



SUCCESS

Training Courses

July 2019 – June 2020



Washington State Department of
Enterprise Services

The classes listed in this catalog do not include IT PC classes. To view IT/PC classes please use the links to the DES Website below:

- [Information Technology Classes](#)
- [PC End User Classes](#)

Additional Certification Pages:

- [Business Analysis Certificate](#)
- [Graphic Design Certificate](#)
- [Human Resource Management Certificate](#)
- [Information Security Certificate](#)
- [Leadership Development Certificate](#)
- [Program Management Certificate](#)
- [Project Management Certificate](#)
- [Technical Solutions Delivery Certificate \(Systems Analyst\)](#)

Annual Catalog Key:

- To find classes in the LMS for registration please click on the course titles listed in the catalog.
- To find course descriptions, class dates etc. on our the des.wa.gov website please click the "Learn more" link

Business Analysis Certificate

Business Analysis Elicitation & Collaboration and Requirements Life Cycle Management (2 Days) 01-14-P055

\$395.00

Aug, Nov (2019) Feb, May (2020)

This course is updated based on the Business Analysis Body of Knowledge 3.0. This course will address two knowledge areas from the Business Analysis Body of Knowledge: Elicitation & Collaboration and Requirements Life Cycle Management. During Elicitation & Collaboration the course will cover details for eliciting business, stakeholder, solutions or transition requirements. During Requirements Life Cycle Management, the student will gain an understanding of the activities and considerations for managing and expressing requirements to a broad and diverse audience. This class also includes practice exam questions that will help you prepare for taking the CCBA certification exam. [Learn more](#)

Business Analysis Fundamentals: Framework and Competencies (2 Days) 01-14-P039

\$395.00

Nov (2019) Feb, May (2020)

Understand the business analyst's role and responsibilities in a successful project. In this introductory course, you'll delve into the roles and responsibilities of the business analyst (BA) - the communication link between all business areas and a critical player in project success. Learn techniques for ensuring project success every step of the way - from identifying and analyzing potential projects to making sure that the final project product meets the requirements you identified. This class also includes practice exam questions that will help you prepare for taking the CCBA certification exam.

[Learn more](#)

Business Analysis Planning and Monitoring (2 Days)

01-14-P012

\$395.00

July, Oct (2019) Jan, Apr (2020)

The Business Analysis Planning and Monitoring course will address business analysis activities associated with this knowledge area including identifying stakeholders; defining roles and responsibilities of stakeholders in the business effort; developing estimates for business analysis effort; planning how the business analyst will communicate with stakeholders; planning how requirements will be approached, traced and prioritized; determining the deliverables that the business analyst will produce; defining and determining business analysis processes; and determining the metrics that will be used for monitoring business analysis work. This class also includes practice exam questions that will help you prepare for taking the CCBA certification exam. [Learn more](#)

Business Analysis Requirements Analysis and Design Definition (2 Days)**01-14-P058****\$395.00***Nov (2019) Mar, Jun (2020)*

This course replaces the previous Business Analysis Requirements Analysis course. The new course reflects the new updates in the Business Analysis Body of Knowledge 3.0. The Business Analysis Requirements Analysis & Design Definition knowledge describes the tasks that business analysts perform to structure and organize requirements discovered during elicitation activities, specify and model requirements and designs, validate and verify information, identify solution options that meet business needs, and estimate the potential value that could be realized for each solution options. This class also includes practice exam questions that will help you prepare for taking the CCBA certification exam. [Learn more](#)

Business Analysis Solution Evaluation (2 Days) 01-14-P057 \$395.00*Aug, Dec (2019) Apr (2020)*

The Business Analysis Solution Evaluation was previously known as Business Analysis Solution Assessment & Validation. The Business Analysis Solution Evaluation course describes the tasks that business analysts perform to assess the performance of and value delivered by a solution in use by the enterprise, and to recommend removal of barriers or constraints that prevent the full realization of the value. This class also includes practice exam questions that will help you prepare for taking the CCBA certification exam. [Learn more](#)

Business Analysis Strategy Analysis and Perspectives (2 Days)**01-14-P056****\$395.00***Jun (2019) Jan, Jun (2020)*

The Business Analysis Strategy Analysis course describes the business analysis activities necessary to define future and transition states needed to address an organizational business need. Strategies may exist for the entire enterprise, for a division, department or region, and for a product, project, or iteration. Strategy Analysis is often the starting point for initiating a new project and is continued as changes occur and more information becomes available. It is through Strategy Analysis activities that business requirements are identified and documented. This course will also include a discussion of some of the more common perspectives used within business analysis work to provide focus to tasks and techniques specific to the context of an initiative. This class also includes practice exam questions that will help you prepare for taking the CCBA certification exam. [Learn more](#)

[Business Analysis Techniques \(2 Days\) 01-14P045](#)

\$395.00

Aug (2019) Mar, Jun (2020)

The Business Analysis Techniques course will provide a high-level overview of the techniques referenced in all Knowledge Area of the Business Analysis Body of Knowledge Guide. Techniques alter the way a business analysis task is performed or describe a specific form the output of a task may take. The techniques discussed in this course are only a subset of the techniques used by practitioners of business analysis. The techniques covered in this course are applicable to enough business analysis practitioners, that a skilled generalist should reasonably be expected to be familiar with the existence and purpose of the technique. Business analysts who specialize in a particular methodology or business domain may need to understand a smaller set of techniques in greater depth, or may need to develop expertise in techniques not described here. This class also includes practice exam questions that will help you prepare for taking the CCBA certification exam. [Learn more](#)

[Project Management Training Certificate](#)**[Project Management Essentials \(2 Days\) 01-14-P007](#)**

\$395.00

Monthly July - June (2019-2020)

This course addresses the nuts and bolts of project management essentials and is for anyone charged with leading a project team to successful completion. You will discuss basic fundamentals as well as participate in hands-on activities that will help you plan and execute projects on time, stay on budget, and work with maximum efficiency.

Note: This is a core course in the Project Management Certificate Program. Successful completion fulfills 15 Professional Development Units toward certification or professional development. [Learn more](#)

[Project Initiation & Planning \(2 Days\) 01-14-P015](#)

\$395.00

Aug, Oct, Dec (2019) Feb, Apr, Jun (2020)

This course builds on the information provided in IT Project Management Overview or Project Management Essentials. It focuses on the first two phases of the project life cycle: initiation and planning. Proper initiation and planning greatly enhance the likelihood of project success and far too often are not given sufficient attention or adequate time in the project life cycle. [Learn more](#)

[Project Execution, Control & Closure \(2 Days\) 01-14-P017](#) \$395.00

Jul, Oct (2019) Jan, Apr (2020)

This course builds on the information provided in IT Project Management Overview or Project Management Essentials. It examines the project execution and control phases of the project management lifecycle. Plans developed in the project initiation and planning phase of the project management lifecycle will be examined to ensure the success of the project. Specific emphasis will be placed on how to manage and control the project as the plans are implemented. [Learn more](#)

[Project Leadership and Team Management \(2 Days\) 01-14-P018](#) \$395.00

Jul, Oct (2019) Jan, Apr (2020)

This 2-day course builds on the basic information provided in the introductory Project Management Course, and delves more deeply in the specific areas of Project Team Leadership and Management. It has been said that 80% of all projects are people issues. This is a truism that emphasizes the need for leadership and solid team building and management techniques for the successful project manager. In this course, students will develop and understanding of the human factors of project management and the people-based management skills and techniques that can be applied when working in a team environment. [Learn more](#)

[Project Communications Management \(2 Days\) 01-14-P019](#) \$395.00

Aug, Nov (2019) Feb, May (2020)

This course focuses on communications management. This is an ongoing issue for projects regardless of their size or complexity. Proper communication is critical in establishing appropriate expectations and ensuring project success.

