize, prevent, and even save an older adult from these devastating situations?</p> <p>This Department of Aging course can provide you with the knowledge and resources to take action. You will learn how to define elder abuse as well as how to describe and recognize the four categories of abuse. You'll also learn about the two different types of reporters and what information you'll need to submit your own report of suspected abuse. Finally, you'll learn about the roles of protective services and what happens when elder abuse is reported.</p>	<p>Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.</p>	<p><u>WBT</u></p>	<p>\$0</p>

Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Empathy and Active Listening Virtual</u>	To have empathy means to recognize, understand, and share the feelings of others while remaining self-aware. By being empathetic, employees better able to understand the perspectives of others and act with kindness and compassion. This session will explore what empathy is (and is not) and how to develop and practice it at work. Participants will learn about the different types of empathy, its benefits, and key strategies for effectively communicating empathy to coworkers and the public at large, starting with active listening skills.	01/06/25 01:00pm-03:00pm Nicholas Klimowicz	<u>Virtual Session</u>	\$0
<u>Grammar and Punctuation</u>	When we write, we all make grammatical and punctuation mistakes. The English language has many grammatical and punctuation nuances. It is difficult to get things right 100 percent of the time. This course will help you improve your writing skills. Topics tackled in this training include commas, apostrophe usage, capitalization errors, dangling modifiers, and more. After taking the course, learners will be able to identify and revise common grammatical and punctuation errors.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<p><u>Goal Planning & Achievement – Part 1</u></p>	<p>This course provides Commonwealth employees techniques for greater job performance and results attainment. The course consists of two parts to best support your success. Part 1 provides the core knowledge, methodology, resources materials, and assignment for you to identify opportunities in your work role where you would want to improve by designing, planning, and implementing two to three goals. It is recommended that you allow four weeks following Part 1 to complete the assignment and recommended steps. You will then be eligible to participate in the Part 2 course to receive the maximum benefit of this program.</p> <p>Completion of Part 1 is a prerequisite for registering and participating in Goal Planning & Achievement – Part 2.</p>	<p>02/05/25 09:00am-12:00pm Jim Poland</p>	<p><u>Virtual Session</u></p>	<p>\$0</p>

Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Goal Planning & Achievement – Part 2</u>	<p>Completion of Goal Planning & Achievement – Part 1 and the accompanying assignment is a prerequisite for registering and participating in this course.</p> <p>This course provides Commonwealth employees who have participated in Goal Planning & Achievement – Part 1 the ability to receive personalized coaching from the instructor concerning up to two goal plans they designed. This course’s format is a virtual workshop during which you will present one of the goal plans that you have designed to your fellow participants to demonstrate your planning skills, receive feedback, and encouragement.</p>	03/05/25 09:00am-10:30am Jim Poland	<u>Virtual Session</u>	\$0
<u>Growing Team Effectiveness Virtual</u>	<p>During the course, participants will be asked to actively engage by sharing their experiences, observations, and input to increase their interactive learning. The course utilizes a resource that encourages participants to commit to apply what they have learned by implementing new actions/behaviors to improve their personal team skills and their team's effectiveness immediately following their participation in the class.</p>	01/22/25 09:00am-11:30am Jim Poland	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Leading with Influence Virtual</u>	Leadership can be exercised by everyone at all levels of an organization. This session compares authority and influence, explores how motivations, trust, and communication can help strengthen one’s overall influence with people, and provides an action plan for getting things accomplished.	01/15/25 01:00pm-03:30pm Kayla Smith 02/19/25 09:00am-11:30am Leah Napoli 03/24/25 01:00pm-03:30pm Marlise Snyder	<u>Virtual Session</u>	\$0
<u>Managing for the Ages</u>	For the first time in history, we have four generations in the workplace. And each generation brings with it a different point of view influenced by events of their time. Multigenerational workplaces are unique and sometimes challenging work environments. This course is designed to help you maximize your team’s effectiveness and appreciate the value that each generation brings to the workplace by sharing generational knowledge and best practices.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Microlearning Basics</u>	Microlearning is a top learning development trend. This course provides an overview of microlearning, the benefits of microlearning, and considerations for creating an effective microlearning course.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Motivation through Gamification Virtual</u>	This session explores the benefits of gamification as a motivational tool and seeks to dispel common misunderstandings about what makes gamification successful. We will also review the difference between internal and external motivation through the lens of famed psychologist, Frederick Herzberg's Two Factor Theory, and relate those concepts to how gamification can motivate others to increase productivity and engagement.	01/14/25 10:00am-12:00pm Josh Easton	<u>Virtual Session</u>	\$0
<u>My Learning Tutorial</u>	This web-based training is to provide a tutorial on how to navigate employee's My Learning. Learners will browse and search for courses; register for a class through the search feature; pull their training transcript; view their learning history; launch a web-based training from their learning history; use the easy links area; know how to run different reports; use their recommended tile and recommend to someone else; use their featured tile; request a class; and register for a call through their My Assignments area.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Navigating Change Virtual</u>	The song lyric is correct, 'A change, will do you good!' Change is all around us. Sometimes we don't even notice that change is actually happening. However, when we do, it can cause stress, anxiety, and uncertainty of how to deal with it.	01/15/25 01:00pm-03:00pm Angel M. Bradford	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Nibbling and Poppies...huh??</u> <u>Virtual</u>	What could 'nibbling' and 'poppies' possibly have to do with one another? No, this isn't some new cooking or gardening class (sorry). In this case, they are analogies (comparisons). Nibbling Theory and Tall Poppy Syndrome are forms of social undermining that have been growing in frequency and killing office morale not just in America, but around the world.	03/12/25 09:00am-11:30am Ashley Campbell	<u>Virtual Session</u>	\$0
<u>Ownership</u> <u>Virtual</u>	Taking ownership of one's responsibilities and mistakes is tough. No one likes to face blame. One of the most important goals of training for employees is teaching staff to take ownership of their decisions (even the bad ones) because it prevents problems from festering in the dark. When employees are transparent about mistakes, they can be fixed faster and more effectively.	01/14/25 09:00am-11:00am Eileen Forney	<u>Virtual Session</u>	\$0
<u>Positivity in the Workplace</u> <u>Virtual</u>	Positivity is attitude, and attitude is everything! Positivity in the workplace leads to increased productivity, more effective relationships, increased creativity, less conflict, and better decision making. Learners will gain an understanding of what positivity is and its benefits; how to assess their personal thinking style; and to identify practices for increasing positivity.	02/05/25 09:00am-11:00am Kristine Jehu	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Prioritize Tasks & Avoid Procrastination</u>	<p>Most of us understand the importance of scheduling meetings, appointments, or social engagements. Maybe you have a calendar where you physically or digitally “pencil it in.” But did you know that it can be equally helpful to schedule important projects, pressing tasks, and day-to-day activities at work?</p> <p>In this course, you’ll learn:</p> <ul style="list-style-type: none"> - What scheduling is and why it’s essential for effective time management. - Why scheduling is such a valuable skill set and how to create a schedule that works for you – not the other way around. - How to create a schedule that serves your unique strengths and priorities. - Tips for prioritizing tasks and how to minimize procrastination so that you can actually stick to your schedule. 	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Problem Solving Virtual</u>	<p>This session explores the benefits of using a systematic approach to problem solving. Participants will learn to work through a problem by applying a four-step process: Define the Problem, Generate Solutions, Evaluate Solutions & Select One, and Implement & Follow-Up.</p>	01/30/25 09:00am-11:00am Kristine Jehu	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Psychology of Choice: Crafting Decisions for Better Outcomes</u> <u>Virtual</u>	Human beings often rely on a range of decision-making shortcuts that, while useful in making efficient choices, can also be self-sabotaging and lead to poor outcomes. This session will identify some of these shortcuts, then describe how choice architecture can be used to reframe a decision or modify its environment. From there we can “nudge” a decision-maker, whether that be ourselves or another, toward a more rational decision and/or behavioral change while at the same time limiting their choices or their freedom to choose. This course will look at examples from both the workplace and our everyday lives.	03/06/25 09:00am-11:00am Nicholas Klimowicz	<u>Virtual</u>	\$0
<u>Rapid Learning Series: Active Listening</u>	Examine what active listening means, your current level of proficiency, and tips for improvement in this seven-minute rapid learning series installment.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Rapid Learning Series: Conflict Management</u>	Avoid unproductive discussions and get to the root of the issue! This course shows you how a slight shift in the focal point of your conflict can turn an unproductive conversation into a shared solution meanwhile opening the door to collaboration by focusing on the problem at hand rather than the person(s) involved.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Rapid Learning Series: Coping with Change</u>	Workplace change happens all the time but working through it can be challenging. This Rapid Learning Series module explains the process of accepting workplace change and recommends four steps you can take to manage your response.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Rapid Learning Series: Creating an Individual Development Plan</u>	This course will walk you through the Commonwealth's individual development plan form and assist you in creating your own individual development plan (IDP), a plan that will help you to develop your current skills, further your office's mission, and achieve your career goals.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Rapid Learning Series: Interviewing for Success</u>	The purpose of this course is to increase your knowledge and skills to prepare for, and deliver, an excellent interview for new positions you may apply for throughout your Commonwealth career.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Rapid Learning Series: Resiliency</u>	We all encounter daily challenges. Are you able to quickly recover from these setbacks? Maybe you find yourself derailed by the day's tests. Or could you be somewhere in between? If you would like to discover ways to help increase your resiliency, or bounce-back ability, then this course is for you. This Rapid Learning Series session focuses on the definition of resiliency, four key resiliency factors, and on-the-job suggestions, for improving your personal resiliency.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0

Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Rapid Learning Series: Six Thinking Hats for Meetings</u>	The purpose of this microlearning module is to explore Dr. Edward de Bono's Six Thinking Hats approach to leading productive meetings. This proactive tool is based on the concept of "parallel thinking" which encourages teams to discuss topics from the same vantage point when prompted by the meeting leader. Upon completion of this Rapid Learning Series module, learners will be able to: (1) state the concept each of the colored hats represents; (2) sequence the use of the hats strategically; and (3) manage time to keep meetings focused and on track.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Rapid Learning Series: Write to the Point</u>	Examine seven tips to writing clear and concise emails that are easily understood, garner timely replies, and highlight your professionalism.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Resilience Virtual</u>	Resilience is the ability to adapt well and recover quickly after stress, adversity, or trauma. If you have a resilient disposition, you are better able to maintain poise and a healthy level of physical and psychological wellness in the face of life's challenges. Resilience-building training is associated with increases in performance.	03/11/25 09:00am-11:00am Eileen Forney	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Serving People with Limited English Prof</u>	This is an introductory training course for Commonwealth employees and contracted resources who work with the public. In this role, you may meet someone who speaks little to no English. Federal and state laws require that the Commonwealth provide information and services to all people, regardless of the language they speak.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Seven and a Half Lessons About the Brain</u>	The brain controls nearly everything you do. Whether sleeping, running, breathing, thinking, talking, or feeling – your brain calls the shots. But how much do you really know about it? Consider this your crash course on the hidden workings of the brain. In it, you'll explore mind-expanding answers to questions about human nature.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Stay Relevant, Reinvent Yourself, and Thrive</u>	Don't stagnate or become obsolete. In this course, you'll learn about the psychological biases that trap us in old ways of thinking, along with tips to overcome them. You'll also explore simple strategies to expand your skills and become a more dynamic learner who excels in the modern world. You will get concrete, actionable advice to help you learn more on the job, at home, and everywhere in between.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Teambuilding Virtual</u>	This session will identify the importance and characteristics of a successful team; define stages of team development; tips for successful teambuilding; and teambuilding opportunities.	01/09/25 09:00am-12:00pm Kristine Jehu	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Time Management</u> <u>Virtual</u>	There is only so much time in a day. That never changes. This course will allow you to look at what is happening in your life and allow you to realize what are your priorities and how you want to manage those priorities. We will also look at a few time-saving organizational tools to help you navigate the time you have.	01/16/25 09:00am-11:00am Jonathan Colbert 03/26/25 09:00am-11:00am Ashley Campbell	<u>Virtual Session</u>	\$0
<u>Understanding Your Personality</u> <u>Virtual</u>	Ever wonder why you can get along with one person great and maybe not another? Personality! In this course you will take an assessment, so you are aware of what your current personality is projecting and some tips on how to deal with others.	02/28/25 01:00pm-04:00pm Marlise Snyder 03/20/25 09:00am-12:00pm Kristine Jehu	<u>Virtual Session</u>	\$0
<u>Unique Stress Management Strategies</u> <u>Virtual</u>	Looking for fresh and different ways to successfully reduce stress? This highly interactive course will help you practice unique stress-busting strategies after discovering the root cause of your stress.	02/06/25 09:00am-11:30am 03/06/25 09:00am-11:30am Jerri Wynn	<u>Virtual Session</u>	\$0
<u>Verbal Defense and Influence</u> <u>Virtual</u>	This course provides tools to improve interpersonal skills, self-confidence in dealing with others, and effectiveness in responding to difficult situations.	02/18/25 09:00am-12:00pm Shelva Holmes	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Microsoft Skill Series

Learning about how to use Microsoft Software has huge benefits in your daily workflow, productivity, and career possibilities. Microsoft Office Skills are indispensable across any profession and give those who possess them an advantage in the workplace. In this series, the Commonwealth offers a number of classes on the Microsoft Office Suite including Access, Excel, OneNote, PowerPoint, Teams, and Word.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Microsoft Access for Office 365: Part 1</u>	Focuses on the design and construction of an Access database – viewing, navigating, searching, and entering data in a database, as well as basic relational database design and creating simple tables, queries, forms, and reports. By the end of this course, students will be able to: navigate within the Access application environment, create a simple database, and customize Access configuration options; organize and manage data stored within Access tables; use queries to join, sort, and filter data from different tables; use forms to make it easier to view, access, and input data; and create and format custom reports.	03/03/25 08:00am-04:00pm Protech Enterprises	<u>Virtual Session</u>	\$105
<u>Microsoft Excel for Office 365: Part 1</u>	This course aims to provide you with a foundation for Excel knowledge and skills, which you can build upon to eventually become an expert in data manipulation. By the end of this course, students will be able to: get started with Microsoft Excel; perform calculations; modify a worksheet; format a worksheet; print workbooks; and manage workbooks	01/21/25 08:00am-04:00pm 02/26/25 08:00am-04:00pm 03/11/25 08:00am-04:00pm 03/19/25 08:00am-04:00pm Protech Enterprises	<u>Virtual Session</u>	\$105

Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Microsoft Excel for Office 365: Part 2</u>	This course builds upon the foundational knowledge presented in the Microsoft Excel for Office 365: Part 1 course and will help start you down the road to creating advanced workbooks and worksheets that can help deepen your understanding of organizational intelligence. By the end of this course, students will be able to: work with functions and lists; analyze data and visualize data with charts; and use PivotTables and PivotCharts.	01/23/25 08:00am-04:00pm 02/12/25 08:00am-04:00pm 02/20/25 08:00am-04:00pm 03/14/25 08:00am-04:00pm Protech Enterprises	<u>Virtual Session</u>	\$105
<u>Microsoft Excel for Office 365: Part 3</u>	This course will provide the skills necessary to troubleshoot large, complex workbooks, automate repetitive tasks, engage in collaborative partnerships involving workbook data, construct complex Excel functions, and use those functions to perform rigorous analysis of extensive, complex datasets. By the end of this course, students will be able to: work with multiple worksheets and workbooks; share and protect workbooks; automate workbook functionality; use Lookup functions and formula auditing; forecast data; and create sparklines and map data	01/30/25 08:00am-04:00pm 02/25/25 08:00am-04:00pm 03/06/25 08:00am-04:00pm 03/27/25 08:00am-04:00pm Protech Enterprises	<u>Virtual Session</u>	\$105

Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Microsoft OneNote for Windows 10</u>	In our fast-paced digital world, the need to capture ideas, meeting notes, and to-do items is ever present. Microsoft OneNote for Windows 10 provides a way for you to efficiently create and collect your notes in an electronic notebook. This course will introduce you to using OneNote notebooks to store a wide variety of content in an organized structure, access the content from anywhere, and also share it with others. In addition to creating and modifying OneNote notebooks, this course will introduce you to inserting images and files into notebooks, managing notebooks, and sharing content. At the end of this course, students will be able to: navigate and customize the OneNote for Windows 10 environment; add and format text, images, tables, and drawing objects in a notebook; use tags, organize notebooks, and search notebook content; send and share notebook content; and configure password protection and restore deleted notebook content.	01/28/25 08:00am-04:00pm 03/24/25 08:00am-04:00pm Protech Enterprises	<u>Virtual Session</u>	\$105
<u>Microsoft PowerPoint for Office 365: Part 1</u>	By the end of this course, students will be able to: identify the basic features and functions of PowerPoint; develop a PowerPoint presentation; perform text formatting; add, arrange, and modify graphical elements; and prepare to deliver your presentation.	02/03/25 08:00am-04:00pm Protech Enterprises	<u>Virtual Session</u>	\$105
<u>Microsoft Teams Advanced Features</u>	This class will give audiences an in-depth look at using Teams. Learners will be taught how to use Team's more advanced features for working with the Team's SharePoint site and adding tabs to channels.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Microsoft Teams Getting Started</u>	This class will introduce audiences to the Teams application, Microsoft's collaboration hub. Learners will be taught how to navigate the interface and how to use the different tools available to communicate and share ideas.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Microsoft Teams Live Events</u>	This class covers how to schedule a Teams live event and invite presenters. Students will learn how to provide a link to attendees and set overall event permissions as well as set recording options. The three different event roles will be discussed with a focus on acting as a producer to control the content and streams being shared.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Microsoft Teams Meeting</u>	This class will give audiences an in-depth look at using Teams. Learners will be taught how to use some of the more advanced features creating and running meetings.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Microsoft Teams Mobile Application</u>	This class will introduce audiences to the Teams mobile app, Microsoft's collaboration hub. Learners will be taught how to navigate the interface and how to use the different tools available to communicate and share ideas.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0

Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<p><u>Microsoft Word for Office 365: Part 1</u></p>	<p>In this course, you'll learn how to use Word on the desktop to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents. By the end of this course, students will be able to:</p> <ul style="list-style-type: none"> • Navigate and perform common tasks in Word, such as opening, viewing, editing, saving, and printing documents, and configuring the application. • Format text and paragraphs. • Perform repetitive operations efficiently using tools such as Find and Replace, Format Painter, and Styles. • Enhance lists by sorting, renumbering, and customizing list styles. • Create and format tables. • Insert graphic objects into a document, including symbols, special characters, illustrations, pictures, and clip art. • Format the overall appearance of a page through page borders and colors, watermarks, headers and footers, and page layout. • Use Word features to help identify and correct problems with spelling, grammar, readability, and accessibility. 	<p>02/13/25 08:00am-04:00pm 03/06/25 08:00am-04:00pm Protech Enterprises</p>	<p><u>Virtual Session</u></p>	<p>\$105</p>

Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>MS Teams Basics and Calling Features</u>	This class introduces audiences to Teams, Microsoft's application for communicating and collaborating. Topics include navigating the interface; adding channels and channel tabs; communicating through posts and chats; sharing files; creating, hosting, and participating in meetings; making and receiving phone calls; managing contacts; setting calling rules; and configuring and accessing your voicemail.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0

Registration is Open NOW!

