



**NEW MEXICO
HUMAN SERVICES DEPARTMENT
OFFICE OF HUMAN RESOURCES**

COURSE DESCRIPTIONS

EMPLOYEE ORIENTATION **Required for All Staff 2 days**

Orientations for department employees are held quarterly in Santa Fe. The orientation includes, but is not limited to, the scope of state government, state employment policies, employee rights and responsibilities, HSD specific policies, employee safety, and professionalism. Two of the modules included, *Sexual Harassment Prevention* and *Substance Abuse Awareness*, are required training sessions for all HSD employees.

SEXUAL HARASSMENT AWARENESS **Required for All Staff 3 hours**

Sexual Harassment is an issue of power, dominion, and control. At the end of this session, participants will be able to: 1) Define sexual harassment and understand the difference between *hostile work environment* and *quid pro quo*; 2) Recognize sexually inappropriate behavior in the workplace and be able to utilize appropriate responses; 3) Understand HSD policy on Sexual Harassment.

This training module is included in Employee Orientation.

SUBSTANCE ABUSE AWARENESS **Required for All Staff 2.5 hours**

The Drug Free Workplace Act of 1988, designed to keep drugs out of the workplace, requires that any company doing business with the federal government prohibit illegal drugs in the workplace. The law was written to not only punish employees who violate it, but also to allow for rehabilitation. This training satisfies the DFWPA requirement for an awareness program to educate employees about alcohol and other drug abuse and addiction, HSD policy, and available help, counseling, and assistance. This training module is included in Employee Orientation

CONFLICT COMMUNICATION/ USE OF VERBAL JUDO TECHNIQUES **All staff 3 hours**

In today's workplace there are times when emotions become involved in an issue. In order to regain control of the situation without causing embarrassment to anyone, we need to use the right key words, phrases, and actions to move the issue out of the emotional discussion and get back on the facts. In this course, employees will learn: how to use words to show professionalism and how to resist using language to express personal feelings, how to control themselves inside so they can exert control on the outside, how to use empathy, how to communicate effectively to quickly diffuse a potentially hostile encounter, and how to effectively deal with specific personality types in a way that puts the employee confidently in control of the situation.

CUBICLE MANNERS **All staff 1.5 hours**

Cubicle etiquette is extremely important in today's workplace. This session discusses issues that affect us as we co-exist in near proximity. The discussion includes addressing the issues identified with honesty, courtesy, respect, and compromise.

CUSTOMER SERVICE III—Traversing the Wire **All staff 6 hours**

The formula for successful customer service has been discovered. So has the formula for reducing the risk of heart attack. They have the same problem – only one in 20 who know the formula will do anything about it. The third workshop in this series is designed to build on the foundations discussed in first 2 series for customer service: defining good customer service and HSD expectations of employees, identifying our internal and external customers, interacting with customers using verbal, nonverbal and listening skills, how to avoid turning a dissatisfied customer into an angry one, and dealing with upset customers.

This third workshop, *Traversing the Wire*, adds the elements of winning e-mail techniques, setting up your voice mail, leaving dynamite voice mail, dress code and professionalism in the workplace, diversity in today's workplace, and developing a personal action plan for customer service.

DIVERSITY AWARESS All staff 6 hours

The main goals of this session are to 1) Raise awareness of diversity, 2) Examine attitudinal biases and their impact in the workplace, and 3) Understand some of the benefits of diversity. This is an environment of respect. Required: open minds, open attitudes, a willingness to share ideas, look at diversity, and appreciate the diversity we have in our lives.

E-MAIL/VOICEMAIL ETIQUETTE All staff 1 hour

This workshop addresses "N'etiquette Rules" used to make a positive impact with e-mail and voicemail communication systems. Why do we need e-mail/voicemail etiquette? Professionalism, Efficiency, and Protection from Liability. By using proper e-mail and voicemail language we convey a professional image; messages that get to the point are more effective than poorly worded messages; and employee awareness of e-mail risks assist with protection from liability. This workshop also addresses HSD General Office Policy 043 regarding employee use of state e-mail and voicemail systems.

FUNDAMENTALS OF SUPERVISION (SPO) Managers and Supervisors 2 days

Information and Registration through SPO: <http://www.spo.state.nm.us/training.html>

The Fundamentals of Supervision Training Program provides a foundation in developing knowledge, skills, and ability to become an effective supervisor. It is targeted for new or experienced supervisors who desire to enhance their skills.

MANAGING EMPLOYEE PERFORMANCE Required per SPO Board rules for managers and supervisors within 90 days of appointment as a supervisor. 3 hours

This course provides instruction on the Manager and Employee performance appraisal system (Manager Evaluations – ME, and Employee Evaluations – EE). Participants will understand the function and importance of the performance appraisal system within state government; receive instructions for completing the Manager Evaluation and Employee Evaluation performance appraisal instruments; and learn effective approaches for managing the performance appraisal system. Also included in this session is instruction from the HR Employee Relations Unit on Performance Development Plans.

MANAGER AND SUPERVISOR TRAININGS

Refer to HSD Training Schedule for specific classes, dates and locations.
www.hsd.state.nm.us. Working at HSD > Employee Area > Training

STRESS – PRACTICING SAFE STRESS All staff 3 hours

Stress is epidemic in the Western world. Of course, laughter is easily the most powerful tool for combating stress. Using humor, participants are made aware of the importance of managing stress appropriately both in the workplace and at home. They will determine their own stress hardiness as well as vulnerability, learn how to create a personal stress management plan using techniques such as keeping a stress journal, time management, nutrition, and relaxation skills. Quick stress reducing techniques at work will also be discussed.

WHO MOVED MY CHEESE? All staff 3 hours

This workshop is based on the best-selling book by Dr. Spencer Johnson and is "An A-Mazing Way to Deal with Change in your Work and in Your Life". "Cheese" is a metaphor for what you want to have in life and "The Maze" is where you look for what you want. When you come to see "The Handwriting on the Wall" you can discover how to deal with change with less stress and more success in your work and in your life.

TIME MANAGEMENT AND ORGANIZATION All staff 3 hours

This training provides common-sense skills that help you use your time in an effective and productive manner. The training looks at time robbers, planning, and organization. It provides tips and techniques to help you gain control of your time and reduce stress..

BUSINESS WRITING AND GRAMMAR All staff 6 hours

This is not your high school English course. It provides practical information on writing letters, memos and reports. Learn the essentials of grammar, proofreading, punctuation, capitalization and word usage. Learn to write like a champ.