You will focus on the primary elements of effective communication; applying active and effective listening, preparing communications and establishing an issue management process, drafting and publishing documentation, conducting meetings, giving effective presentations, developing and deploying a project web site, building a project war room.

[Learn more](#)

[Project Management Scope & Requirements Management \(2 Days\)
01-14-P054](#) \$395.00

Jul, Sept, Dec (2019) Mar, Jul (2020)

This 2-day course presents two key element of success for projects: the effective development and documentation of project scope, and the gathering and management of project requirements. [Learn more](#)

[Project Cost & Schedule Management \(2 Days\) 01-14-052](#) \$395.00

Aug, Nov (2019) Feb, May (2020)

This 2-day course presents two key element of success for projects: the effective development and documentation of project scope, and the gathering and management of project requirements. [Learn more](#)

[Project Stakeholder & Human Resource Management \(2 Days\)](#)

[01-14-P053](#)

\$395.00

Sept, Dec (2019) Mar, Jun (2020)

This 2-day course addresses the basics of human resource management and stakeholder management in project management. It provides a structured introduction to key terms from A Guide to the Project Management Body of Knowledge (PMBOK® Guide) 5th Edition, Project Management Institute, Inc., 2013. There is a combination of lecture and interactive exercises to give participants technical knowledge and hands on application of theory and best practices. Some topics covered include: interfaces, organizational structures, project organizational design, matrix organizations, processes, and team acquisition from the Human Resource Management knowledge area. From the Stakeholder Management knowledge area some included topics are: defining who is a stakeholder, conducting a stakeholder analysis, understanding a stakeholder register and stakeholder engagement assessment, utilization of salience models and other tools as well as identifying some best practices relative to stakeholder engagement and management. [Learn more](#)

[Project Quality and Performance Management \(2 Days\)](#)

[01-14-P035](#)

\$395.00

Aug, Nov (2019) Feb, May (2020)

This 2-day course presents an overview of project quality and performance management, what it is, its costs, benefits, why it is important, and how to attain it. You will become familiar with practical approaches to Project Quality Planning, Project Quality Assurance, Quality Control, Continuous Quality Improvement and Project Performance Measurement. Tools for managing and measuring quality will be discussed, including how to collect and understand data, identify and analyze project process, and solve project problems. The course will be interactive, and emphasize lessons learned from real-life, contemporary projects. You will work as a team, using case studies from actual projects to apply the techniques and practices discussed in the class. The text used in the course has been rated as one of the best in the industry, and is one that you will retain for the rest of your career in the information technology field. [Learn more](#)

[Project Risk Management \(2 Days\) 01-14-P020](#)

\$395.00

Sept, Dec (2019) Mar, Jun (2020)

This course builds on the information provided in Project Management Essentials and focuses on project risk management. Project risk management is one of the most vital of the nine content areas of the Project Management Body of Knowledge (PMBOK) because projects tend to be time-constrained, pose huge technical challenges, and suffer from a lack of adequate resources. As a result project managers are increasingly focusing their attention on risk management. [Learn more](#)

[Program Management Training](#)**[Program Management Fundamentals \(2 Days\) 01-14-PS14](#)**

\$395.00

Oct (2019) Jan, Apr (2020)

This 2-day course lays a foundation for program success, for the new program manager taking over an existing program, and for existing program managers considering launching new programs. The course addresses the importance of program alignment with organizational strategic goals, program stakeholders, and the benefits provided by the program. This alignment ensures management support of the program and aligns the program for success. Practical program management approaches, tools and templates will be addressed during the course. [Learn more](#)

[Program Planning & Re-visioning \(2 Days\) 01-14-PS12](#)

\$395.00

Feb, May (2020)

This 2-day course lays out the approach for building and implementing new programs, and re-visioning existing programs. The information provided in the course will inform and empower existing and new program managers faced with the prospect of developing a new program or updating an existing program, to make them more current with the evolving business environment. The course addresses the importance of alignment of the program's ongoing operations and projects with the organization's strategic goals and objectives, portfolio, stakeholder needs, and the organization's capacity and capabilities. This alignment ensures program success. Practical program management approaches, tools and templates will be addressed during the course. [Learn more](#)

[Program Stakeholder Engagement & Governance \(2 Days\) 01-14-PS11](#) \$395.00

Aug (2019) Mar (2020)

This 2-day course addresses the importance of stakeholder engagement and governance to program success. Instruction focuses on practical approaches for inclusion of, and effective communications with stakeholders, and their critical role in defining program goals and benefits. Attendees will learn how to inventory and analyze stakeholders, create a stakeholder register, and how to use that register for maximum benefit to the program. The course emphasizes the importance of creating and using a pragmatic Stakeholder Engagement Plan that ensures stakeholder buy-in. [Learn more](#)

[Program Portfolio Management \(2 Days\) 01-14-PS13](#) \$395.00

Sept (2019) Jan, Apr (2020)

This 2-day course lays the foundation for portfolio management as an essential tool for effective program, project and organizational success. The course discusses the relationship between portfolios, programs and projects, and applies delves into those relationships through discussion and case studies. The role of the program manager, project manager, team member, sponsors and governance body are defined and applied during practical exercises intended to demonstrate the need and complexities associated with strategic, program and project portfolios. Also addressed, are the portfolio management process groups, portfolio strategic management, the portfolio roadmap, communications management, and portfolio risk management. [Learn more](#)

[Program Benefits Management \(2 Days\) 01-14-PS17](#) \$395.00

Aug (2019) Feb, May (2020)

This 2-day course addresses the importance of program alignment with organizational strategic goals, and the benefits that are provided by the program. This alignment ensures management support of the program and significantly enhances the chance of program success. Discussion focuses on benefits identification, analysis and planning, and benefits delivery, transition and sustainment. The development and application of specific tools, such as the Benefits Register, Benefits Realization Plan and benefits realization reporting is emphasized through presentation and applications of real-life cases and exercises. Specific approaches and program management tools and templates will be addressed and provided. [Learn more](#)

Customer Service Training

[Customer Service: Maintaining a Positive Attitude \(1 Day\) 01-03-E077](#) \$135.00

Aug, Dec (2019) Feb, May (2020)

How you choose to deal, react to, and treat customers is influenced by attitudes, judgments, biases, and assumptions. This course will teach you essential interpersonal communications skills that will assist you in dealing effectively with difficult customers and situations. You will learn the tools necessary to problem solve, understand and validate customer perceptions, manage conversations, and deal with challenging situations while still maintaining a positive attitude and offering good customer service. [Learn more](#)

[Customer Service \(1 Day\) 01-03-E059](#) \$135.00

Jul, Sept, Nov (2019) Jan, Apr, Jun (2020)

Good customer service is vital for any business. The quality of customer service you provide plays a large role in your division and agency success. In this course you will learn the fundamental tools needed to provide quality customer service such as greeting customers with enthusiasm, giving them your undivided attention, and returning phone calls when people have left you a message. Explore ways to build better customer service systems and strategies that can enhance your division's performance. [Learn more](#)

[Helping Difficult Customers \(2 Days\) 01-03-E083](#) \$195.00

Jul, Oct (2019) Jan, Mar, May (2020)

There is an increasing concern in today's workforce over customers who are perceived to be rude, distrustful, and at times overly aggressive and potentially dangerous. Often these attitudes are the result of some internal or external factors and are really, yet too often, inaccurate assumptions due to cultural or style differences can lead to misperception and conflict. [Learn more](#)

Geographic Information System (GIS) Training

Note: Seattle (King County) GIS classes now using version 10.2

Additional 2020 courses TBA

GIS: ArcGIS ProQuick-Start for the GIS Professional (2 Days)

01-04-T895

\$860.00

Sept, Dec (2019)

ArcGIS has much more functionality than simple map display and navigation. It has many tools for collecting, creating, and analyzing data. This three-day class teaches advanced skills for using ArcGIS. See how to connect information between tables and mark locations on the map. Practice managing data files, creating new data, and putting the data to work to generate answers to questions.

