

GSC TRAINING LIAISON MEETING

October 5, 2011

10:00 a.m. – 2:00 p.m.

ASB, Room 536

Meeting called by: Governmental Services Center **Type of meeting:** Informative

Facilitators: Jeanne Olivas, Dawn Williams,
Kim Rulo, Kimberly Bynes,
Kathy Hutcherson, Trina
Koontz, Debbie Dean

Attendees: GSC Training Liaisons

Pre-Meeting Info: Invitations were sent to all GSC Training Liaisons on September 15, 2011 informing them of the meeting and reminders were sent out again on September 27, 2011. Informed topics of discussion: Training Information Update, HR Modules, eLearning Opportunities, GSC's Website, CMF, Pathlore Updates, KEAP Training Opportunities and Training at the Tower Opportunities.

AGENDA ITEMS

Topic

✓ **Welcome & Introductions – Jeanne Olivas, Consulting Services Manager**

- **Direction** - GSC approach to training continues to grow in three different areas: Instructor Led, Online and Do It Yourself (DIY) Web Resources.
- **Parking Permits** – KSU has determined that handwritten parking permits are no longer valid and tickets will be given for anyone utilizing them. The permits used in the classroom must be those generated through Pathlore. Extra copies of the permits will be available in the classroom when participants arrive.
- **Inclement Weather Policy** – If the weather is bad, exercise good judgment. GCS will reschedule workshops that are cancelled due to inclement weather. If in doubt contact the office for clarification.
- **Future Meetings** - GSC will continue to hold informative GSC Liaison meetings on a regular basis. Problems or issues, please let us know so we can help you.

✓ **GSC Training – Jeanne Olivas, Consulting Services Manager**

We are advertising classes more frequently now and will let everyone know when field classes become available.

- **Instructor Led** – GSC currently offers 21 workshops
- **Online** – GSC currently offers 11 online classes
- **Do It Yourself (DIY) Web Resources** -
- **Special Requests** – Available upon request. GSC has delivered 47 Special Requests to date in 2011. The Request Form can be found on GSC's Website. This form can also be used to request "on-site" training. If you have a group of employees (*minimum 10-15*) you would like to have trained, please let us know and we will open the class to other employees in your area. **2012 Training Schedule** We hope to have that available within the next week.
- **New Workshops**
- Earlier this year, we released a new workshop called "*Personal Accountability*" and the response has been really good. In November we will pilot the companion class called "*Shared Accountability*". We are very excited about the release of this new class and want to encourage you to register your employees to attend. In order to keep the class running smoothly, we encourage you to ensure that your employees attend the Personal Accountability class prior to attending the

Shared Accountability class.

- **Workshop Redesign**
 - Business Writing
 - Intro to Leadership
- **Training Tracks** - The development of “training tracks” (paths for employees to follow) was born from the need to help employees excel and was taken directly from the key components of the employee evaluation form. (Communication, Teamwork, Adaptability & Self-Management). Tracks will be designed along these lines providing managers and employees the resources to help them in their development.
 - Activity Listening Workshops
 - Leadership Communication
 - Innovation
 - Management Fundamentals
 - Blended Learning Opportunities
 - Just in Time Training
 - On-line
 - Resources (white paper)
 - Reading
 - Follow-up
 - Instruction
 - Models
- **Interest in Afternoon Sessions** – If you are interested in GSC offering more afternoon sessions to allow your employees travel time, please let us know.

✓ **HR Modules – Dawn Williams, GSC Performance Consultant**

- **Overview of the Merit System** – We have received great feedback on this ½ day class! The class actually defines the Merit System; problem areas for managers and employees; the importance of the system and much more.
- **Hiring and Selection Process** – This is another new class, piloted three weeks ago, which will appear on the January 2012 training calendar. This class will cover everything from the approval to fill, the interview process and the wrap up.
- **Structured Behavioral Interviewing** – This has been modified from a two day class to a one day class. This class is now a *companion* to the *Hiring and Selection Process*. This class covers many things like: how to establish screening criteria; how to make the interview process most helpful and much more. This class has already been piloted and will be added to the training schedule in 2012.
- **Discipline** – Work is now beginning on a new disciplinary class. More information on this class coming in the near future.

