

# *DHR Technical Training Provided Upon Request*

DHR Unit	Training/Event	Brief Description	Contact Person
<b>EMPLOYEE ASSISTANCE PROGRAM</b>	Anger Education: Skills for Reducing Anger and Maximizing Personal Effectiveness	A multi-session (6-8 total hours) group focusing on the distinction between constructive and problematic anger, the effects of anger on health, career, and relationships, and the development of skills for remaining calm and productive in the face of provocative situations.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Stress Management: Building Employee and Workgroup Resiliency	Presents information and tactics for recognizing the signs and symptoms of stress and its impact on workplace and personal functioning; strategies for reducing individual and workgroup stress levels; and proactive methods for becoming more resistant to the adverse effects of stress.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Dual Responsibilities: Work and Eldercare	This class provides information and resources for employees, supervisors, and managers who are dealing with the issue of aging parents and their changing needs. General strategies and discussions around planning, overseeing and providing hands-on care are integral parts of the class. In addition, ways to meet the demands of the workplace along with care giving are covered.	Linda Pounds at 303-866-4299
	Dealing with Difficult Customers	Identifies those behavior patterns that are most stressful to encounter in serving the public. Reviews specific strategies for minimizing the difficulties and stress of dealing with difficult customers and for keeping interactions productive, on task and manageable. 2.5 – 4 hours.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Conflict Resolution Skills	Provides techniques for identifying, containing and resolving conflicts between individuals and within workgroups, in a manner that supports the dignity of all participants and reduces risk of ongoing or escalating interpersonal tensions that detract from productivity and workplace satisfaction.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Conflict Resolution Skills: For Supervisors and Managers Only	This class is similar to “Conflict Resolution Skills” (above), but the focus is on skills and strategies appropriate to the supervisor/manager in his/her leadership role in resolving disputes and creating a positive workplace culture.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Staying Safe: Identifying & Reducing Workplace Violence Risks-Level 1	Explores specific risk factors for violence in the workplace and risk reduction steps recommended for individuals and workgroups. 1-3.5 hours.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Staying Safe: Identifying & Reducing Workplace Violence Risks-Level 2	Extends Level 1 training by providing guided practice in risk reduction skills such as proximity, voice and body language de-escalation techniques, and reduction of risks related to work-space layout.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154

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	Team-Building	Customized training to assist work groups in identifying strengths, areas for growth, and strategies for promoting and sustaining growth.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Workplace Mental Health: Topics for Managers and Supervisors	<ol style="list-style-type: none"> <li>1. ANXIETY AND MOOD DISORDERS: Presents strategies for supervisors and managers to use in maximizing supervision effectiveness when working with employees who experience either or both of these very common, ADA-covered conditions. Provides data on the cost-effectiveness of early recognition and intervention.</li> <li>2. EFFECTIVE COPING WITH WORKPLACE TRAUMA: Provides guidelines for assisting workgroups that have experienced trauma, such as the death of a co-worker or a violent incident. Focus is on teaching managers to recognize, understand, and facilitate the natural recovery process while maintaining a productive workplace. (Note: this is distinct from C-SEAP-led employee group facilitation, which is also available on an as-needed basis.)</li> <li>3. OTHER TOPICS AS REQUESTED</li> </ol>	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Workplace Mental Health for Employees and Work Groups	<ol style="list-style-type: none"> <li>1. ANXIETY AND MOOD DISORDERS: These very common disorders affect tens of millions of Americans every year. This presentation provides basic information on the signs of these disorders, their impact on workplace and personal functioning, the benefits of early interventions, and the resources available to employees with concerns in these areas. This presentation also emphasizes means of supporting the successful recovery of a co-worker who is experiencing signs or symptoms of one of these disorders.</li> <li>2. OTHER TOPICS AS REQUESTED</li> </ol>	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Domestic Violence Comes to Work: Responding to an Under-recognized Threat	Reviews the association of domestic violence with workplace violence and defines steps that individual employees, managers, and workgroups can take to reduce DV-related risks, both within and outside the workplace. Identifies multiple resources within the state system and throughout Colorado for additional learning and for crisis assistance to victimized individuals.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Employee Orientation to Employee Assistance Program	Designed to describe the mission of C-SEAP, confidentiality laws, services offered, and how to access those services. Length of presentations varies as appropriate for the group.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Supervisor/Manager	Designed specifically for supervisors and managers, to detail	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or