[Learn more](#)

GIS: Intermediate ArcGIS Pro (3 Days) 01-04-T933

\$1075.00

Nov (2019)

ArcGIS is a powerful and complex tool for viewing and analyzing data. With so much functionality available in the software, it can be difficult to get started. This 2-day class teaches essential skills for being efficient with ArcGIS. Explore GIS data through ArcMap and create maps to illustrate relationships in the data. Learn methods of displaying data with symbols and text. See how to ask questions of the data and get answers.

[Learn more](#)

GIS: Data Management in the Geodatabase 01-04-T857 \$860.00

Jul (2019)

For many GIS projects, there is a simplified way to accomplish a task, as well as a more advanced approach to complete the same task. Now that you're comfortable with the basic functionality of ArcGIS, you may be looking for some more advanced methods of accomplishing your goals. Maybe you want to set some restrictions on your datasets to make sure the appropriate attribute values are always used, or to ensure that there are never gaps between parcel boundaries. Maybe you want to make more permanent connections between datasets and tables. Or perhaps you'd like to tie events – such as a set of bus stops or seismic shot points – along line features with automated ease these advanced operations are often overlooked, but can greatly enhance the efficiency and effectiveness of GIS. [Learn more](#)

Government to Government

Government to Government Training (1 Day)

01-03-SPI4

\$110.00

Monthly July - June (2019-2020)

This one-day training session is sponsored by the Governor's Office of Indian Affairs. It covers a tribal historical perspective, legal issues, tribal sovereignty and tribal government. The training allows sufficient time for questions and should assist state employees in furthering their relationship with Washington State's twenty-nine Tribes. After completing the training, attendees should have a much better understanding of Tribes, their people and unique culture, and an enhanced awareness of the importance of multi-culturalism. [Learn more](#)

HR Training

This program is approved to award Professional Development Units through the HR Certification Institute (HRCI)® and the Society for Human Resource Management (SHRM).

Employee and Labor Relations (2 Days) 01-09-HR56

\$345

Jan, Jun (2020)

This class covers analyzing, developing, implementing/administering and evaluating the workplace relationship between employer and employee, in order to maintain relationships and working conditions that balance employer and employee needs and rights in support of the organization's strategic goals, objectives, and values. [Learn more](#)

HR Case Studies (1 Day) 01-09-HR58

\$210

Jun (2020)

Apply what you have learned to real-life HR case studies. Develop a "best practice" framework to analyze scenarios, determine risks, and recommend next steps. You will draw from all the coursework in the Human Resource Management Certificate Program. [Learn more](#)

Human Resource Essentials (2 Days) 01-09-HR51

\$345

May, Sept, Dec (2020)

An introduction to the challenging and ever-changing field of human resources, this overview class will use real-life case studies as a basis for discussing HR's role and its potential impact on an organization. The class will cover acronyms and jargon used in the profession; the competencies required to be successful as an HR practitioner; an explanation of available HR certifications; and an overview of the HR Certificate program. This course is required prior to attending other HR certification courses.

[Learn more](#)

Strategic HR Management (2 days) 01-09-HR52 \$345*Mar, Aug (2020)*

This class covers how you as an HR professional develops, contributes to, and supports the organization's mission, vision, values, strategic goals and objectives. You will learn how an HR professional uses the organization's mission to formulate policies, guide and lead the change process, and evaluate your own contributions to the organization's effectiveness. [Learn more](#)

Total Rewards (2 Days) 01-09-HR55 \$345*Mar, Oct (2020)*

This class covers the development/selection, implementation/administration and evaluation of compensation and benefits programs for all employee groups that support the organization's strategic goals, objectives and values. [Learn more](#)

Health & Safety Training**Community Emergency Response Team (3 Days)****01-07-EE57**

\$95.00

Offered Quarterly as Announced

Did you know victims or bystanders provide the initial aid on 95% of all emergencies? CERT is a training program sponsored by Homeland Security, Region 3 that prepares you to help yourself, family, neighbors, and co-workers in the event of a disaster. During a disaster, emergency service personnel may not be able to reach everyone right away. CERT training will provide you with the necessary skills to help you save lives and protect property.

NOTE: Participants should be aware: On Day 3 of the training you will have the opportunity to practice what you have learned by participating in a disaster simulation. Casual clothing and closed toe shoes are required all three days. [Learn more](#)

Interpersonal Communication**Assertive Communication (2 Days) 01-03-E075** \$180.00*Jul, Sept, Nov (2019) Feb, Apr (2020)*

This course provides you with an understanding of what assertive communication is and why it is crucial to develop an assertive behavior on the job. The skills taught in this course are designed to help you present yourself and your ideas in a more positive and professional manner. Assertive Communication does not mean being abrasive or insensitive. It is an honest, direct, tactful approach to communicating effectively with: Managers, Supervisors, Co-workers, Employees and The public. [Learn more](#)

Collaboration in the Workplace (1 Day) 01-03-EC32 \$145.00

Aug (2019) Jan, May (2020)

In today's workplace you are being expected to work together to solve problems and make decisions collaboratively. While collaboration can contribute to improved performance, it can also cause conflict. This course is designed to provide you with the skills needed to recognize and effectively deal with conflict situations in the workplace and put a new emphasis on collaboration. [Learn more](#)

Communication Styles & Skills for Employees (2 Days)
01-03-E015 \$210.00

Aug, Oct (2019) Jan, Mar, May (2020)

In this course you will find out what your communication style is and how your style differs from others. You will learn about the strengths and challenges of the different styles and how to "flex" your style to work more effectively. You will also learn about active listening and other communication skills. These skills will enhance your ability to successfully communicate in work and personal situations. [Learn more](#)

Crucial Accountability (2 Days) 01-03-EC33 \$450.00

Aug (2019) Jan, Mar (2020)

To hold successful accountability conversations requires preparation, self-management, and skills to talk about the gaps between observed and expected outcomes. This course offers tools for addressing and resolving violated expectations, broken commitments, challenging behavior and inadequate performance. These concepts, tools and strategies empower one to hold focused conversations that directly address accountability gaps and solve challenges through joint involvement. [Learn more](#)

Crucial Accountability for Crucial Conversations Graduates (1 Day)
01-03-EC34 \$450.00

Sept, Dec (2019) Mar, Jun (2020)

This one-day training course builds on the skills learned in *Crucial Conversations* and introduces a powerful set of new skills to resolve your most challenging accountability issues. It enables those who already have knowledge of crucial conversations skills to diagnose why someone keeps falling short of set expectations and then derive a plan that both motivates and enables the other person to successfully change his or her behaviors. These additional skills are perfect for *crucial* accountability discussions that seem resistant to dialogue skills alone. [Learn more](#)

Crucial Conversations (2 Days) 01-03-EC03

\$450.00

Monthly July - June (2019-2020)

A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations, when handled poorly or ignored cause teams and organizations to get less-than-desirable results.

