

## 2011/2012 Online Course Training Catalog

### Instructions

The DEP Online Training Catalog lists classes currently available online. Within one week from the date you receive access to the People First system, you will receive an email with your ClarityNET login profile. After selecting a class and receiving approval from your supervisor, go directly to ClarityNET to take the course. The link is:

<http://depofenvironmentalprotectionfl.claritynet.com/ASP/LAUNCHPAD/login.asp>.

### MANDATORY TRAINING FOR DEP STAFF

Employees are required to successfully complete the following courses within 30 days of hire or notice from the Training Section. *The Combo-DEP Required Annual Refresher Course does not comply with this one time requirement.*

**DEP Civil Rights Training.** Released in July 2011, this course provides information on an employee's rights and responsibilities as defined by DEP directives, Florida Statutes and federal law.

**DEP Code of Ethics.** This course, developed by the Office of General Counsel specifically for DEP employees, outlines ethical issues employees may face and provides information on how to avoid tricky ethics issues.

**DEP Public Records.** This course, developed by the Office of General Counsel specifically for DEP employees, outlines certain public records issues that employees may face.

**Diversity in the Real World.** Learn how to recognize and deal with diversity challenges at work and to use the skills provided to assist in building careers in today's diverse society.

**Harassment Is...Government Version.** This online course provides participants an opportunity to examine harassment in the workplace and ways to eliminate the problem.

**Information Security Awareness.** Are you aware of your responsibilities for using DEP computer software and hardware? What about personal Internet or Email use? This required course will explore DEP Directive 390 and help you understand what your minimum responsibilities are to make sure the Department's computer information is safe and that your use of DEP's computer resources is appropriate. The policies presented in this course apply to all employees, contractors and vendors; as well as, private organizations and citizens granted account/computer access to DEP resources

**New Employee Orientation.** This class provides an overview of state government, history of DEP, employee rights, benefits and employee responsibilities specifically for all FTE employees.

**OR**

**OPS New Employee Orientation.** This class provides an overview of state government, history of DEP, employee rights, benefits and employee responsibilities specifically for all OPS employees.

### **MANDATORY ANNUAL REFRESHER TRAINING**

**Combo-DEP Required Annual Refresher Course.** Employees are required to successfully complete this course within 12 months of the earliest completion date of the courses listed above.

For example, if an employee completed two of the courses in June and three of the courses in September, the employee would need to take the Combo in June of the next year. This course includes the following:

- DEP Code of Ethics Refresher
- DEP Public Records Refresher
- Diversity Refresher
- Harassment Refresher
- Information Security Awareness
- DEP Civil Rights Training (To be added in 2012)

### **PROFESSIONAL SKILLS DEVELOPMENT TRAINING**

**Communications Breakdown.** We each have our own distinct perception of situations and circumstances that arise in our daily work life. These perceptions are instrumental in how we process verbal communications. Learn how they affect our ability to both give and receive information. Learn seven steps to improve your ability to convey important messages and effectively be understood when communicating with others.

**Defensive Driving for Government Employees.** This course deals with the importance of defensive driving and the various defensive driving techniques that can be used to increase your driving skills.

**Documenting Discipline II.** The focus of this supervisory course is on assisting an employee to improve his/her performance. It also teaches how to document specific performance behaviors that may justify discipline, how to implement the four-step FOSA (**F**act, **O**bjective, **S**olutions, **A**ctions) system, how to follow progressive discipline and how to protect yourself and your program area against a wrongful termination suit.

**Finding the UP in Upheaval.** Change, as the saying goes, is the one constant in life. Then why do most of us fear change so much? Learn four steps to assist you in adapting to change in your environment.

**FTE Training for People First Enhancements.** This course explains the changes in the appearance of the People First login and home page, revisions to the timesheet for FTE monthly payroll and how to update personal information. It is designed for all Career Service, Selected Exempt Service, Senior Management Service employees and supervisors who do **not** approve timesheets, process PAR's or submit People First requisitions

**Legal and Effective Interviewing II: The Right Questions.** How do you conduct a legal interview that provides the information needed for you to choose the best candidate? Learn general, practical steps for preparing for the interview, selecting the proper questions, conducting and completing an interview.

**OPS Training for People First Enhancements.** This course explains the changes in the appearance of the People First login and home page, revisions to the timesheet for OPS bi-weekly employees and how to update personal information.

**Plain Language Style Guide.** Learn the principles of plain language writing skills and how to utilize simple techniques to convey a clear message to your target audience.

- Understand the principles and purpose for using plain language writing techniques.
- Learn to tailor your document to your specific audience.
- Learn the basic principles of plain language usage including using active voice, writing short uncomplicated sentences, using bullet points and avoiding acronyms.
- Learn advanced principles including correct punctuation, use of personal pronouns, paragraph structure and positive voice.

**Public Employee Performance Evaluation System.** Performance evaluations are an annual fact-of-life for DEP employees. This course is an essential learning experience for managers and supervisors. Whether you are a seasoned pro or a new supervisor, this course will give you all the tools and techniques needed to conduct a thorough performance evaluation and outlines several tools to assist with performance issues as they arise.

**Quality Service in the Public Sector.** Follow various government settings that show public employees how to create satisfied customers at every encounter. Learn how to shift the focus to what can be done for the customer instead of what can't and how to use facts to help the customer let off steam, and how to give your undivided attention to each customer.

**Solving Conflict: For Managers, Supervisors, and Team Leaders.** Most managers, supervisors, and team leaders hope conflicts among their employees or team members will somehow work themselves out. Unfortunately, conflicts are rarely self-healing conditions. This course shows

specific steps that can turn conflict into a challenge to grow and an opportunity to improve relationships. It is critical that managers, supervisors, and team leaders understand their role in resolving conflicts in the workplace.

**Taking the Step Up to Supervisor.** As a new or potential supervisor, you will need to develop the new supervisory skills that allow you to effectively perform your job. This course provides general information and methods for organizing your work, assigning and delegating job assignments and how to evaluate the results.

## **SAFETY TRAINING**

**Bloodborne Pathogens.** This course is required annually for all employees in positions identified as having duties that could potentially expose them to bloodborne pathogens. ***Participation is restricted and employees must have supervisory approval prior to taking the course.***

**Public Building Security. It's Everyone's Concern.** It's our responsibility to keep the work environment secure and to follow DEP safety policies. Members of the public and employees alike are better served when building security measures are enforced and a watchful eye is kept on our surroundings. Learn the steps that you can take to mitigate a threat within the workplace.

**Slips, Trips and Falls: Take the Right Steps.** You never thought that cord strung across the floor would be in anyone's way. Rarely is a workplace mishap an accident. Employees can take control and make safety part of their plan for success by learning how to protect themselves and others from the most common workplace injuries: slips, trips and falls.