Diversity, Equity, Belonging & Inclusion (DEBI) Series

DEBI programs are an essential aspect of building engaged and happy employees. Organizations with strong diversity climates are more likely to have employees with increased job satisfaction, higher levels of trust, and are more engaged. When you make DEBI a priority, every facet of your organization benefits, including the bottom line. In this series, the Commonwealth offers several classes on important DEBI topics like Appreciating Differences at Work, Overcoming Unconscious Bias, Microaggressions in the Workplace, and more!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Appreciating Differences at Work Virtual</u>	This virtual course explores patterns of communication in the workplace that ultimately do or do not lead to building a respectful and inclusive workplace. Course content primarily focuses on personal accountability and is highly introspective as learners identify the ways they may unknowingly perpetuate discrimination; hold internal beliefs that may or may not be fair; fall on a cultural competence continuum; view life through the lenses of others; and reflect on how frequently they intentionally interact with all co-workers. Join this session if you're ready to take a deeper look at the role you play in appreciating differences and finding commonalities of/with those you interact every day in a home or office-based work environment.	03/12/25 01:00pm-03:00pm Suzanne Smith	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Civility Virtual</u>	Participants will discuss what incivility is, reasons why it exists in the workplace, the cost of incivility to the workplace and themselves, and how to respond to uncivil behavior confidently. They'll discover their own civility score and identify ways to be a catalyst for civility in the workplace and in their personal lives.	03/11/25 01:00pm-02:30pm Shamekia Smith-Tucker	<u>Virtual Session</u>	\$0
<u>DEI: Re-Imaging the Culture of the Workplace</u>	Today, more and more companies are investing in making their workplaces better for their employees. A big part of this are words you have probably heard before – diversity, inclusion, and equity. But what exactly do they mean? Why are they needed? This session will bring clarity to these powerful words and their positive impact on employees and the organization. In addition to addressing the role that unconscious bias plays in hindering diversity initiatives, this session provides best practices for embracing diversity and fostering an inclusive culture. This course was originally conducted as a live virtual event. This WBT is a recording of that one-hour presentation.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0

Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Managing for the Ages</u>	For the first time in history, we have four generations in the workplace. And each generation brings with it a different point of view influenced by events of their time. Multigenerational workplaces are unique and sometimes challenging work environments. This course is designed to help you maximize your team's effectiveness and appreciate the value that each generation brings to the workplace by sharing generational knowledge and best practices.	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Microaggressions in the Workplace Virtual</u>	Microaggressions are subtle comments or actions (intentional or unintentional) that can have a negative impact on others and the workplace. As one of many steps we can take to improve workplace culture, this session is designed to motivate employees to recognize microaggressions and respond in ways that can lead to positive change, whether they are a target, bystander, or have committed a microaggression. This session, designed for all employees, explains microaggressions and the effect they can have on others; examines why certain remarks are considered microaggressions; and provides guidance for responding to microaggressions in a positive and effective manner.	01/22/25 09:00am-12:00pm Angel M. Bradford	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<p><u>Overcoming Unconscious Bias Virtual</u></p>	<p>If you are a human with a brain, you deal with the daily onslaught of information by generalizing, sorting, categorizing, and taking mental short cuts based on experience or familiarity. We do it unconsciously and it biases us toward or against certain people or things — which can mean we interact with them less effectively. In this course, participants will learn how biases influence their behavior so they can take action to create an inclusive culture — one where everyone can contribute, innovate, and provide solutions.</p>	<p>02/12/25 09:00am-12:00pm Angel M. Bradford</p>	<p><u>Virtual Session</u></p>	<p>\$0</p>

Registration is Open NOW!

Supervisory & Manager Series

Effective supervisors and managers increase employee performance and motivation, communicate expectations, and ultimately help to increase organizational effectiveness. In this series, the Commonwealth offers many courses to help supervisors lead, delegate, and coach as well as understand their role as a supervisor here in the Commonwealth. Aside from the Essentials of Supervision Series, additional courses include Conducting Interviews, Employee Performance Review, Intentional Conversations for Supervisors, and Managing your Former Peers.