This course will provide you with skills to handle controversial and heated issues. You will learn how to catch problems early and resolve disagreements candidly and respectfully. You will also learn how to discuss issues in a way that makes it safe for everyone to speak. This course is active and engaging, with frequent skills practice, intense class participation, personal reflection, planning, and commitment. [Learn more](#)

Editing & Proofreading Skills (2 Days) 01-03-EW39

\$185.00

July, Oct (2019) Jan, Mar, Jun (2020)

This course will help you reach your next level of skill development. It will help you acquire essential editing and proofreading skills for every form of writing. You will learn how to edit and proofread the work of others as well as your own.

You will gain confidence as an editor and proofreader. You will also learn the 'Dos' and 'Don'ts' of self-editing and editing for others. You will discover the best way to proofread "live copy" from "dead copy." The Gregg Reference Manual is used as our standard. [Learn more](#)

Emotional Intelligence in Practice (1 Day) 01-03-EC35

\$145.00

Aug, Oct (2019) Jan, Apr (2020)

Building upon the concepts covered in the Foundations of Emotional Intelligence training, Emotional intelligence in Practice provides students the opportunity to deepen their skills. For each of the skills comprising Emotional Intelligence—Self-Management, Self-Regulation, Social Awareness, and Relationship Management—training participants will engage in several exercises to increase their measure of EQ. Participants' experience will be vastly enhanced if they complete the Foundations of EQ training prior to this workshop. [Learn more](#)

Foundations of Emotional Intelligence (1 Day) 01-03-EC36

\$145.00

July, Sept, Dec (2019) Jan, Feb, Apr, May (2020)

Emotional Intelligence (EQ) is the ability to see your own emotions and those of others accurately and to manage your emotions in ways that enhance, rather than hinder relationships and produce the results you want. By tapping into the information emotions provide, you will be able to alter behavior and thinking to achieve positive outcomes. Highly developed EQ is the foundation for effective interpersonal communication, conflict resolution, and working with difficult people, clients and coworkers. [Learn more](#)

Interpersonal Communication Skills (2 Days)**01-03-E008****\$195.00***Aug, Oct, Dec (2019) Feb, Apr, Jun (2020)*

Communication skills are the key to your on-the-job success. Do you ever wonder why it is so easy to work with some employees and such a challenge to work with others? Would work be easier if there were fewer misunderstandings? This course is designed to help you become a more skilled communicator. It will teach you how to interact with others by communicating in a way that supports their own communication style.

[Learn more](#)**Interpersonal Conflict Management (2 Days)****01-03-E00T****\$195.00***Jul, Oct (2019) Jan, Apr (2020)*

Interpersonal conflict can be disruptive to your work setting. The causes of conflict can be many. Resource sharing, interdependent tasks, different goals, different perceptions and values, personality styles and poor communication can cause conflict. The key is in developing methods of identifying the causes of nonproductive differences and resolving the conflicts in a mutually satisfactory manner. [Learn more](#)

Investigator Training**Investigator Training Advanced (1 Day) 01-14-IV02****\$195.00***Aug, Nov (2019) Feb, Jun (2020)*

This course is designed to provide advanced, yet generic investigation concepts, skills, and techniques by focusing on complex investigative planning and strategy, advanced interviewing methods, and investigator testimony. Other topics include the preparation of subpoenas and/or summons and respecting constitutional rights. [Learn more](#)

Investigator Training Core (2 Day) 01-14-IV01**\$310.00***Jul, Sep, Oct, Dec (2019) Jan, Mar, May, Jun (2020)*

This course is designed to provide you with generic foundational skills when you conduct civil investigations. There will be attendees from a variety of agencies with different investigative missions, so this course will not focus on individual agency/division specific investigative RCWs, WACs, or policies & procedures. It will provide you with basic, yet generic, and widely applicable concepts, skills, and techniques needed to properly conduct an investigation from its beginning to its conclusion. [Learn more](#)

Leadership Training

Art of Delivering Positive Feedback (1/2 Day)

01-09-M581

\$120.00

Nov (2019) Jun (2020)

Being able to deliver objective feedback with clarity, consistency and respect is a critical leadership skill. Being able to receive feedback without defensiveness is equally important. This course will help you find ways to offer positive feedback and ways to work through problems successfully. [Learn more](#)

Budgeting for the Non-Financial Manager (2 day)

01-09-M091

\$420.00

Aug, Oct (2019) Apr, Jun (2020)

This course provides an overview of the Washington State budget process and related financial processes and systems. You will learn to use the budgeting process as a resource for implementing goals and policies, as well as how to monitor your budget. The course includes in-depth interactive activities on the subject matter, as well as a number of hands-on exercises. [Learn more](#)

Building a Coaching Culture (1/2 day) 01-09-M582

\$185.00

Nov (2019) May (2020)

This one-day course teaches managers how to use the power of coaching in the workplace. You will learn how to develop teams and build employee skills in ways that allows them to create more productive and engaging work. You will learn how to build your own leadership and coaching skills. You will also learn how to instill these values in your team members. [Learn more](#)

Building a Team (1 Day) 01-09-M599

\$185.00

Jan, Ap. (2019), Aug, Dec (2020)

This one-day seminar is for individuals or workgroups interested in becoming high performing teams. Developing into an effective team requires vision, purpose and planning. Without an agreed upon team structure and process, work groups are unlikely to evolve into high performing teams. At this seminar, participants will be provided an overview of the development stages of teams as well as the leadership strategies to move teams forward. As part of this process, we will explore the development and application of team visions, mission statements, values, and ground rules. We will also examine the use of team Charters and the leadership roles of the team sponsor, process owner and team leader. Participants will also explore how to build trust and turn conflict into cooperation. [Learn more](#)

Coaching for Performance (1 Day) 01-09-M596

\$195.00

Jul (2019) Jan (2020)

This workshop focuses on how you can coach effectively to foster a learning environment. The workshop discusses the importance and benefits of coaching, provides a framework for what successful coaching looks like and uses fun interactive exercise to help you as a coach apply your skills. [Learn more](#)

Creating a Culture of Recognition (1/2 Day) 01-09-M584 \$120.00*Sept (2019) Apr (2020)*

In today's workplace a positive environment is essential to an organization's success. Research from the Gallup Organization and others show that effective recognition practices consistently correlate with higher retention, increased engagement, improved quality, service and satisfaction, and increased profitability. The most successful organizations create opportunities at every level to celebrate and acknowledge employees' contributions.

In this half day interactive workshop you learn how to intrinsically and extrinsically motivate even the most discouraged staff. You explore formal and informal recognition and rewards and develop programs and practices that can be implemented in your unit immediately. [Learn More](#)

Generational Differences (1/2 Day) 01-09-M586

\$120.00

Jul, Oct (2019) Jan, May (2020)

The number one issue that arises in any organizational development discussion is enhanced communication. Often this translates into improving communication between people of different generations. This course assists you in enhancing your communication effectiveness by understanding the events and influences that shaped the four generations in the workplace and developing strategies to build mutual purpose and respect in communication. [Learn more](#)

Influencer: The New Science of Leading Change (2 Days)**01-09-M602**

\$450.00-\$475.00

Aug, Oct, Dec (2019) Feb, Apr, Jun (2020)

In spite of the fact that we're routinely trying to alter behavior, few of us can articulate an effective strategy to create this behavior change. It's time this changed. By drawing from the skills of many of the world's best change agents and combining them with five decades of social-science research, Influencer Training creates a powerful and portable model for behavior change. Influencer uses a combination of live training, compelling videos, and a written toolkit to aid learners. Learners will engage in extensive in-class practice, group discussions, and personal planning. [Learn more](#)

