



Statewide Training and Strategic Initiatives

Department of Human Resources | 122 Martin Luther King Jr. Blvd. North, Dover DE 19901

Human Resource Certification (HRC) Program Course Descriptions

Curriculum: Required training is outlined in the HRC Program Curriculum. Course requirements may vary between program enrollment periods and may change due to the availability of training courses. HRC participants should refer to their HRC Curriculum in the Delaware Learning Center (DLC) to determine their required training. Participants should frequently check the DLC for the availability of course offerings.

Duration, format, and cost: Most courses are one-day and have no fee. Online courses are self-paced and can be started and stopped at the participant's convenience. When requesting training that requires a fee, participants must coordinate with their agency and supervisor for approval to attend and for the agency to pay for the course.

HRC Program Required Courses:

ADA Made Simple (Online)

This online course provides information about the Americans with Disabilities Act and the Equal Employment Opportunity law for people with disabilities and its value as a management tool.

Classification 101

This course provides a basic overview of the State's classification process. Participants will learn how classification decisions are made, gain a basic understanding of the legal background and state policies and procedures as they relate to Merit agencies. The course covers critical reclassifications, position establishments, maintenance reviews, promotional standards and career ladders.

Compensation Basics

This course covers the State's compensation policies and procedures as they relate to Merit organizations. The agenda includes both historical and current perspectives. Participants will learn how compensation decisions are made, what the selective market variation program is, the flexibility provided by the Merit Rules to organizations and to State employees, the structure of our current Merit system pay plan, and get a brief overview of the Fair Labor Standards Act Exemptions. *Participants are encouraged to bring a calculator to the class.*

Conflict Resolution

During this one-day seminar, you will learn how to manage the differences that impair teamwork, quality, decision-making, and cooperation. This practical seminar will give you resources for replacing obstructive behavior with constructive, positive behaviors.

DiSC--Personal Profile/Behavioral Styles

All of us have developed behavioral patterns--distinct ways of thinking, feeling, and acting. The DiSC-- Personal Profile/Behavioral Styles presents a plan to help you understand yourself and others in a specific environment. By focusing on the work environment, this course will increase your understanding of your work behavioral style and identify the environment most conducive

to your success. At the same time, you will learn about the differences of others and increase productivity and teamwork in your work organization.

Diversity—Food for Thought

This one day course will provide participants with a new approach to diversity. You will be given ideas on how to value diversity in your workplace and learn how to acknowledge differences. You will also learn how to successfully build relationships with people of diverse backgrounds.

Ethical Conduct in Government (½ day)

The State Code of Conduct sets forth specific ethical standards to guide the conduct of State employees, officers, and officials. This seminar provides information on prohibited behaviors. It also discusses the role of the State Public Integrity Commission in issuing advisory opinions on whether certain conduct is prohibited, granting waivers to specific prohibitions where permitted, and investigating complaints of unethical conduct.

Family and Medical Leave Act (FMLA)

This course is designed for Human Resource Practitioners, Supervisors and Managers. It provides participants with a concise description of the Family and Medical Leave Act, to include legal requirements, obligations and the application of the Act. Interactive exercises are provided throughout the course to allow participants to test their knowledge and skill by applying the FMLA act to real life scenarios.

Fundamentals of Employment and Labor Relations Practices

This course is designed for Certificate Participants, Human Resource Practitioners, Supervisors, and Managers. Administering a disciplinary action can be difficult and stressful for both supervisors and human resource personnel. Even when discipline is justified and warranted, managers, supervisors, and HR Practitioners must be extremely careful to analyze each situation and to follow the State's Employment and Labor Relations Policies and Procedures. This training will address the fundamentals of conducting investigations of misconduct, determining just cause standards, implementing discipline, and managing grievances. Participants will also learn to differentiate the application of these policies and procedures for merit, union and non-union employees.

HR Basics (Online)

This course provides an overview of human resource policies and procedures as prescribed by the Merit Rules, and the Delaware Code. You will learn about merit employee benefits, leave administration, hiring, and where to go for assistance on HR related issues. Some of the other topics include workplace expectations, ethics, safety and security, probationary periods, performance plans and performance reviews.

Merit Rules (Online)

This course is designed to provide participants with an overview of the Merit Rules. The course will familiarize participants with Merit Rules policies and procedures. Topics covered in this course will include leave programs, employee accountability, performance reviews, probation, and grievance procedures.

