



DGS UNIVERSITY

Training | Professional Development | Coaching

Department of General Services
DGS University
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PROGRAMS AND CLASSES FOR ALL EMPLOYEES

PRE-ANALYST ACADEMY COHORT

- Introduction to Analytical Skills
- Critical Thinking Tools
- Introduction to Completed Staff Work
- Writing Skills
- Introduction to Project Planning
- Interpersonal Skills

ANALYTICAL THINKERS ACADEMY COHORT

- Essential Analytical Skills
- Critical Thinking Tools
- Principles of Government
- Roles and Responsibilities of Analytical Thinkers
- Presentation Skills
- Project Management for the Non-Project Manager
- Writing Skills
- Completed Staff Work
- Collaborative Negotiations
- Interpersonal Skills

DESKTOP APPLICATIONS

- Introduction to Computers
- Word 2010, Basic
- Word 2010, Intermediate
- Word 2010, Advanced
- Excel 2010, Basic
- Excel 2010, Intermediate
- Excel 2010, Pivot Tables
- PowerPoint 2010, Basic
- Outlook 2010, Managing Tasks

CAREER DEVELOPMENT

- DGS Career Paths
- Interviewing Skills Workshop
- Navigating the State Hiring Process
- Resume Writing
- Developing Your Individual Development Plan (Staff)

WRITING & COMMUNICATION SKILLS

- Presentation Skills with PowerPoint
- State Correspondence and Reports
- Writing Better Sentences
- Writing for Persuasion and Bad News
- Writing with Purpose and Organization
- Writing Workshops
 - Writing Better Sentences
 - Proving and Organizing Ideas
 - Tailoring Message for Audiences
 - Speaking Business Speak
 - Crafting Positive Negative Messages
 - Creating Persuasive Messages
 - Writing Using the DGS Style Guide
 - Writing Reports
 - Choosing Message Delivery Methods
 - Making Presentations

SELF-MANAGEMENT & MOTIVATION

- Building and Modeling Resilience
- Completed Staff Work
- Critical Thinking Tools
- Customer Service*
- Essential Analytical Skills
- The 7 Habits of Highly Effective People
- Increasing Your Emotional Intelligence
- Managing Conflict*
- Overcoming Bias
- Success Pathways
- Terrific Telephone Skills

STATE & DGS MANDATED TRAINING

- Basic Supervision
- Defensive Drivers Training
- Disaster Service Worker
- Drug Awareness
- Emergency Preparedness
- Ethics (Form 700)
- Information Security
- Injury and Illness Prevention
- New Employee Orientation*
- PAL Timekeeping
- Sexual Harassment Prevention
- Workplace Violence Prevention

ONLINE LEARNING

- Collective Bargaining Agreements*
- Developing your Individual Development Plan (Staff)*
- Employee Assistance Program
- Family Medical Leave Act*
- Grievances*
- Individual Development Plan and Performance Appraisals (Sups & Mgrs)*
- Leaves of Absence*
- Microsoft eLearning Portal – access 150+ on-demand, self-paced classes
- New Employee Orientation*
- Progressive Discipline*
- Reasonable Accommodation*
- The 7 Habits of Highly Effective People*
- Upward Mobility Program*
- Writing Skills (Instructor-led webinars)
 - Writing Good Sentences
 - Proving and Organizing Ideas
 - Tailoring Message for Audiences
 - Speaking Business Speak
 - Crafting Positive Negative Messages
 - Creating Persuasive Messages
 - Writing Using the DGS Style Guide
 - Writing Reports
 - Choosing Message Delivery Methods
 - Making Presentations

PROFESSIONAL/TECHNICAL (PROTECH)

Visit DGSNet to access training provided by state and learning industry partners, organized by DGS' professional/technical disciplines or business lines.

- Adjudication Services*
- Auditing
- Facilities Management*
- Finance (Accounting/Budgets)*
- Human Resources*
- Information Technology*
- Insurance and Risk Management*
- Legal*
- Legislation*
- Purchasing, Acquisitions & Contracts*
- Public Policy, Planning and Admin*
- Technical – Desktop Applications*