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<b>RISK MANAGEMENT</b>	Orientation to Employee Assistance Program	those situations in which C-SEAP can provide consultation, support, information, referral, or other services directly to the supervisor or to his/her employee(s), and how to initiate a request. Length of presentation varies according to the needs of the group.	call 303-866-4314 or 1-800-821-8154
	Supervisor/Manager Consultation	Individual, customized assistance in identifying strategies for resolving specific workplace challenges.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Supervisor/Manager Coaching	Individual, customized assistance in identifying and increasing leadership strengths and skills.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Other groups, workshops, and facilitations, as requested and appropriate	C-SEAP provides broad expertise in matters relating to the “human factor” at work, i.e., strategies for recognizing and successfully confronting personal, emotional, and behavioral patterns that interfere with optimal performance, and methods for optimizing personal and interpersonal functioning on (and beyond) the job. Is there a topic related to individual or group functioning, improved wellness, communication, or self-management that would be helpful to your group? Please ask! We will try to meet the need or suggest who can.	<a href="http://www.colorado.gov/dpa/dhr/eap/eap.htm">www.colorado.gov/dpa/dhr/eap/eap.htm</a> or call 303-866-4314 or 1-800-821-8154
	Violence in the Workplace	Discuss the causes and solutions to the new workplace and safety hazards for managers & supervisors. A 2-hour seminar.	Loss Control Specialist 303-866-3848
	Personal Security and Protection	Learn some of the important things to do in order to increase your own personal safety—in your office, on the road, in someone else’s office	Loss Control Specialist 303-866-3848
	OSHA Training Seminar 1 Seminar is 10 hrs; other is 30 hrs.	Introduction to OSHA Standards; Personal Protective Equipment; Walking & Working Surfaces; Electrical; Means of Egress/Fire Protection; Record-keeping; Hazardous Materials; Machine Guarding; Material Handling; Lockout/Tagout; Hazard Communication; and Welding. A 10-hour training session. Online training available on Lockout/Tagout at <a href="http://www.state.co.us/dhr/risk/onlinetrain.htm">www.state.co.us/dhr/risk/onlinetrain.htm</a>	Loss Control Specialist 303-866-3848
	Ergonomic - Train the Evaluator	How to perform evaluations of employee work areas.	Loss Control Specialist 303-866-3848
	Employee Substance Abuse - Federal and State Requirements	Provides specifics on the Federal Department of Transportation (DOT) mandates and the State of Colorado Policy on Employee Substance Abuse. This is an interactive workshop on learning to recognize the early signs and symptoms of potential users of alcohol and other drugs. It also presents tools for supervisors to use in documentation, intervention, referral and follow-up, using the Troubled Employee Wheel, among others.	Loss Control Specialist 303-866-3848
	Substance Abuse Awareness	An interactive workshop which focuses on learning to recognize the early signs and symptoms of potential users of alcohol and other drugs as well as the best ways to refer potential users to EAP or other resources. This class may be	Loss Control Specialist 303-866-3848