It's a Matter of Style! How to Build a More Effective Team (1 Day)**01-09-M604****\$360.00***Jul (2019)*

This session will provide you with strategies and tools to better communicate with one another in your teams. You will learn simple, intuitive ways to make lasting improvements in building relationships with your team members, as well as with your external customers. You will leave the session with tangible communication tools to communicate with your team in a respectful and engaging manner. [Learn more](#)

Language of Leadership, Enhancing Your Leadership Potential (1 Day)**01-09-M308****\$185.00***Aug, Nov (2019), Feb, May (2020)*

Leaders need to express their ideas in a manner that is more than just “acceptable”. They need to express themselves in a manner that will be remembered. This course is aimed at helping you develop your leadership potential. You will explore the powerful role that language plays in helping leaders to support their position and create a climate of credibility and legitimacy. You will learn how to communicate in a more positive, optimistic, and empowering manner to help encourage commitment and self-confidence in others. [Learn more](#)

Leading at the Speed of Trust (2 Days)**01-09-M603****\$495.00***Sept, Dec (2019) Mar, Jun (2020)*

Trust is an economic driver and always impacts two measureable outcomes: speed and cost. Where there is no trust, relationships decay, projects fail, customers go to competitors, initiatives underperform, and work grinds to a crawl. Trust begins with you as a leader. Attending this highly interactive work session will increase your personal credibility and you will practice specific behaviors that increase trust. As a result, you are able to better manage change, and lead high performing teams that are agile, collaborative, innovative and engaged. [Learn more](#)

Speed of Trust: Foundations (1 Day) 01-14-PS25**\$325.00***Oct (2019) Apr (2020)*

Leaders need to express their ideas in a manner that is more than just “acceptable”. They need to express themselves in a manner that will be remembered. This course is aimed at helping you develop your leadership potential. You will explore the powerful role that language plays in helping leaders to support their position and create a climate of credibility and legitimacy. You will learn how to communicate in a more positive, optimistic, and empowering manner to help encourage commitment and self-confidence in others. [Learn more](#)

Leading Others (3 Days) 01-09-M610

\$500.00

Monthly July – June (2019-2020)

Leading Others is required for all new supervisors. This course fulfills Washington Administrative Code (WAC) 357-34-055 that requires new supervisors to attend management training within their first six months of assignment. You will learn tips, tools and techniques that you can use immediately. The Leading Others course focuses on the mindset, interpersonal skills, and technical knowledge it takes to successfully lead others in the public sector. [Learn more](#)

Leading Teams (3 Days) 01-09-M612

\$785.00

Monthly July – June (2019-2020)

Leading Teams is specifically designed for middle managers and those who manage supervisors who have gone through Leading Others. This course focuses on individual leaders by increasing their emotional intelligence to lead and influence people and teams they are responsible to manage. As a leader of teams and other leaders, this course will increase your competence and confidence to lead and support a collaborative and inclusive team environment, focusing on the people and the results. [Learn more](#)

Leading from the Middle: Influencing without Direct Authority (3 day)**01-09-M578**

\$595.00

Oct (2019)

To get the job done, effective leaders know how to use influence when they lack direct authority. They innovate, using informal power to compel key stakeholders, upward, downward, and laterally. As participants in this course, you will experience expanded positive influence by embodying the attributes of influential people, discover how to read situations in order to bring the right communication, and learn strategies to brand your leadership identity with others and with yourselves. [Learn more](#)

Leading Through Difficulty: Emotional Intelligence, Communication & Conflict Management (3 Days) 01-09-M579

\$595.00

Jan (2020)

Most employees spend too much time in conflict situations. Most managers spend too much time putting out fires that could have been prevented with better planning and more deliberate actions. These events collide to create a constant strain for managers. This program gives you the tools to better manage yourself so you are less drained from these realities, it clarifies processes for handling conflicts head-on before they become too hot to handle, and it provides practice in communication skills for turning difficult situations into win-wins almost all the time. [Learn more](#)

LLPA: Conducting Effective Investigations, Understanding Just Cause**(1 Day) 01-09-M561****\$185.00***Jul, Oct (2019), Jan, Apr, (2020)*

This Leadership Liability Prevention Academy (LLPA) course focuses on understanding your critical role, as a manager, in conducting effective investigations of misconduct and performance issues using the State of Washington's Just Cause rules and principles. Upon completion of this course, you will learn how important it is to conduct effective investigations and understand your role in neutral and objective investigations. You will learn to conduct an investigation in a prompt, thorough and objective manner to reach objective findings. This course will focus on specific skills in planning, interview techniques, documentation and reports. [Learn more](#)

LLPA: Diversity Management (1 Day) 01-09-M563**\$210.00***Aug (2019), Jan, May (2020)*

This Leadership Liability Prevention Academy (LLPA) course will help supervisors and managers understand diversity and learn the managerial skills needed in a work environment with a diverse workforce. You will learn to appreciate the importance of diversity while identifying barriers to achieving diversity. This course provides the tools necessary to promote an inclusive work environment and helps you see the value of multicultural differences in coworkers, subordinates, and customers so that everyone is treated with dignity. It combines the challenges of promoting a diverse workplace with techniques to confront bias and prevent stereotyping from entering into the decision making process. This course provides you with skills, tools, and communication processes to assist in addressing complex diversity issues in the workplace. [Learn more](#)

LLPA: Ethics in Leadership & Decision Making in WA State (1 Day)**01-09-M564****\$210.00***Sept, Dec (2019) Mar, Jun (2020)*

(Former Title: HELP II: Ethical Leadership & Decision Making)

This Leadership Liability Prevention Academy (LLPA) course will give managers, supervisors and HR professionals an in-depth look at the world of ethics as it applies to your positions and working relationships with your employees. You will learn to recognize and respond to ethical dilemmas, the role of ethics in decision making, and learn when to report ethical issues given guidelines and state laws. [Learn more](#)

LLPA: Hiring Practices that are Legal & Effective (1 Day)**01-09-M560****\$210.00***Aug, Nov (2019) Feb, May (2020)*

(Former Title: HELP II: Hiring Practices that are Legal & Effective)

This Leadership Liability Prevention Academy (LLPA) course will enable you, as managers and supervisors, to understand your role in lawful and effective hiring practices. You will learn various interview and hiring techniques including what information can legally be obtained from applicants in an interview and what interview question can and cannot be asked. Using real life case studies you will learn how to approach human resource issues such as background and reference checks objectively and with outcome-based perspective. You will better understand the parameters and flexibility of the new Washington State civil service rules. [Learn more](#)

LLPA: Preventing & Managing Workplace Violence (1 Day) 01-09-M559 210.00*Jul (2019) Jan (2020)*

(Former Title: HELP II: Workplace Violence Assessment & Prevention)

This Leadership Liability Prevention Academy (LLPA) course provides managers and supervisors with an in-depth view of the Washington Industrial Safety and Health Act and your obligation under the law. You will learn an employer's responsibilities in relation to violent issues in the workplace. You will learn new tools for assessing threats in the workplace and skill sets to prevent violence from occurring. Using case studies of real situations you will learn threat assessment. This class will also address issues of how domestic violence affects the workplace and your roles in addressing these issues. You will address difficult real life safety issues. [Learn more](#)

LLPA: Preventing Discrimination, Harassment, and Managing**Accommodations (1 day) 01-09-M562** \$210.00*Aug, Nov (2019) Apr (2020)*

(Former Title: HELP II: Preventing Discrimination, Harassment & Managing Accommodations)

In this Leadership Liability Prevention Academy (LLPA) course you will learn your role as managers and supervisors in preventing workplace discrimination, harassment, retaliation, and managing reasonable accommodations. You will be updated on the current laws and learn skills to prevent discrimination and harassment in the workplace. Using real workplace situations, you will learn how to avoid discrimination and harassment claims. You will also learn to effectively address complaints of harassment and/or reasonable accommodation situations and avoid legal liability for failure to accommodate. [Learn more](#)

[Managing Change & Making Great Decisions \(3 Days\) 01-09-M577](#) \$595.00

Jan (2020)

Organizations that have the right change rollout conversations and involve the right people at the right times are the most successful. Organizations that are clear about their decision making criteria and how each member is expected to input are more productive. This program leads you through an assessment of these processes in your organization and for your teams. It teaches strategies to immediately elevate functioning and provides templates for keeping the improvement focused and on track in the future.