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Accelerated Grievance Procedure Training</u>	This course will provide a detailed overview and description of the AGP, as well as specific training in the investigation and presentation of grievances at the 1st, 2nd, and 3rd steps of the AGP process. Please note: This class is for management-level supervisors and management employees only.	03/05/25 08:30am-04:00pm Justin Sluga	<u>Finance Building, Room 407A, Harrisburg</u>	\$0
<u>Acknowledging Workplace Stress for Supervisors Virtual</u>	Stress in the workplace can sometimes be the elephant in the room. Everyone experiences it at one time or another, but its impact is going to be different for everyone. This 90-minute virtual course will help managers and supervisors acknowledge workplace stress experienced by themselves and by their team members and move forward productively.	02/06/25 09:00am-10:30am Amy Butler	<u>Virtual Session</u>	\$0
<u>Coaching for Change for Supervisors Virtual</u>	This session will assist supervisors in developing the necessary skills to hold an effective coaching meeting. Conducting a successful coaching meeting will ultimately lead to positive change within your work environment. Using the techniques learned in this module will make it much easier to deal with some team member problems that supervisors may have a tendency to avoid.	02/06/25 09:00am-11:00am Nicholas Klimowicz	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Conducting Interviews – Part 1</u>	<p>Interviewing arms supervisors/hiring managers with the skills to develop effective behavior-based interview questions, conduct interviews, and rate job candidates in accordance with employment rules, Commonwealth policy, and best practices.</p> <p>The course consists of two parts and is a virtual hands-on, workshop type session. Full participation and completion of an individual assignment outside of the course is required.</p> <p>In this course, learners will identify skills necessary for a job position, recognize and avoid discriminatory or unlawful interview questions, and develop effective behavior-based, job-related interview questions.</p>	<p>01/23/25 08:30am-12:00pm 02/11/25 08:30am-12:00pm 03/06/25 08:30am-12:00pm 03/24/25 01:00pm-04:30pm Amy Butler</p>	<u>Virtual Session</u>	\$0
<u>Conducting Interviews – Part 2</u>	<p>Interviewing arms supervisors/hiring managers with the skills to develop effective behavior-based interview questions, conduct interviews, and rate job candidates in accordance with employment rules, Commonwealth policy, and best practices.</p> <p>Please Note: You MUST complete Part 1 before attending Part 2.</p> <p>In this course, learners will rate job candidates in an objective manner and identify best practices for conducting an interview.</p>	<p>01/09/25 09:00am-11:45am 02/19/25 01:00pm-03:45pm 03/18/25 09:00am-11:45am Amy Butler</p>	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<p><u>Creating Position Descriptions for Supervisors</u></p>	<p>As a supervisor, you are responsible for developing, writing, and maintaining current position descriptions for the employees whom you supervise. Throughout this course, you will gain an understanding of the purpose and important of position descriptions, how to develop each section of a position description with the correct information, and how to update them using the online application in Supervisor Self Service.</p>	<p>Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.</p>	<p><u>WBT</u></p>	<p>\$0</p>
<p><u>Data Literacy Series – Managing with Data – Moving from Hammer to Motivator</u></p>	<p>This course is a follow up to the initial data literacy series course.</p> <p>How do your employees feel about data in the workplace? Does your use of data motivate others to action and lead to buy in, or lead to fear and resistance? If your use of data isn't having the desired outcomes, you may be falling into one of multiple traps that nearly everyone experiences when attempting to incorporate data into your day-to-day business.</p> <p>During this session, we will explore how data can act as a motivator instead of a hammer and help you establish a data-driven culture within your respective areas so that you and your staff can thrive and excel in today's increasingly data driven environment.</p>	<p>02/19/25 01:00pm-03:30pm Josh Easton</p>	<p><u>Virtual Session</u></p>	<p>\$0</p>