PHRST Inquiry (May be substituted by PHRST HR/Benefits or PHRST Payroll)

This course will help you understand the various components of the Payroll/Human Resource Statewide Technology (PHRST) system. Topics covered include: Navigation within PHRST, understanding FTE Appropriations, position management, primary and multiple job management, and effective-dated information, viewing workforce administration, employee data

and benefit information, payroll and tax information, and paycheck summary information, and instructions for producing various system reports.

Principles of Quality: An Introduction

This course provides an introduction to core concepts and principles of performance improvement using a systems approach to continuous quality improvement. The course is team-taught using instructors from several State agencies who are experienced and knowledgeable in working with organizations implementing quality processes.

Put It in Writing (3 days) (Fee \$100)

This course is designed to improve writing skills for people whose job responsibilities include written communication and reports. Topics include: improving clarity, grammar and punctuation, organization, meeting deadlines, and making edits to improve written communications. The course is three full days of training, which meets one day a week for three weeks. This is a certificate program contingent on attendance and two homework assignments.

Quality Service in the Public Sector

Through exercises and activities, this course provides participants with tools and techniques for developing individual quality customer service skills and highlights the impact this has on the delivery of services to the public.

Safety/Security/Workers' Compensation & Return to Work (2 days)

This course is designed to provide an overview and understanding of Safety, Security, Workers' Compensation and Return to Work Programs within the State of Delaware. The training will concentrate on workplace security and safety programs, and review methods to reduce incident frequency and costs of on the job injuries.

Selection Interviewing Online Tutorial (Online)

This course provides instruction on how to select the best employee for the job by conducting interviews that are job related, free from bias and discrimination, and result in productive and satisfied employees. The session includes information on ADA and the use of certification lists.

Statewide Benefits

This course provides an overview of the State of Delaware employee benefit programs. Participants will learn how employee benefit programs are established and administered. Topics include: the roles of State Employee Benefits Committee (SEBC) and the Statewide Employee Benefits Advisory Council (SEBAC), "Group Health Eligibility & Enrollment Rules", and the various benefit programs available to State of Delaware employees.

State Budget and Accounting Course

This course provides a high-level review of budget and accounting policies, procedures, mandates and legislation; as well as available tools and resources related to the State budget and accounting processes. This course is designed for any employee requiring a high-level understanding of state government financial operations. Topics include Financing the State, State Treasury, The Budget Process, Procurement, Encumbrances, Expenditures, Approvals, Federal Grants and First State Financials. Participants should complete the online course *Know Your State Government* prior to attending this course.

Understanding Deferred Compensation

What does a State of Delaware HR professional need to know about the State Employees' Deferred Compensation Program? What is the scope of the HR professional's responsibility with regard to the program and their staff? Participants in the class will be able to explain the

benefits of the program, discuss the features of the plans and the differences between Deferred Compensation and other retirement plans, and explain the various distribution options available under the plan. They will also take away a variety of resources to support and encourage their employees' ability to take advantage of participation in the program.

Understanding the State Employees' Pension Plan

Participants in this class will learn about various aspects of state employee' retirement benefits, including understanding the annual comprehensive statement, service and compensation calculations, health insurance benefits for retirees, how the pension plan is funded, and current legislative issues. The class includes a question and answer session.

Using the EAP as a Performance Improvement Resource (ComPsych course name: Addressing Employee Performance Issues in a Support Way)

When addressing performance issues, it can be hard to show employees that you care about and support them, while still being clear about problems and expectations. This session offers tools for having supportive conversations in these challenging situations. This course will describe ways to foster positive relationships so that employees are open to your feedback, even when it's difficult to hear; Distinguish employee behavior that's a "normal" bad day from behavior that's more seriously problematic; Identify planning considerations to use before you begin a conversation about performance issues; Use words and phrasing that give you the best chance for a productive conversation instead of one that becomes defensive or unproductive; Be ready to offer resources to support employees who may react in concerning ways upon receiving feedback.

Workforce Planning

This course describes the workforce planning process and its objectives and is designed for those who may be called on to participate in the workforce and succession planning process as well as Human Resource staff that will support it. A detailed description of the workforce planning model, tools, and techniques will be presented. Examples of specific agency workforce planning strategies, factoids, state demographics, and discussion of issues surrounding our multigenerational workforce will also be discussed.

Workplace Communication & Active Listening

Good communication skills are essential to improve productivity and build positive relationships that will create a more efficient work environment. This course will give you the skills and knowledge to help you improve your communication skills by focusing on verbal and non-verbal communication skills, communication styles, and active listening.