[Learn more](#)

[Managing Transition & the Human Side of Change \(1 Day\) 01-09-M609](#) \$190.00

Oct (2019) Jun (2020)

We live in a time of unprecedented change. Yet two out of every three change initiatives fail outright or fall short of expectations. The reason: Organizations don't change, people do!. Change can be challenging for many people. It often triggers strong emotions. The way leaders communicate and facilitate change has a big impact on how supportive, engaged and motivated people are during times of change. [Learn more](#)

[Mind of a Manager, Heart of a Leader \(3 Days\) 01-09-M575](#) \$595.00

Dec (2019) Mar (2020)

The most successful managers know themselves and know how to flex to their audience. They communicate clearly and with appropriate candor. They coach and mentor to develop the people around them. Mostly, they deliver great results. This is the gateway course to the Leadership Development certificate and it clarifies the full scope of these roles. It shows you your strengths and sets you on a clear path to solving for your challenges. [Learn more](#)

[Motivating & Coaching to Build Top Talent \(3 Days\) 01-09-M576](#) \$595.00

Nov (2019)

Organizations need people to step up and get the job done. Most organizations expect this without giving enough of the right kinds of support to staff and without insisting on the right kinds of activities from managers. This class helps participants create environments that compel initiative at every level and gives them the hands-on coaching practice needed to develop people's capacity, be they already high-performers, entry level staff, or somewhere in between. [Learn more](#)

[Performance Development Plan \(PDP\) \(1/2 Day\) 01-09-M325](#) \$120.00

July, Oct. (2019), Jan, April (2020)

This course is designed to help guide an ongoing and cooperative relationship between the supervisor and employee that focuses on results. This workshop will describe, in plain talk, how the PDP process is an integral part of performance management. You will learn tips and tools for goal setting, how to develop outcome performance measures, and conduct collaborative discussions, as well as practice using the state Performance & Development Plan forms. [Learn more](#)

[Sexual Harassment Awareness & Prevention for Managers](#)

[\(1/2 Day\) 01-09-M327](#)

\$100.00

Aug. (2019) Jan. (2020)

Sexual harassment hurts morale and interferes with the work productivity of victims, coworkers, and harassers. Sexual harassment consists of unwanted, unwelcome sexual advances or sexual conduct in the workplace that has the effect of unreasonably interfering with a person's work performance. This course is designed to help managers and supervisors know how to provide an environment free from unsolicited and unwelcome sexual advances for all of its employees, volunteers, contractors and any other persons having business with a state agency. It will also assist you in handling reports and incidents of harassment. [Learn more](#)

[Steps to Becoming a Supervisor \(1 Day\) 01-09-M598](#) \$200.00

Jul, Sep, Nov (2019), Jan, Mar, May (2020)

This workshop provides an overview and introduction to help you take the steps to becoming a supervisor. You will consider your supervision and leadership potential, learn tools to becoming an exceptional leader, and skills will be built around working with your team. [Learn more](#)

[Succession Planning & Internal Mobility \(2 Day\)](#)

[01-09-M580](#)

\$395.00

Sept (2019)

Succession planning and internal mobility strategies are rooted in a continuous process of building talent at all levels of an organization. Through class discussions and exercises you will develop practical skills that you can begin applying immediately, regardless of your current role. You will also create a draft succession plan. [Learn more](#)

[Supervisions Essentials Phase II \(2 Day\) 01-09-M402](#) \$285.00

Sept, Dec (2019), Mar, Jun (2020)

Supervision Essentials II is the second in a series of first-line leader training course for state government employees. It builds upon the lessons of Leading Others material. This two-day class is designed to provide leaders with continuing development in the skills necessary for their role as they manage and build their teams, provide their staff coaching and development, and increase their value as a highly trustworthy and competent leader. This class is designed for first-line leaders but the skills taught are equally applicable for higher level managers. The focus for this training is on enhancing a leader's competency in developing and leading a highly productive team. The two-day workshop uses a combination of instructor-led training, self-assessments, and hands-on practice sessions. [Learn more](#)

Personal Development

[5 Choices of Extraordinary Productivity \(1 Day\) 01-14-PS24](#) \$325.00

Sept, Nov (2019), Mar, Jun (2020)

Move from being buried alive to extraordinary productivity. When we deliberately pay attention to the most important things amidst the distractions, we can harness the opportunities and technologies available today and soar to creative and innovative heights.

The difference between sinking and soaring is our ability to make wise choices. In FranklinCovey's *5 Choices to Extraordinary Productivity* course, participants learn a process which, when followed, will dramatically increase their ability to achieve life's most important outcomes. Backed by science and years of experience, this course will produce a measurable increase in productivity and an inner sense of fulfillment and accomplishment. This time and life management workshop will help you make the right choices as you plan your day, week and life. You will align your daily and weekly tasks with the most important goals. You will move from being buried alive to extraordinary productivity! [Learn more](#)

[The 7 Habits of Highly Effective People \(3 Days\) 01-14-PS06](#) \$475.00

Aug, Oct, Dec (2019) Feb, May (2020)

Based on the proven principles found in Dr. Stephen R. Covey's best-selling business book, [The 7 Habits of Highly Effective People®](#) Signature Edition 4.0 is training that helps your organization achieve sustained superior results by focusing on making individuals and leaders more effective. You will gain hands-on experience, applying timeless principles that yield greater productivity, improved communication, strengthened relationships, increased influence, and laser-like focus on critical priorities. The course also includes over 30 award-winning videos. [Learn more](#)

Building Confidence, Competence & Credibility (2 Days)**01-14-EPB6****\$165.00***Aug, Oct. (2019), Jan, April, June (2020)*

In times of change, you need to learn practical skills on how to build confidence, competence and credibility in your interactions with others. This course is designed to help you discover your strengths and gain skills necessary to build your interpersonal skills in the areas of communication, conflict management, and goal setting. Discover why you respond in multiple ways to different individuals and situations. You will also learn ways to increase your confidence in trying new things, accepting change, and taking on new challenges. [Learn more](#)

Change Anything (1 Day) 01-14-PS16**\$385.00***Sept, Dec (2019) Mar, Jun (2020)*

Everyone knows an organization can't improve unless its people do. And people don't change unless they are willing and able to do so. Change Anything is a breakthrough application of powerful social science skills to equip everyone with the ability to succeed at self-directed change. Change Anything skills help employees and leaders take charge of their own change in ways that lead to greater engagement, performance, health, and personal happiness. [Learn more](#)

Getting Things Done GTD (1 Day) 01-14-PS10**\$385.00***Jul, Oct (2019) Jan, May (2020)*

This course will help learners understand diversity and working in an environment with a diverse workforce. They will learn to appreciate the importance of diversity while identifying barriers to achieving diversity. This course provides the tools necessary to promote an inclusive work environment and helps participants to see the value of multicultural differences in coworkers, subordinates, and customers so that everyone is treated with dignity. [Learn more](#)

