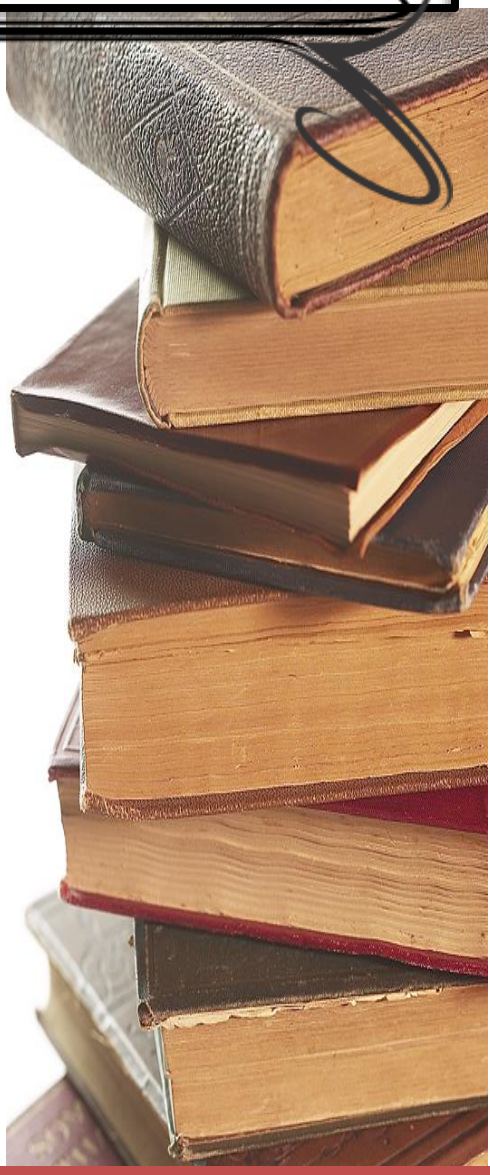
DFA TRAINING

Office of Personnel Management

OPM Training Now Includes:

AASIS COURSES



Effective January 2015 OPM Training has merged with AASIS Training to bring all employee training to one location! Training for both OPM & AASIS courses will now be held at the 124 W. Capitol Ave 10th floor Training Center.

OPM Training provides state employees a catalog of training courses designed to meet the continuing need for employee development and improved job performance and satisfaction. Classes are designed to assist agencies with practical training solutions for efficient and effective public service. A course catalog and registration for AASIS, Supervisory and Career Development classes are available through Employee Self Service (ESS) http://www.ez.arkansas.gov. If you have any questions regarding training, please call our office at (501) 682-1846

To register for any courses offered by OPM Training please visit http://www.ez.arkansas.gov.

Contact OPM-DFA Training:

DFA – OPM Training Center
124 W. Capitol Ave., Suite 1000 (One Union National Plaza)
Little Rock, Arkansas 72201 - (501) 682-1846
OPM.Training@dfa.arkansas.gov

www.dfa.arkansas.gov/offices/personnelManagement/training

www.dfa.arkansas.gov/offices/informationServices/aasis/Training

DFA/OPM ADMINISTRATION

LARRY WALTHER – DIRECTOR/CHIEF FISCAL OFFICER
TIM LEATHERS – DEPUTY DIRECTOR/COMMISSIONER OF REVENUE
KAY TERRY – OPM ADMINISTRATOR
HERB SCOTT – DEPUTY OPM ADMINISTRATOR

OPM TRAINING STAFF

EDITH CROWELL – OPM TRAINING MANAGER
EMILY HERNDON – ADMINISTRATIVE ASSISTANT
KRISTA MOORE – ADMINISTRATIVE ASSISTANT
EVELYN BRYSON – TRAINER
DIANNETTE FINKS – TRAINER
CHRISTINA HULETT – TRAINER
CARA KERNER – TRAINER
NICKIE SHEFFIELD - TRAINER

Required Supervisory Courses

SUPERVISORS

Arkansas Government Basics

HRkansas for Supervisors

Interpersonal Communication

Administering Discipline/Grievance Prevention & Handling

Governor's Executive Order 94-07 establishes a supervisory management institute and charges OPM with developing policies for the same. Supervisory level personnel must complete specific training courses established by OPM. **These classes must be completed within six (6) months of assuming new supervisory.**

*Required Courses denoted with asterisk

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ADMINISTERING DISCIPLINE & GRIEVANCE PREVENTION AND HANDLING*

Administering Discipline presents the knowledge and skills to handle disciplinary matters in a fair, effective manner. The first half of the course focuses on how to use progressive discipline as a means for restoration. Secondly, this course will teach participants about the grievance process and how to find mutually beneficial solutions for employees and supervisors.