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Data Literacy Series – Operational Performance Management</u>	<p>This course is a follow up to the Moving from Hammer to Motivator course.</p> <p>Now that we have explored how our use of data determines buy-in and employee experience, we will continue to build on those foundations by exploring how to give context to our data through metrics. Metrics are often the primary way that employees experience data, but how effective are our metrics? Do they provide meaningful and timely insight for our decision, or have we fallen into the trap of measuring what is easiest to measure?</p> <p>During this course, we will differentiate commonly used metrics and explore famous author Ken Miller's three-step model to help determine what to measure to better understand business and customer needs. Additionally, we will review how to build structure around using your metrics to ensure they are more than just numbers on a wall and instead realize their potential as business drivers and enhancers.</p>	03/14/25 10:00am-12:00pm Josh Easton	<u>Virtual Session</u>	\$0
<u>Delegation for Supervisors Virtual</u>	<p>Delegation is often an overlooked and undervalued tool that managers can use to develop others while completing an ever-increasing list of responsibilities. Join us as we help you make delegation intentional, easy, and stress free.</p>	02/26/25 09:00am-11:30am Brad Tobin	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Delegation for Supervisors WBT</u>	<p>After completing this course, you will be able to MOVE work to your staff through effective delegation. Specifically, you will be able to:</p> <ul style="list-style-type: none"> • Map it out • Open the conversation • Verify understanding • Evaluate the work <p>You must complete the Knowledge Check at the end of the course to receive credit.</p>	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Disability-Related Training for Managers & Supervisors Virtual</u>	<p>This course provides information and policy requirements for current and newly hired or promoted managers and supervisors regarding their responsibilities with respect to disability-related employment issues.</p> <p>The course reviews federal and state laws as well as Commonwealth policy and an employer’s obligation to provide reasonable accommodations. It also discusses the process to request and provides examples of reasonable accommodations. Finally, the course explains the role of managers and supervisors in ensuring equal employment opportunity for employees and candidates for employment.</p>	02/19/25 10:00am-12:00pm Charlene Natcher	<u>Virtual Session</u>	\$0
<u>Employee Performance Review for Supervisors Virtual</u>	This 3-hour course outlines the performance management program and how to complete an employee performance review.	01/27/25 01:00pm-04:00pm 03/20/25 09:00am-12:00pm Shamekia Smith-Tucker	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<p><u>Employee Relations for Supervisors</u></p>	<p>This course provides new supervisors/managers with the information and knowledge they need to perform their role in the Commonwealth's employment environment. Topics covered include employee discipline, probationary periods, scheduling, overtime, leave, seniority, contracting out work, and grievance handling. The course also provides participants with an overview of applicable PA labor laws and tips on how to successfully fulfill the obligations they impose.</p>	<p>02/27/25 08:30am-04:00pm 03/26/25 08:30am-04:00pm Benjamin LeClair</p>	<p><u>Finance Building, Room 407A, Harrisburg</u></p>	<p>\$0</p>

Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<h2>ESSENTIALS OF SUPERVISION</h2> <p>A supervisory series for all new supervisors, welcome to the three-part Essentials of Supervision. Please sign up for Part 1, Part 2, and Part 3 to complete the series.</p>				
<p><u>Essentials of Supervision – Part 1 Virtual</u></p>	<p>This 2-hour virtual course is the first in the <i>Essentials of Supervision</i> series and explores some of the soft skills necessary to be a successful supervisor.</p> <p>The course focuses on an introduction to supervision, personal style, and motivation. This session is highly interactive, and full participation is expected and required.</p>	<p>01/14/25 01:00pm-03:00pm 01/21/25 09:00am-11:00am 02/06/25 09:00am-11:00am 02/07/25 09:00am-11:00am 03/04/25 01:00pm-03:00pm 03/12/25 01:00pm-03:00pm 03/26/25 09:00am-11:00am</p>	<p><u>Virtual Session</u></p>	<p>\$0</p>
<p><u>Essentials of Supervision – Part 2 Virtual</u></p>	<p>To ensure the best learning experience, it is recommended that learners complete Essentials of Supervision – Part 1 prior to taking Essentials of Supervision – Part 2.</p> <p>This 3-hour virtual course is the second in the <i>Essentials of Supervision</i> series and continues to explore the soft skills necessary to become a successful supervisor.</p> <p>This course focuses on listening, assertiveness, accountability, and difficult conversations. This session is highly interactive, and full participation is expected and required.</p>	<p>01/07/25 01:00pm-04:00pm 01/17/25 09:00am-12:00pm 02/04/25 09:00am-12:00pm 02/12/25 01:00pm-04:00pm 03/05/25 09:00am-12:00pm 03/18/25 01:00pm-04:00pm 03/28/25 09:00am-12:00pm</p>	<p><u>Virtual Session</u></p>	<p>\$0</p>



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<p>ESSENTIALS OF SUPERVISION</p> <p>A supervisory series for all new supervisors, welcome to the three-part Essentials of Supervision. Please sign up for Part 1, Part 2, and Part 3 to complete the series.</p>				
<p><u>Essentials of Supervision – Part 3 Virtual</u></p>	<p>To ensure the best learning experience, it is recommended that learners complete Essentials of Supervision – Part 1 and Essentials of Supervision – Part 2 prior to taking Essentials of Supervision – Part 3.</p> <p>This 90-minute virtual course is the final course in the <i>Essentials of Supervision</i> series and examines various supervision methods.</p> <p>This session is highly interactive, and full participation is expected and required. Following the session, the learner will be able to apply appropriate supervisory styles to specific situations.</p>	<p>01/08/25 10:00am-11:30am 01/15/25 01:00pm-02:30pm 02/19/25 01:00pm-02:30pm 02/25/25 01:00pm-02:30pm 03/07/25 01:00pm-02:30pm 03/13/25 09:00am-10:30am 03/25/25 09:00am-10:30am</p>	<p><u>Virtual Session</u></p>	<p>\$0</p>
<p><u>FMLA Absence Training for Sups Virtual</u></p>	<p>This virtual course will familiarize new and existing supervisors with the Family and Medical Leave Act of 1993 (FMLA).</p> <p>As a supervisor and manager, you have responsibilities under FMLA. If you intentionally or unintentionally deny an employee’s rights under FMLA, you could be held personally liable. Although you are not expected to know all the details of the FMLA, you should know the basics and how to recognize a possible serious health condition.</p>	<p>01/07/25 01:00pm-03:00pm 01/22/25 09:00am-11:00am 02/04/25 01:00pm-03:00pm 02/25/25 09:00am-11:00am 03/04/25 01:00pm-03:00pm 03/19/25 09:00am-11:00am Deb Wolfe</p>	<p><u>Virtual Session</u></p>	<p>\$0</p>