Managing Job Stress (1 Day) 01-07-EE05**\$135.00***Aug (2019) Feb (2020)*

The U.S. Department of Health and Human Services, states that job stress, now more than ever, poses a threat to the health of workers — and the health of organizations. Management of stress is essential to your work life and emotional well-being. This course is designed to help you reduce and effectively manage the negative effects of job stress. You will learn how to identify stress factors and work through work-related conditions that could cause anxiety and tension. [Learn more](#)

Managing Priorities (1/2 Day) 01-14-PS03

\$105.00

Aug (2019) Feb (2020)

The ability to manage priorities is key to personal and professional success in today's workplace. This course provides participants with the tools to analyze priorities, handle interruptions, delegate, manage multiple priorities and learn techniques to use in the workplace where priorities change daily. [Learn more](#)

Motivational Interviewing (2 Days) 01-14-PS01

\$165.00

Sept (2019) Mar (2020)

This course is designed to help line staff that work with individuals that may lack motivation to change negative situations. Motivational interviewing focuses on giving you the skills to establish a collaborative approach to strengthen a person's own motivation for and commitment to change. This two-day course teaches the basics of motivational interviewing. You will learn how to form a collaborative, person-centered approach that strengthens motivation to change. [Learn more](#)

Project Management Fundamentals for Non IT Staff (1 Day)**01-14-PS07**

\$165.00

Aug (2019) Jan (2020)

This introductory project management course is designed for non-IT staff to learn the basics of project management. This course addresses the project management essentials and is for anyone interested in the Project Management arena. You will learn how to identify stakeholders, create a project scope statement, create a project plan, identify project risks, and develop a communication plan. You will also learn how to close a project. [Learn more](#)

Success Habits (1 Day) 01-14-EP04

\$135.00

Aug, Dec (2019) Apr (2020)

Successful people develop positive habits that enable them to overcome performance obstacles. This course is designed to help you develop those habits that bring positive change, order, balance, and quality to your life. Learn how to make a new commitment to achieve both your personal and organizational goals, along with setting priorities that will enable you to stay on a successful track. Discover how to identify your personal strengths and use them to develop positive habits that will lead you toward personal and professional success. [Learn more](#)

Time Management (1 Day) 01-14-M094

\$135.00

Jul, Oct, Dec (2019) Mar, Jun (2020)

The ability to manage your time is one of the most important skills you can develop. This course is designed on the premise that “it is not lack of time but lack of direction”. This course emphasizes time as an important investment and how this investment can be made more efficient. You will also identify major time robbers, establish goals and priorities to manage time more effectively, and modify behavior patterns to improve time use. [Learn more](#)

Presentation & Training Design & Delivery**Adult Learning Styles (1 Day) 01-03-EC23**

\$135.00

Jul, Nov (2019) Mar (2020)

Good trainers know the subject matter they are going to present. Equally important is their understanding of how to incorporate adult learning theory and principles in their training. This course is designed to teach you about learning styles, adult learning theory, and creating training that addresses the needs of all participants. [Learn more](#)

Train the Trainer Part I: Designing Effective Training Programs (2 Days)**01-03-EC20**

\$210.00

Sept (2019) Jan, May (2020)

This course will provide you with the concepts, skills, and techniques needed to design an effective classroom training session. The emphasis of this course will be placed on identifying and analyzing training needs, choosing the right training design approach, selecting appropriate training methods, writing behavioral-stated training objectives, preparing lesson plans, and understanding the importance of evaluating the training. [Learn more](#)

Train the Trainer Part 2: Basic Delivery Techniques (1 Day)**01-03-EC21**

\$145.00

Jul (2019) Feb (2020)

This course is for those with little or no experience delivering classroom training. It will teach you how to meet the needs of your participants, how to develop a subject into a training session, and how to use activities and learning aids. Topics to be covered include: difference between training, facilitating and presenting; proper ice-breaker exercises; appropriate training methodologies; addressing needs of the learners; reviewing subject matter throughout the training; and when and how to use evaluation tools. [Learn more](#)

Presentation Skills (2 Days) 01-03-E002

\$205.00

Aug, Oct (2019) Jan, Apr, May (2020)

This course will assist you in understanding the important aspects of delivering presentations. You will learn how to organize information in a logical order and present the information in a confident credible manner.

You will learn how your body language, gestures, and level of personal stress can affect your presentation. You will further learn to choose the best type of presentation for the audience. [Learn more](#)

Risk Management**Ethics in State Government (3 hours) 01-14-EPF2**

\$100.00

Sept (2019) Jan, May (2020)

This three-hour course covers the Ethics in Public Service Act (Chapter 42.52 RCW) and associated rules (Chapter 292-100 WAC). Ethical behavior is the responsibility of all state employees. This course addresses both appropriate and inappropriate use of state resources and state employee behavior from a statewide perspective. [Learn more](#)

Diversity & Inclusion (1/2 Day) 01-14-ER08

\$105.00

Aug, Nov (2019) Feb, May (2020)

This course will help learners understand diversity and working in an environment with a diverse workforce. They will learn to appreciate the importance of diversity while identifying barriers to achieving diversity. This course provides the tools necessary to promote an inclusive work environment and helps participants to see the value of multicultural differences in coworkers, subordinates, and customers so that everyone is treated with dignity. [Learn more](#)

First Aid Basic (1 Day) 01-07-EE31

\$145.00

Jul (2019) Mar (2020)

First aid is the temporary and immediate care of a person who is injured or ill. In this course you will learn how to recognize symptoms that require first aid. Learn how to administer treatment so you can help save lives, prevent further injury, relieve pain, and control shock until medical aid arrives. [Learn more](#)

First Aid Plus (1/2 Day) 01-07-EE58

\$115.00

Aug, Nov (2019) Feb, May (2020)

First aid is the temporary and immediate care of a person who is injured or ill. The purposes of first aid are to: save lives, prevent further injury, relieve pain, and control shock until medical aid can be obtained. Additionally, this training deals specifically with the knowledge and skills needed to apply and operate an automated external defibrillator (AED) on a patient in cardiopulmonary arrest. [Learn more](#)

Sexual Harassment Awareness & Prevention (1/2 Day)**01-14-ER03****\$95.00***Sept, Dec (2019) Mar, Jun (2020)*

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act. Sexual harassment consists of unwanted, unwelcome sexual advances or sexual conduct in the workplace that has the effect of unreasonably interfering with a person's work performance. This type of behavior can create an intimidating or hostile work environment. We can no longer afford the expense of lost employee morale, motivation, and productivity. We must be able to recognize sexual harassment behavior and know how to prevent it. [Learn more](#)

Wilderness First Aid, NASAR, and ASHI (2 Day)**01-14-ER11****\$225.00***Jul, Nov (2019) Mar (2020)*

Wilderness First Aid will prepare you to recognize and avoid wilderness hazards, learn how to administer first aid with what you have, wound care and improvise medical help such as splinting. You will learn how to prevent and treat problems caused by exposure to heat, cold, altitude, lightning strike, biological hazards and medical conditions that can turn into emergencies. You will also learn how to do a complete assessment of a patient with serious medical problems and then put your skills together in a series of role-playing simulated accidents. [Learn more](#)

Verbal De-escalation, Conflict and Self Identification of Triggers (1 Day)**01-14-ER10****\$225.00***Sept, Nov (2019) Jan, Mar, May (2020)*

Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and range from threats and verbal abuse to physical assaults. Nothing can guarantee that an employee will not become a victim of workplace violence. There are steps that can help reduce the odds. In this course you will learn how to recognize, avoid, or diffuse potentially violent situations, and report incidents to your supervisor. [Learn more](#)