DURATION: 1 Day
FEE: $60.00

ARKANSAS GOVERNMENT BASICS*

Arkansas Government Basics covers the information that every Arkansas public servant should know about state government: how Arkansas government is arranged; the legislative process; how agency regulations are made; appropriations and funding; leave and holidays; the Freedom of Information Act; state travel and vehicles; and ethics. Participants will engage in exercises simulating the legislative process and work through ethical dilemmas that public servants may face.

CLE Credit: 4 Hours General, 1 Hour Ethics

DURATION: 1 Day
FEE: $60.00

CUSTOMER SERVICE

Serving the public is the cornerstone of any state employee's career. Although designed for those in customer-facing roles, Customer Service will be helpful to anyone responding to citizens on a regular basis. Participants will learn about effective forms of communication, listening skills, coping with challenging customers, preserving the agency's reputation, and service recovery.

DURATION: 1 Day
FEE: $35.00

DEALING WITH DIFFICULT PEOPLE

Dealing with Difficult People covers the most difficult types of people you encounter during work and provides you with the techniques to deal with them. While no one fits into a specific category at all times, characteristics can be identified and dealt with effectively. This course will provide strategies and tools to help you cope with difficult people and situations.

DURATION: ½ Day
FEE: $30.00

FIVE DYSFUNCTIONS OF A TEAM

Working together collaboratively has never been more important in state government. Developed by training expert Patrick Lencioni, Five Dysfunctions of a Team helps team members improve in each of the five key fundamentals of good teamwork: trust, conflict, commitment, accountability, and results. Five Dysfunctions of a Team will allow teams of all types to begin the journey to greater productivity and cohesion.

DURATION: 1 Day
FEE: $40.00

HRKANSAS FOR SUPERVISORS*

HRkansas provides agency staff members and supervisors a general overview of personnel operations, procedures, policies, and decision-making processes. Topics include position classification and compensation, the Equal Employment Opportunity Commission, federal and state employment law, and merit pay and performance evaluations.

DURATION: 1 Day
FEE: $60.00

INTERPERSONAL COMMUNICATION*

Many of the problems we encounter in the workplace are caused by miscommunication. Interpersonal Communication covers the different methods of communication, barriers to communication, the importance of perception, and techniques for clear and effective communication.

DURATION: 1 Day
FEE: $35.00

PRESENTING TESTIMONY

State employees are often called upon to present testimony to courts, legislative committees, and administrative bodies. Presenting Testimony prepares participants to testify in formal proceedings.

DURATION: 1 Day
FEE: $35.00

STRUCTURED INTERVIEWING

Hiring decisions are some of the most important decisions that managers make. Structured Interviewing is a pre-planned, scored interviewing method using job-specific, behaviorally-based questions designed to predict job performance. This course improves participants' interviewing methods and skills and focuses on practical application.

DURATION: 1 Day
FEE: $35.00

Below are amenities available to participants at the DFA-OPM Training Facility:

Lunch Lounge (10th FL)

- Complimentary Coffee
- Hot Chocolate
- Microwave
- Refrigerator
- Seating

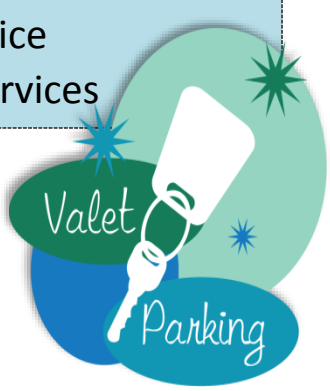
Break room (8th FL)

- Vending Machines
- Microwave
- Seating

Other Sundries (1st FL)

