

Training Academy Management Training



*Missouri Department of Corrections
Training Academy
P.O. Box 236
Jefferson City, MO 65102*

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HOURS

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Open Electives for Managers Are Offered Through the Office of Administration

**An Outside Training Request form must be completed. It can be
found online at:**

<http://docintranet.ads.state.mo.us/TA.htm>

**A DOCOTA Training Request form must be completed for the
Management Training-DOCOTA Online courses. It can be found
online at:**

http://docintranet.ads.state.mo.us/pdf/TrainingAcademy/DOCOTA_eform.pdf

MANAGEMENT COURSES

Who is covered?

Supervisors, managers and executives in state agencies. Does not include elected officials and institutions of higher learning.

What is Required?

Forty hours of training the first year. Sixteen hours of continuing development annually thereafter.

How does it happen?

Each department will establish procedures, implement and administer the guidelines for training personnel in the positions defined in the rule. These rules are outlined in D2-12.3 - Management Training.

What are the benefits?

Development is tailored to each job; Direct link between training and results; and Increased return on investment.

What programs?

Programs are based on the following 24 competencies:

A complete copy of the Management Training Rule (1CSR20-6.010) is available on the Office of Administration / Division of Personnel web page, <http://www.training.oa.mo.gov/comprule.htm>, or through the Training Academy.

MANAGEMENT COURSES

MANAGEMENT MANDATORY CORE REQUIREMENTS

Addressing Discrimination, Harassment, and Retaliation in the Workplace

MDOC Mandatory

Competencies: Workforce Management

This program is designed to educate management staff in the prevention, recognition, intervention and correction of discrimination, harassment and retaliation in the workplace. The focus is not only on “stamping out” this kind of conduct in a diverse workplace, but also on developing a more professional staff member capable of making good decisions when faced with the tough issue of harassment. (8 Hours)

Basic Supervision

MDOC Mandatory

Competencies: Workforce Management

In this session, participants gain new insights into developing effective managerial techniques. Topics covered include: the role of the manager; expectations; the four basic managerial skills (planning, organizing, directing and controlling); and work with your boss. Designed for managers who have not had previous training in management methods. A Management Rule Core Requirement. (16 Hours)

MANAGEMENT COURSES

PERforM

MDOC Mandatory

Competencies: Workforce Management

This program is designed to introduce supervisors to Productivity, Excellence and Results for Missouri (PERforM), Missouri's employee performance planning and appraisal system. The program will discuss the three phases of the process: Performance Planning, Continuous Appraisal and Performance Appraisal. The section on Performance Planning focuses on the need for SMART (Specific, Measurable, Achievable, Realistic, Time-bound) performance objectives to define the job to be done. The portion on Continuous Appraisal emphasizes the importance of feedback and documentation. The Performance Appraisal section discusses how to develop the final appraisal using the documentation gathered during the Continuous Appraisal phase to rate progress toward performance objectives developed during the Performance Planning phase. A Management Rule Core Requirement. (16 Hours)

MANAGEMENT COURSES

MANAGEMENT CONTINUING COMPETENCY BASED TRAINING REQUIREMENTS

9-1-1 Motivation *(Virtual Instructor Led Course)*

Competencies: Workforce Management

The purpose of this course will provide participants with skills and steps to promote employee self-motivation. Participants in this program must complete an initial two part assignment prior to Session 1, an intersession assignment which includes 4 case studies and to develop their own motivational profile utilizing the information provided. (8 Hours)

Americans with Disabilities Act-training for supervisors

Competencies: Workforce Management

The purpose of this training is to provide information to the role supervisors play in working with staff members who fall under the Americans with Disabilities Act. This course is for supervisors, to meet the requirement of ADA Training every two years, as described in Policy D1-1.3 It is a self-paced online training module in DOCOTA. (1 Hour)

Access path: DOCOTA – Management Training-DOCOTA Online

ADA – Mastering the Interactive Process

Competencies: Workforce Management

The purpose of this training is to provide information related to the process for and how it can be done. The interactive process is key to working with those who need accommodations under the Americans with Disabilities Act. It is a self-paced online training module in DOCOTA. (2 Hours)

Access path: DOCOTA – Management Training-DOCOTA Online

MANAGEMENT COURSES

ADA for Site Coordinators

Competencies: Workforce Management

The purpose of this training is to provide information from the D1-1.3 Employee Americans with Disabilities Act Requests that establishes a process for requesting and facilitating reasonable accommodations under the Americans with Disabilities Act (with amendments), the Missouri Human Rights Act and the Rehabilitation Act. It is a self-paced online training module in DOCOTA. (1 Hour)

Access path: DOCOTA – Management Training-DOCOTA Online

Coaching for Success

Competencies: Accountability & Workforce Management

This training program will provide supervisors with the knowledge and skills to develop their staffs' potential. Emphasis will be on establishing your credibility by promoting trust and creating positive relationships with your staff to transform the work site into a dynamic, productive environment through the use of coaching techniques. (8 Hours)

Ethical Reasoning

Competencies: Self Direction, Vision, Mentoring, Integrity

We are faced with ethical decisions every day at work and at home. How do we decide what is right? What influences us in our ethical thinking? Religion, tradition, law, other people? Students will investigate factors that influence ethical decision making. They will explore six ethical types and consider the benefits and detriments of each. Using the Ethical Type Indicator students will determine their preferred ethical type. And, of course, there will be several ethical dilemmas to contemplate and discuss. (8 Hours)