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		presented to supervisors only in order to provide tools for supervisors to use in documentation, intervention, referral and follow-up, using the Troubled Employee Wheel, among others. Presented in 1 – 3 hours as appropriate for the group.	
	Preventing Back Injuries	Online training providing the basics of back injuries and key tips on preventing injuries to your back, neck and shoulders.	Loss Control Specialist 303-866-3848
	Hearing Protection	Basic requirements in preventing employees from noise exposure and administrative or engineering controls to reduce noise to an acceptable level.	Loss Control Specialist 303-866-3848
	Worker's Compensation	An overview on the State's Worker's Compensation policy; Worker's Compensation benefits and penalties; and the latest updates to the Worker's Compensation Act. Information on how to file Worker's Compensation Claims.	Loss Control Specialist 303-866-3848
	Preventing Repetitive Motion Disorders	Information on Carpal Tunnel and other cumulative trauma disorders. What they are and how to fight them. Online training available at <a href="http://www.state.co.us/dhr/risk/onlinetrain.htm">www.state.co.us/dhr/risk/onlinetrain.htm</a>	Loss Control Specialist 303-866-3848
	Slips, Trips and Falls	How slips, trips and falls happen and how to prevent this number two cause of injuries to state employees.	Loss Control Specialist 303-866-3848
	Stress Prevention	Information on what stress is, what causes it, how to identify it and how to prevent it. Includes information on Worker's Compensation and alternatives in stress claims.	Loss Control Specialist 303-866-3848
	Modified Duty	Definitions and concepts of modified duty, why it can help your agency and how to implement a modified duty program.	Loss Control Specialist 303-866-3848
	ADA and Work Comp	Overview of the ADA employment regulations and terminology, how it relates to Worker's Compensation claims, and how to avoid ADA problems.	Loss Control Specialist 303-866-3848
	Indoor Air Quality	Definitions and terminology of Indoor Air Quality, identifying IAQ problems and how they are alleviated.	Loss Control Specialist 303-866-3848
	Bloodborne Pathogens	"Needle stick" and other bloodborne exposure claims, CCIA procedures and OSHA regulations are discussed in this overview presentation.	Loss Control Specialist 303-866-3848
	Accident Investigation	Why your agency should investigate accidents, how it can be done, and what to do with the results; includes sample investigation form.	Loss Control Specialist 303-866-3848
	Personal Protective Equipment	Information on hard hats, gloves, glasses, breathing apparatus and other types of personal protective equipment which OSHA requires employers to provide.	Loss Control Specialist 303-866-3848
	Hand Tool Safety	How to prevent employee injuries caused by hand tools, Includes power and non-power tools, protective equipment and proper use of hand tools.	Loss Control Specialist, 303-866-3848
	Auto Mechanic Safety	Safety tips for vehicle servicing	Loss Control Specialist, 303-866-3848

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<b>STAFFING SYSTEMS</b>	Defensive Driving	A four-hour defensive driving course with certificates provided upon completion. Carts-1.5 hr. additional course for agencies with golf-type carts. Vans-2.5 hr. separate course addressing 15-passenger vans; Defensive Driving course is a prerequisite. All courses can be combined into a full day of training.	Loss Control Specialist, 303-866-3848
	Hazardous Materials	Overview of OSHA Hazardous Materials “Employee Right to Know” requirements. Includes information on MSDS and the NFPA Labeling System. Hazard Communication regarding what information needs to be communicated to employees is available at <a href="http://www.colorado.gov/dpa/dhr/risk/training.htm">www.colorado.gov/dpa/dhr/risk/training.htm</a>	Loss Control Specialist 303-866-3848
	Electromagnetic Field	What EMFs are and how to protect yourself from them	Loss Control Specialist 303-866-3848
	Safety Committee Organization & Responsibilities	Introduction to safety committee operations, how to organize & operate a safety committee; brief description of the responsibilities of a safety committee	Loss Control Specialist 303-866-3848
	Training/Orientation from a Safety Perspective	How to present successful training, including safety orientation.	Loss Control Specialist 303-866-3848
	Confined Space	Overview of the OSHA Confined Space Standard, its requirements and how it affects employers and employees.	Loss Control Specialist 303-866-3848
	Ergonomics for the Employee	Basics of ergonomics for the employee—designed so an employee can receive the greatest benefit from an ergonomics evaluation.	Loss Control Specialist 303-866-3848
	Chipper Safety	Review of safety features and safe use of chipper machines.	Loss Control Specialist 303-866-3848
	ADS Full Training	Two-day training class covering the full range of functions & options within ADS. Not designed to teach the selection process, only the operation of the automated system and how it supports the process; students are required to successfully complete a performance exam to demonstrate an understanding of how to use the different functions and options in ADS before gaining access into the system. Training is offered on an as-needed basis.	Contact Chandra Williams 303-866-4642 or send e-mail to: <a href="mailto:hr.support@state.co.us">hr.support@state.co.us</a>
	CPPS Training	Covers the Human Resources functions in CPPS. Also covers basic use of the Human Resources Data Warehouse and employee self-service applications. This class is a mandatory requirement for gaining access to the CPPS system.	Contact Chandra Williams 303-866-4642 or send e-mail to: <a href="mailto:hr.support@state.co.us">hr.support@state.co.us</a>
	Lotus Notes	Provides a general overview of the Lotus Notes Job Announcement application. Users will learn the basics of creating and publishing job announcements on Lotus Notes. This class also covers the on-line application process.	Contact Chandra Williams 303-866-4642 or send e-mail to: <a href="mailto:hr.support@state.co.us">hr.support@state.co.us</a>