- Snacks & Drinks
- Gifts
- USPS Service
- Bill Pay Services

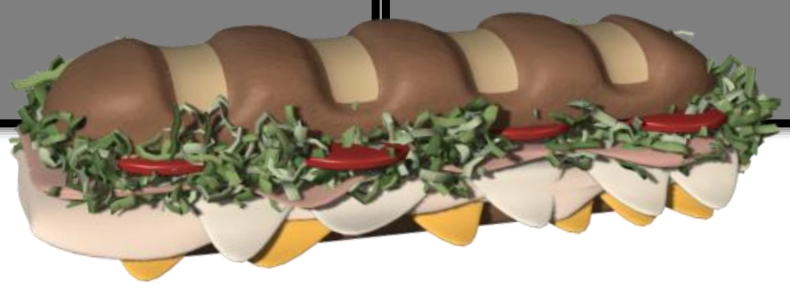
FREE Valet Parking
200 W Capitol Ave
Little Rock, AR 72201
(Between S Louisiana St & S Center St)



PLEASE LEAVE YOUR KEYS IN YOUR CAR OR GIVE THEM TO BEST PARK STAFF. Upon arrival the parking attendant will provide you a parking tag. This tag will be validated by your instructor. All other available parking is at participants' expense.

RESTAURANTS NEARBY:

4 Square Café & Gifts
Bangkok Thai Cuisine
Big on Tokyo
Big Whiskey's
Bookends Café
Boulevard Bread
Bray Gourmet Deli
Bruno's Little Italy
Ciao Italian Restaurant
Cache Restaurant
Capitol Bar & Grill
Costa Cantina
Copper Grill
Cotija's Mexican
Dizzy's Gypsy Bistro
Dugan's Pub
Dave's Place
EJ's Eats & Drinks
Flying Fish
Franke's Cafeteria
Gus's World Famous Fried Chicken
Gusano's Pizzeria
Hanaroo Sushi Bar
Iriana's Pizza
Lulav
New Fun Ree Chinese
Sports Page
Stickyz Rock N' Roll Chicken Shack
Sufficient Grounds
Threefold Noodles & Dumpling Co.
Tropical Smoothie
& More!



BASIC NAVIGATION I

Available Online

AASIS Overview and Basic Navigation (AOBNI) is the first course users should take to provide a foundation for further work in AASIS. Users will become familiar with the overall structure of AASIS and discover some of the more common navigation methods used in all areas. This course includes theory and practices, as well as an opportunity to practice in a realistic environment.

INSTRUCTOR LED DURATION: 1 Day
ONLINE: 1 Course + 1 Certification

BASIC NAVIGATION II

Available Online

AASIS Overview and Basic Navigation II (AOBNII) will assist users with advanced skills needed in order to increase usage in AASIS. This second level course will expand your knowledge on system customization and advance reporting techniques. You will gain basic knowledge of the Business Workplace and workflow processes, AASIS Help applications, along with additional tips and tricks all within the AASIS system.

Before taking this course, it is recommended that you are familiar with AASIS and have at least three months of experience prior to taking this course.

INSTRUCTOR LED DURATION : 1 Day
ONLINE: 1 Course + 1 Certification

APERS WORKSHOP

The following workshop provides assistance in understanding the reconciliation process between APERS and the AASIS system. It will aid in generating various reports, calculations, and validations in order to research and process employee's eligibility within the retirement system.

INSTRUCTOR LED DURATION: 1/2 Day

HUMAN RESOURCES TIME RECORDING AND APPROVAL

Available Online ONLY

Time Recording explains the basic key terms and processes for time entry within AASIS. Participants learn the concepts of entering employee attendances and absences on the time sheet.
Time Approval explains the basic key terms and processes for approving time within AASIS. Participants learn the concepts and steps of time approval. The instructor led course: Time Recording and Approval (HRTRC) presents information for both roles, and provides both certifications.

The online Purchase Order course is a series of five online courses for employees:

- Time Recording Basics
- Time Recording Advanced
- Time Recording Reports

ONLINE: 3 Course + 3 Certifications

HUMAN RESOURCES PERSONNEL ADMINISTRATION

Personnel Administration (HRPA) will assist in performing hire, rehire, and rehire retiree actions. It will also assist in maintaining updates and changes with employee master data records. Gain knowledge in executing employee promotions and demotions, compensation differentials, transfers, and job sharing processes. It will also assist in processing LWOP, Return from Leave, DROP, retirements and terminations actions as well as maintaining information on Board or Commission Members, along with career service and verification reporting.

INSTRUCTOR LED DURATION: 2 Days

FUNDS MANAGEMENT

Funds Management teaches AASIS users how to read budget reports, how to park budget transfer documents, and how and when different transactions in AASIS commit or use budget. Users also learn to create and use budget reservations.