* In development

DGS UNIVERSITY LEADERSHIP ACADEMY

Training | Development | Coaching | 360 Assessments

LEADERSHIP DEVELOPMENT PROGRAMS AND CLASSES FOR LEADPERSONS, SUPERVISORS, MANAGERS AND EXECUTIVES

COHORT-BASED LEARNING

- **DGS Management Academy Cohort**
 - Strategic Management
 - Personal Efficiency and Effectiveness
 - Communication and Coaching
 - Service Culture / Healthy Cultures
 - Strategic Planning
 - Performance Metrics
 - Conflict Management
 - Teams and Teamwork
 - Change Planning and Transition Management
 - Presentation Skills
- **DGS Management Academy Continuous Learning Cohort**
- **Leadership for the Government Supervisor Cohort (CSUS)**
 - Advanced Supervision Concepts
 - Human Capital Essentials
 - Human Capital Applications
 - Organizational Change Foundations
 - Organizational Change Applications
 - Decision Making for Supervisors
 - Advanced Supervisory Applications
 - Advanced Supervisory Development
- **Leadership for the Government Manager Cohort (CSUS)**
 - Strategic Management
 - Workforce Development Strategic Planning
 - Performance Metrics
 - Change Management
 - Strategic Thinking and Innovation
 - Communication and Coaching
 - Conflict Management
- **Leadership for the Government Executive Cohort (CSUS)**
 - Building a Mission, Vision, Values and Goals
 - Building a Service Culture
 - Organizational change and Overcoming Resistance
 - Coaching, Mentoring and Motivating Others
 - Teams and Teamwork
 - Leadership Communication
 - Measuring Success

PRACTICAL SUPERVISION

- Preparing for Supervision: Making a Decision and a Plan
- Basic Supervision (80 hours)
- Basic Supervision Refresher (40 hours)
- Coaching for Performance with 360 Assessment
- Individual Development Plan/ Performance Appraisal Review
- Constructive Intervention
- Employee Assistance Program*
- Giving and Receiving Feedback*

RECRUITMENT AND HIRING

- Behavioral & Competency Based Interviewing*
- Hiring the Best and Brightest*
- Onboarding Practices (Staff)*
- Onboarding Practices (Managers)*
- Onboarding Practices (Exempts)*

SUCCESSION PLANNING

- Knowledge Transfer Management Toolkit*

* In development



Vision

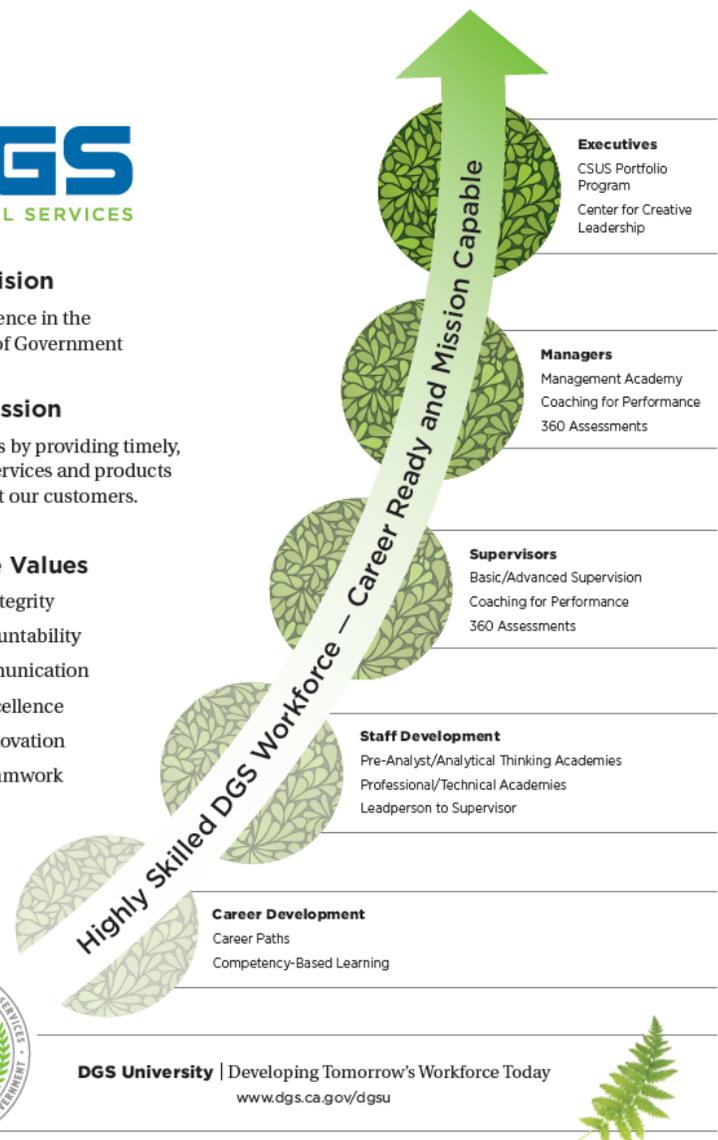
Excellence in the Business of Government

Mission

We deliver results by providing timely, cost-effective services and products that support our customers.

Core Values

Integrity
Accountability
Communication
Excellence
Innovation
Teamwork



DGS University | Developing Tomorrow's Workforce Today
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