✓ **eLearning – Kim Rulo, GSC Performance Consultant**

- **eLearning Courses – Current & Upcoming**
 - 11 eLearning Courses through KYTRAIN, most of which are compliance.
 - New courses just released:
 - *Valuing Employee Input* was released in June and covers the following:
 - The benefits of employee input
 - How to encourage employees to share ideas and suggestions
 - How to effectively solicit employee input
 - How to provide positive feedback to employee input

- We are in the process of building a library of soft skill courses. New courses coming soon are as follows:
 - Customer Service (*working on this now*)
 - Meetings (*available within the next 30 days*)
 - Coaching Module for Managers
 - Motivating Employees
 - New Supervisor Skills
 - Time Management
 - **KyTRAIN/Pathlore Registration Process**
 - CHFS provides the platform to house the training
 - Mostly compliance courses – Kim provided demo of KYTRAIN login and registration process. Three tier level of support:
 - **Level 1:** GSC Liaison – User asks: Why am I taking this course?
 - **Level 2:** CHFS KYTRAIN Team – Logon issues (GSC will work with CHFS Team to assist)
 - **Level 3:** GSC Support Team - Content problems
 - eLearning courses are set up in Pathlore once a year (refer to handout)
 - Liaisons can now ENROLL participants in Pathlore for eLearning ONLY.
 - Sample KYTRAIN letter provided (handout)
 - Upon learner’s completion of course, certificate is provided to Liaison who enters a FINISHED Status in the employee’s transcript.
 - **Resources/Support Reminder**
 - **IE 9 Issues**
 - Users who are accessing Internet Explorer 9.0 have experienced some problems in the past. We have worked with the CHFS team and believe these problems to now be resolved. If your employees experience problems with KYTRAIN, please have the contact our office.
- ✓ **GSC Website Overview – Kimberly Bynes, GSC Performance Consultant**
 - **SharePoint** - Personnel Cabinet will be switching over to SharePoint soon. Anticipated go live date will be in January 2012. Notification will be sent to liaisons when we have that information available. Kimberly provided a demo of the GSC test site.
 - While the main page will remain the same, there are lots of new changes to the website. Saved links may not work in the future.
 - Front page of GSC will also be a navigation page
 - Review of GSC Training Liaison page: What would you like to see that would assist you in your job duties? Currently, the following information is available:
 - Pathlore Training Manual
 - Pathlore Maintenance Schedule
 - List of Training Liaisons
 - Placement Reports
 - Meeting Notes & Handouts
 - GSC Catalog
 - Self directed learning will be housed on our site. DIY will b the biggest development where you will find recommended readings, exercises and other sources of helpful information.
 - **GSC Training Calendar** – please note that changes have been made to the GSC Calendar. When clicking on the link, a calendar appears which reflects calendar

activity for the entire Commonwealth. In order to see GSC's Training Calendar, please select GSC from the Calendar filter at the top.

✓ **CMF, CPM and GMMTP – Jeanne Olivas, Consulting Services Manager**

- **CMF** – Remains the same for now but is in review.
- **KCPM** – This is still with KSU. We hope to know more in November.

✓ **Pathlore – Kathy Hutcherson, Pathlore System Administrator**

- **Imports** – continue bi-monthly (usually the 4th and 20th – check the maintenance schedule on the website for planned outages)
 - Dual Employees are the reason that some agency employees are not accessible in Pathlore. If you discover that you cannot access one of your employees in Pathlore, please contact Kathy Hutcherson or Jamille Smith.
 - eMARS User ID – this field has been added to the top of the person record and the information will be imported from the KHRIS System.
- **Pathlore Registrations**
 - Reminder to Enroll participants for the Online Classes with KYTRAIN
 - Reminder to Wait List participants for the Instructor Led Classes
 - **Confirmation letters are going out to participants requesting that they now confirm their attendance with their liaison. Please mark your participants confirmed (when they notify you) so we will know that they are planning to be in class. Our wait lists are growing and we want to allow everyone the opportunity to attend if at all possible. Please contact Kathy Hutcherson or Jamille Smith if you have questions on how to confirm a participant.**
 - eMail addresses – please make sure your employees have the correct email address on their person record before registering them for class.
- **Pathlore Class Records**
 - If you are creating classes in Pathlore, please contact Kathy Hutcherson regarding your course codes, history files, and clean up of old classes not used
- **Pathlore Reports**
 - Please contact Kathy Hutcherson or Jamille Smith if you are interested in receiving training reports.

✓ **KEAP Training Opportunities – Trina Koontz**

- Overview of the KEAP Website
- Upcoming Workshops & Marketing
- Please let us know how we can assist.

✓ **Training At The Tower – Debbie Dean, GAPS**

- Overview of the Training At The Tower Website
- Review of New Classes

✓ **Wrap Up - Jeanne Olivas, Consulting Services Manager**

- We are here to help you. Please let us know how we can assist.