INSTRUCTOR LED DURATION: 1 Day

MATERIALS MANAGEMENT OUTLINE AGREEMENTS

Available Online ONLY

The Materials Management Outline Agreement (MMOA) course demonstrates the materials management processes related to procurement through three types of agency-created outline agreements, change order text, display, various methods of output to vendor, approval and release using workflow, as well as identifying released purchase orders against outline agreements.

ONLINE: 1 Course + 1 Certification

MATERIALS MANAGEMENT PURCHASE ORDER PROCESS

Available Online ONLY

The Materials Management Purchase Order course demonstrates the materials management process related to the procurement of goods and/or services with a purchase order when you are paying for those goods and/or services through transaction MIRO (Logistics Invoice Verification).

The online Purchase Order course is a series of five online courses for employees:

- Purchase Order Process Overview
- Create Purchase Order Standard
- Purchase Order Revise and Customize
- PO Reconciliation and Reporting
- Create Purchase Order Simplified

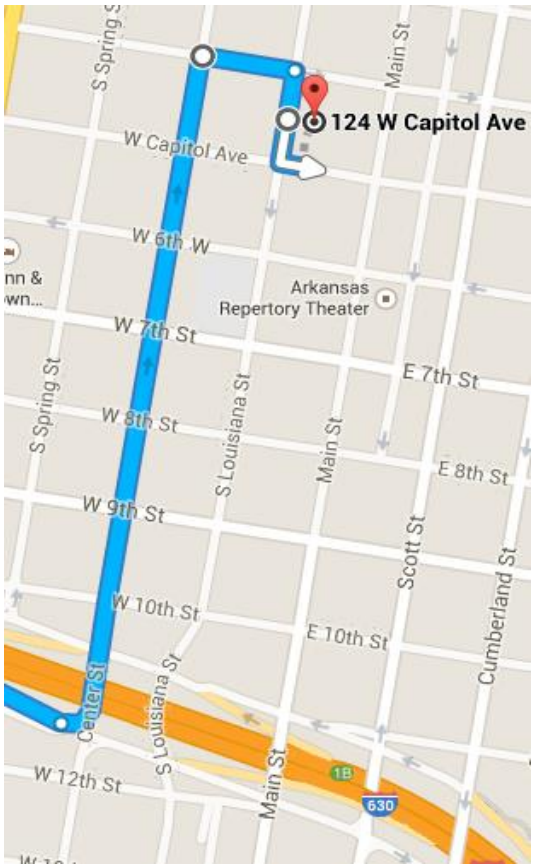
ONLINE: 5 Course + 5 Certifications

DIRECTIONS

From Interstate 630:

1. **Exit onto Center St.**
2. **Continue N. 7 blocks to 4th St.**
3. **Turn right on 4Th St.**
4. **Turn right in 1 block on Louisiana St.**
5. **Turn left into Best Park Valet Parking deck (just before overhead walkway).**

The Union Bldg. is the tall black/white "striped" building on the corner of Louisiana & Capitol. Training is located on the 10th floor.



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REGISTER FOR OPM & AASIS COURSES @ EZ.ARKANSAS.GOV *April – June 2015*

April

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
		1	2	3
6	7 Grievance Prev. & Handling	8	9 Interpersonal Communication	10
13	14 AASIS Basic Nav. I	15	16 HRkansas for Supervisors AASIS Basic Nav. II	17
20	21 HR Personnel Admin. (2 Day) Arkansas Government Basics	22 HR Personnel Admin. (2 Day)	23	24
27	28	29 Administering Disc./Grievance Prev. & Handling	30	

May

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
				1
4	5 Interpersonal Communication AASIS Basic Nav. I	6	7	8
11	12 Administering Disc./Grievance Prev. & Handling	13 Structured Interviewing	14 HRkansas for Supervisors	15
18	19 Funds Mgmt. HR Personnel Admin. (2 Day)	20 HR Personnel Admin. (2 Day) Arkansas Government Basics	21	22
25	26	27 AASIS Basic Nav. II	28	29

June

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1	2 Interpersonal Communication	3	4 AASIS Basic Nav. I	5
8	9 AASIS Basic Nav. II	10 Arkansas Government Basics	11 HRkansas for Supervisors	12
15	16	17 Administering Disc./Grievance Prev. & Handling	18 Interpersonal Communication	19
22	23 Arkansas Government Basics	24	25 Administering Disc./Grievance Prev. & Handling	26
29	30 HRkansas for Supervisors			

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