MANAGEMENT COURSES

Facilitating a Successful Meeting Online

(Blended Learning Course)

Competencies: Vision, Workforce Management

This blended learning training is for supervisors who want to utilize the technology for online meetings within their position with the MDOC. The training will cover how to set up an online meeting and steps on running a successful online meeting. A portion of this training will have participants utilize the Adobe Connect environment to share their intersession assignment and review the classroom training information. (8 Hours)

Family Medical Leave Act (FMLA)

Competencies: Work Force Management

This lesson plan is designed to give supervisors and managers a basic overview of the Family Medical Leave Act (FMLA). It is intended to provide the necessary information to incorporate its purpose and benefits into the workplace and to ensure supervisors and managers correctly communicate and interpret the law to employees. (8 Hours)

Insights Basics

Competencies: Team Work & Workforce Management

Insights is a program designed to help you develop an understanding of your self and how you are seen by others. Prior to the class, participants will be required to take a 25 question self-assessment test. The test can be taken in paper form or on-line. During the class you will be provided with your profile and an interpretation of the results. 'Insights' will help you recognize others' behavioral styles and learn how to communicate and respond more effectively to their needs. It will provide the opportunity to explore strategies for dealing with different or "difficult" people. Ultimately, the goal is to use the information to communicate better with co-workers and build teamwork through greater understanding and acceptance of each other. (8 Hours)

MANAGEMENT COURSES

Interviewing and Staff Selection

Competencies: Decisiveness & Technical Knowledge

This course is designed to raise the awareness of legal considerations that are present in the interviewing and staff selection process. It also prepares participants for their involvement in the process by explaining the steps involved and giving them opportunities to practice the skills necessary to be a successful interviewer. (8 Hours)

Managing a Multi-Generational Workforce

Competencies: Workforce Management

This program will provide participants with an opportunity to examine the motivational factors of the different generations that makeup today's workforce. Participants will explore the work habits and desires of each generation, discussing how to best meet them as a manager. (8 Hours)

Managing Workplace Conflict

Competencies: Accountability, Problem Solving & Workforce Management

Conflict management is not likely a supervisor's or manager's favorite task, but neither is conflict management likely to be avoided. Small disagreements in the workplace can easily become major problems, as each side to a dispute confirms its position. This workshop is designed to provide managers and supervisors with tools, skills, guidelines and considerations to assist in the management of conflict from the initial complaint to bringing both parties in to explore solutions. These tools and skills include mastering your emotions, stating the problem so as to avoid defensiveness, and appropriately and effectively holding people accountable without damaging morale and improving productivity. (8 Hours)

MANAGEMENT COURSES

Overcoming Negativity

Competencies: Creative Thinking, Workforce Management, Problem Solving, Strategic Thinking, Mentoring

Managers and supervisors have challenging jobs even with high performing employees. When they have questions about how to motivate, give feedback, and develop employees, the right tools and processes are usually available. However, all too often, even the most confident of managers can struggle to turn things around when negative attitudes exist within their work team. Negative employee attitudes can run the gamut, be triggered by a variety of situations, and can unfortunately be infectious. When managers can successfully direct and support effort to turn a negative attitude into a positive one, their stock goes up with everyone around them. This 1-day workshop will help learners identify difficult, destructive, problematic behavior; confidently challenge individual negativity; and protect themselves from the negativity of others. Learners will also receive behavioral models to use in coaching themselves and others in building optimistic responses to challenging situations; learn how negative norms become entrenched in an organization or team; and how to create a more positive working environment. (8 Hours)

Sergeants' Supervisory Skill Building – Supervisory Issues

Competencies: Accountability, Influencing, Written and Verbal Communication, Problem Solving, Team Work, Integrity

This class is comprised of the following 3 modules: Supervisory Issues, Managing Staff Issues and Emergency Planning. FOR SERGEANTS ONLY. (16 Hours)

Sergeants' Supervisory Skill Building – Professional Interaction

Competencies: Accountability, Mentoring, Influencing, Written and Verbal Communication, Problem Solving, Team Work, Integrity

This class is comprised of the following 3 modules: Professional Interaction with Staff and Public, Fundamentals of Supervision and Mentoring and Coaching. FOR SERGEANTS ONLY. (16 Hours)

MANAGEMENT COURSES

Team Building

Competencies: Team Work & Workforce Management

An effective team leader must keep a diverse group of people working together effectively as a team. This program outlines the stages of team development and covers the skills necessary to unite a team, set goals, identify team members' personalities, motivate team members, and understand group dynamics. (16 Hours)

Utilizing Training as a Strategic Management Tool

Competencies: Creative Thinking; Workforce Management; Planning; Problem Solving; Verbal Communication

The purpose of the lesson plan is to assist and provide supervisors and managers with a strategic resource to produce top performers and successfully master the changes in our work environment. Through this training, you will be able to provide a framework of targeted training for addressing staff that have deficiencies in knowledge, skills or abilities. This program begins with addressing the basic information needs and progressing through "well-designed steps" to mastery of the learning that leads to change. (8 Hours)