Violence in the Workplace (1 Day) 01-07-M206**\$140.00***Monthly July - June (2019-2020)*

Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and range from threats and verbal abuse to physical assaults. Nothing can guarantee that an employee will not become a victim of workplace violence. There are steps that can help reduce the odds. In this course you will learn how to recognize, avoid, or diffuse potentially violent situations, and report incidents to your supervisor. [Learn more](#)

Lean Training

[Daily Lean Practices the Washington Way \(1/2 Day\)](#)

[01-09-GE29](#)

\$120.00

Sept (2019) Jan, May (2020)

From baby boomers to millennials, today's workforce demands meaningful and rewarding work. Research done by Deloitte discovered that two thirds of employees feel "overwhelmed" and unengaged. So what can we do about that in Washington State? Agencies and teams can adopt a way of working that offers every team member the opportunity to engage in meaningful and rewarding daily Lean practices. In this course you'll learn how daily huddles, visual management and a powerful tool called personal kanban can bring clarity, participation, accountability and a sense of accomplishment for each team member. You'll see and hear examples from state employees and walk away with your own personal kanban tool to get you started. [Learn more](#)

Written Communication

[Grammar Review – Part 1 \(1 Day\) 01-03-EW53](#)

\$145.00

Aug, Nov (2019) Mar (2020)

Questions concerning grammar usage often come up at work. When you look at grammar usage books, do you find yourself confused and at a loss for answers? This one-day workshop covers the basics of grammar, word usage, and sentence completeness to include nouns by classification; capitalization; plurals of general words, unfamiliar words, and abbreviations; singular and plural possessives; punctuate phrases and clauses; and sentence fragments, run-ons, and comma splices. Everything covered in this fast-paced workshop has a practical application for writers. [Learn more](#)

[Grammar Review – Part 2 \(1 Day\) 01-03-EW54](#)

\$145.00

Jan (2020)

When you look at grammar usage books, do you find yourself confused and at a loss for answers? How many of the latest changes in grammar do you know? This one-day workshop covers the basics of grammar, word usage, spelling, and sentence structure to include pronouns; adjectives; adverbs; prepositions and prepositional phrases; subject/verb agreement; dependent and independent clauses; and sentence fragments, run-ons, and comma splices. Everything covered in this fast-paced workshop has a practical application for writers. Grammar Review – Part 1 is not required to take this class. [Learn more](#)

Technical Writing: Editing Techniques (1 Day)**(01-03-ER59)****\$145.00***Jul (2019) Nov, Mar, Jun (2020)*

This course is for those technical writers who are looking for the next level of skill development. It is designed to help you acquire essential editing techniques for every form of difficult writing – especially for reports and manuals. We encourage you to also take the Technical Writing: Proofreading Techniques class. [Learn more](#)

Technical Writing: Tricks of the Trade (2 Days)**01-03-EW37****\$185.00***Aug, Oct (2019) Jan, Mar, May (2020)*

Have you ever wondered what tricks professional technical writers use to stay ahead of the game when writing memos, letters, e-mails, reports, and directives? This course will help you join the ranks of growing technical writers who want to write effectively and move on to the next task. Some of the topics covered in this course include using proper grammar, eliminating redundancies, writing documents in descending order to meet customer needs, and learning what works best in technical visuals such as tables, graphs, and charts. [Learn more](#)

Writing Documents in Plain Talk (1 Day) 01-03-EW50 **\$145.00***Monthly July – June (2019 – 2020)*

This course will cover the general principles and seven guidelines of Plain Talk as it applies to writing instructions, announcements, publications, and other documents. As a writer or editor for a state agency, you should write and design your documents for easy use and customer understanding. In order to do so, you need to use plain language or writing that the typical customer can act upon after a single reading. Writing in Plain Talk allows government to excel at what it does best, serve the public. [Learn more](#)

Writing Emails (1 Day) 01-03-EW64**\$145.00***Aug (2019) Mar (2020)*

This course will give writers professional tools for electronic messaging. It will help you gain key skills in handling email. You will learn the Plain Talk approach of electronic messaging that provides the right tone for customers and saves you from embarrassing, costly, or legal mistakes. [Learn more](#)

Writing for the Web (1 Day) 01-03-EW44

\$300.00

Sept, Dec (2019) Mar, Jun (2020)

This course will teach you to think about your web site as if it were a conversation with a busy person who is trying to find information or complete a task. You will practice focusing your content on your site visitors' needs, organizing content so it is easy to skim and scan, and putting the key message first. You'll get tips and learn tricks for tuning up your links and sentences. [Learn more](#)

Writing Minutes & Meeting Notes (1 Day)**01-03-EW19**

\$145.00

Sept, Nov (2019) Feb, May (2020)

This course is designed to improve your note-taking skills. Readers often complain that the meeting minutes hide the action items and decisions inside pages full of wordy, pointless text. In this course, you'll learn how to write your meeting minutes and notes in a style that will meet the needs of today's reader-in-a-rush. Topics will include: preparing to take notes, gathering and organizing the raw material, writing clearly and concisely, formatting the final draft, and indexing minutes for quick recovery. With guidance from the instructor, you will think through and create your own unique tools for these tasks. Come prepared to sharpen and enhance your note-taking skills.

[Learn more](#)**Writing Policies & Procedures (2 Days) 01-03-EW10**

\$195.00

Aug, Oct, Nov (2019) Feb, Apr, Jun (2020)

This course will give you the tools and formats needed to create crisp, clear, and readable policies and procedures. Easy-to-use policies and procedures are a critical component of an agency's daily operation and functions. Clearly written policies and procedures bring consistency into the operation and help employees make appropriate decisions. They describe what, who, when, and how to carry out the strategic focus. You'll learn how to Plain Talk your policies, procedures, and tasks into a readable, useable system of written direction. [Learn more](#)

Writing Skills 01-03-EW04

\$145.00

Jul, Oct (2019) Jan, Apr (2020)

As a professional communicator, you can't risk failing to get your message across - clearly, concisely, and quickly. Today's readers want (and must have) fast and concise answers; pages that can be skimmed, not waded; clear, crisp writing; and paragraphs jammed with solid information. This course will help you say what you want to say, with less difficulty and with more confidence, and help you get the results you want from everything you write. [Learn more](#)

Meetings & Facilitation

Effective Meeting Management (1 Day) 01-14-M084 \$165.00

Aug (2019) Feb (2020)

This course will provide you with a practical guide to managing meeting dynamics. You will identify and practice how to make your meetings shorter and more productive. You will learn techniques for increasing participation and improving decision-making.

[Learn more](#)

Facilitation Skills Advanced (2 Days) 01-14-EM02 \$275.00

Sept, Dec. (2019) Feb, May (2020)

This course is designed to be highly interactive, maximizing your involvement through presentation, discussion, and actual facilitator activities. This practical course aims to provide an opportunity for you to explore a range of tools and techniques, gain feedback in practice sessions and build increased confidence in dealing with challenging situations.

Note: You must have had a basic facilitation class and some experience facilitating prior to attending this course. [Learn more](#)

Facilitator Skills Training (3 Days) 01-14-EP72 \$285.00

Sept, Dec. (2019) Feb, May (2020)

This course will provide you with the skills needed to successfully facilitate a meeting. You will develop and practice facilitator skills and strategies necessary to plan and conduct successful meetings. Techniques learned can be applied to a wide range of meetings – such as those focused on developing goals and mission statements, problem solving, decision making, or action planning. [Learn more](#)