



## **Training and HR Solutions**

Department of Human Resources | 841 Silverlake Blvd, Suite 100, Dover, DE 19904

### **Human Resource Certification (HRC) Program Course Descriptions**

**Curriculum:** Required training is outlined in the HRC Program Curriculum. Course requirements may change due to the availability of training courses. HRC participants must 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.

**Human Resources Information Systems (HRIS) Access:** Program participants must have access to the Payroll Human Resources Statewide Technology (PHRST) system to successfully complete the HRC. Access to PHRST requires the completion of the *HIPAA Training for Members of The HIPAA Workforce* online class and the *PHRST Inquiry Curriculum*.

### **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.

#### **ADA Making Reasonable Accommodations in the Workplace (½ day)**

When a person's disability creates a barrier to employment opportunities, the ADA requires employers to consider whether reasonable accommodation could remove the barrier. This course is designed for Human Resource Practitioners, Certificate Participants, Supervisors, and Managers to be able to recognize a formal or inferred request for accommodation, understand the reasonable accommodation process, and be able to respond to an employee's request. How do you determine the availability and reasonable amount of resources that will ensure that the employee has accessibility and equal opportunity to complete the essential job functions of the position? Determining the appropriate accommodations for employees can be a challenging situation. This course will enable participants to recognize the need and gather information, develop options, select a course of action, implement, and monitor the effectiveness of the accommodation.

#### **Budget and Accounting for HR and Supervisors (online)**

During this course, you will learn why it's important for HR professionals and supervisors to possess business acumen. HR professionals and supervisors can operate more efficiently by understanding the State's funding cycle and making financially sound and ethical decisions, controlling their section or division's assets, monitoring spending, and being good wardens of their resources.

#### **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 Overview (online)**

This course provides an overview of several state and federal statutes relating to labor laws, focusing on those addressing pay. During this course, we will discuss how the State of Delaware applies the laws, rules, regulations, policies, and procedures governing employee compensation to promote equity within set parameters.

## **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.

## **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) for HR and Supervisors (online)**

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 Employee and Labor Relations**

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.

## **Managing Workplace Conflict (Online)**

This training has been designed to provide supervisors with the knowledge to recognize causes of workplace conflict, facilitate resolution, and manage the work relationships after the conflict has been resolved.

## **Merit Rules Overview (Online)**

This course is designed to provide participants with an overview of the Merit Rules. The course will cover the impact of State and Federal Laws on the Merit Rules. It will also familiarize participants with Merit Rules terminology, policies, and procedures. Topics covered in this course will include the role of Merit Employee Relations Board (MERB), standards for non-discrimination, leave benefits, employee accountability and responsibilities, and the steps in the grievance procedures.

## **Principles of Quality**

Learn about a variety of core concepts and principles of performance improvement using a systems approach to continuous quality improvement. Critical elements of a quality culture examined include a high-level look at providing effective customer service and enhancing employee engagement.

### **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.

### **Seeing is Believing (Online)**

This course on anti-racism, equity & inclusion in a diverse workplace for managers and supervisors contains thought-provoking vignettes that contrast getting diversity wrong and getting it right in a variety of settings, the course encourages participants to look beyond stereotypes and see coworkers for who they are and to put such hallmarks of a respectful environment as racial sensitivity, micro affirmations, and tolerance to work in the workplace in positive ways. The course covers the topics of unconscious bias, cultural competency and inclusion, racism and racial identity, forms of racism, civility, equity and respect, and LGBTQ at work.

### **Selection Interviewing (Online)**

It is important to the success of the state that managers are able to conduct effective interviews, ask legally sound questions, and select high-quality employees. This training will cover how to:

1. Develop an interview plan,
2. Prepare behavior-based and open-ended interview questions, and
3. Conduct effective interviews.

During this course you will be asked to refer to the appendices of the User's Guide for Merit System Hiring in the State of Delaware, having this resource with you while you navigate the course will lend to a greater understanding of the course.

### **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.

### **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 and Succession Planning (Online)**

Welcome to an introductory course in workforce and succession planning. This online course provides human resource (HR) professionals, agency supervisors, and managers with an overview of the strategic workforce and succession planning processes. Participants will learn why workforce planning is critical to the overall success of an organization and how it is used to ensure the State has the right number of staff with the appropriate skill sets to accomplish their short and long-term goals and requirements.

## **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.

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