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<b>CONSULTING SERVICES</b>	Selection Workshop-Appeals	Examines selection-related appeals in order to teach and empower agency HR professionals to write effective agency response statements.	E-mail: hrs.consulting.services@state.co.us
	Selection Workshop-Job Announcements	In addition to learning the necessary components of an effective job announcement, this workshop will empower agency HR professionals to develop announcements that attract the best, most qualified candidates. Learn to use all of the right tools to describe your position and define the qualifications, both minimum and preferred that identify the ideal candidates.	Contact Jennifer Clayman, 303-866-4248 or e-mail: hrs.consulting.services@state.co.us
	Selection PCP (Legal & Professional Parameters)	Self-Study: Covers the legal foundation of selection and details the professional guidelines for best practices.	Contact Jennifer Clayman, 303-866-4248 or e-mail: hrs.consulting.services@state.co.us
	Selection PCP (Job Analysis)	Self Study: Provides the theory and how-to of job analysis within the context of selection	Contact Jennifer Clayman, 303-866-4248 or e-mail: hrs.consulting.services@state.co.us
	Selection PCP (Tests & Testing)	Self-Study: Provides an introduction to test theory and explores a range of selection instruments available for selecting well-qualified employees	Contact Jennifer Clayman, 303-866-4248 or e-mail: hrs.consulting.services@state.co.us
	Selection PCP (Selection in Action)	Self-Study: Final course in the Selection PCP Series-- participants are expected to present examples of their actions to fill positions.	Contact Jennifer Clayman, 303-866-4248 or e-mail: hrs.consulting.services@state.co.us
	<b>COMPENSATION</b>	Job Evaluation PCP Training	Fundamentals, basic technical concepts, and the practical processes needed to do individual allocations and be an objective job evaluator. Two-day course. On-the-job training in a department following this class needed for certification.
Basic FMLA Training		Detailed introduction and explanation of the state's FMLA provisions and requirements for compliance. Designed for the agency FMLA coordinator.	Paula Manzanares at 303-866-2391
Supervisor/Manager FML Training		General introduction and explanation of the state's FMLA provisions and requirements for compliance. Designed for the supervisor and manager.	Paula Manzanares at 303-866-2391
FLSA Training		Covers FLSA regulations which includes overtime and regular hourly rate pay, shift differential, on- call, call- back, compensatory time, fixed vs. flex work schedule, and secondary employment.	Paula Manzanares at 303-866-2391

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	Compensation Training	Basic training on the state's compensation program including use of market salary information, annual survey process, pay practices, and what does total compensation mean to the state and its employees.	Paula Manzanares at 303-866-2391
	Personal Services Contract Training - Level I	Basic Training on personal services contracts. Topics include how to get started reviewing personal services contracts, requirements for HR professional, an overview of statutes and procedures, flow charts of the personal services review process and the basics for determining an independent contractor. Course is 6 hours.	Paula Manzanares at 303-866-2391
	Personal Services Contract Training – Level 2	Advanced training focusing on contract requirements. Topics include in-depth review of personal services contracts, including required language, the required elements of a Cost-Comparison and how to complete the form, and an introduction to performance-based contracting and outsourcing. Course is 4.5 hours. Both courses and on-the-job training are needed for certification.	