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Intentional Conversations for Supervisors</u> <u>Virtual</u>	This course is based on the book <i>You Have to Say the Words</i> by Kathy Ryan. The actual words stated by supervisors and managers during face-to-face exchanges with team members have a critical impact on effective performance management. Primary emphasis is placed on how to intentionally frame conversations with employees when setting expectations, delivering sensitive feedback, coaching, offering praise, and addressing behavioral issues.	02/26/25 09:30am-12:00pm Shelby Neumayer	<u>Virtual Session</u>	\$0
<u>Managing your former Peers for Supervisors</u> <u>Virtual</u>	This course will help new and existing supervisors/managers deal with managing their former peers. As a supervisor or manager, you may have to deal with the disappointment of some of your former peers who were also in contention for the job you just got. This transition from team member to team leader could be awkward at first. This course is designed to help new and experienced supervisors and managers deal with the shift in the relationships by providing leadership strategies to establish yourself immediately as a confident leader.	03/06/25 09:00am-10:30am Joe Orndorff	<u>Virtual Session</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>My Learning for Supervisors Tutorial</u>	<p>This web-based training is to provide instruction on how to do different functions in their My Learning and My Team tab.</p> <p>Supervisors will learn how to view their My Team tile; locate an employee in the left navigation bar; view their employee’s learning plan; use the Find Learning Tile to locate a course; view the status and learning history of an employee; assign and remove learning from an employee; approve or deny a request to take a class; view their dashboard; and run reports on their employees.</p>	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0
<u>Onboarding Your New Employee</u>	<p>This Enterprise Onboarding training course is recommended for all Commonwealth supervisors. It was developed to guide you through a standard process that will improve your new employee's "onboarding" experience. Supervisors play a critical role in engaging, informing, and socializing new employees to the Commonwealth. This course contains the guidance, tools, and motivation you need to fully meet the expectations for your role. After the course, you'll be equipped to integrate your new employees into your organization so they can be productive and successful throughout their careers.</p>	Web-based trainings (WBTs) are available on demand and can be accessed/completed at any time in LMS.	<u>WBT</u>	\$0



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<u>Sexual Harassment A&P for Supervisors & Managers Virtual</u>	<p>This course provides information and policy requirements for current and newly hired or promoted managers and supervisors regarding their responsibilities with respect to sexual harassment and related issues.</p> <p>The course reviews federal and state laws as well as Commonwealth policy. It also defines sexual harassment, provides guidance for reporting sexual harassment, explains the process for investigating sexual harassment complaints, and provides information on ways to prevent sexual harassment.</p>	02/18/25 10:00am-12:00pm Eileen Hower	<u>Virtual Session</u>	\$0

Work-Related Injury
There are two *different* course offerings available to supervisors.
Supervisors should enroll in the course that matches their employees' work-related injury coverage.
If you are unsure as to which training to sign up for, please contact
OA, Injury at RA-OAINJURY@pa.gov or by calling 717-857-3666.

<u>Work-Related Injury Workers Comp Only</u>	<p>How much do you think the Commonwealth spends on workers' compensation each year? Do you know what to do if one of your employees is injured?</p> <p>This course is designed to help new and experienced supervisors and managers prepare for injury management and what to do after an employee receives an on-the-job injury.</p>	01/21/25 10:00am-12:00pm 02/10/25 01:00pm-03:00pm 02/20/25 01:00pm-03:00pm 03/11/25 10:00am-12:00pm 03/31/25 01:00pm-03:00pm Danielle Orris	<u>Virtual Session</u>	\$0
-----------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------	-----



Registration is Open NOW!

Course Name	Course Description	Scheduled Sessions/ Facilitator	Location	Fee
<p>Work-Related Injury</p> <p><u>Workers Comp & Special Benefits*</u></p>	<p>How much do you think the Commonwealth spends on workers' compensation each year? Do you know what to do if one of your employees is injured?</p> <p>This course is designed to help new and experienced supervisors and managers prepare for injury management and what to do after an employee receives an on-the-job injury.</p> <p>*Additionally, this course also covers Special Benefits related to Heart & Lung, Act 632/534, and Disability Leave.</p>	<p>01/28/25 01:00pm-03:00pm 03/24/25 10:00am-12:00pm Danielle Orris</p>	<p><u>Virtual Session</u></p>	<p>\$0</p>