**Policy # 53017**

**EMPLOYEE COMPLIANCE TRAINING**

**Effective Date: June 19, 2009**  **Revised Date:** March 1, 2015

**Responsible Office: EEO/Wage & Salary**

**Division: President**

**I. PURPOSE/OBJECTIVE**

To ensure that employees maintain compliance with Louisiana Division of Administration, University of Louisiana System, Louisiana Department of Civil Service, Title VII and other federal regulatory laws and statutes.

**II. STATEMENT OF POLICY**

Training is provided to all employees (faculty, classified and unclassified) and all outsourced companies that have employees working on the Grambling State University campus to satisfy legal obligations and other responsibilities. Mandatory training is provided in a variety of subjects including but not limited to: workplace violence, drug free workplace and drug testing, discrimination, harassment, sexual harassment, Americans with Disabilities Act (ADA), return to work policy, supervisory training and safety issues. Multiple sessions are scheduled annually. All new employees are required to attend and continuing employees are required to attend once every three years. Attendance records will be maintained. This training is mandatory and failure to attend will result in a sanction for non-compliance.

1. All Supervisors (Unclassified and Classified) are required to complete and pass the assessment for the following courses available via the Louisiana Employee Online (LEO) Training portal within thirty (30) days of notification of the approval of this policy.

***6 Core Courses-***

Civil Service Essentials for Supervisors - WBTThis course provides users with information about the history of Civil Service, the supervisory role within Civil Service, and the importance of political activity rules.

Common Myths That Affect Good Supervision - WBT

1. This course examines a number of harmful, common myths that exist in the state government workforce. The course deconstructs these myths, and offers specific management techniques to correct behavior resulting from these false beliefs.

Hiring and Retaining Top Talent - WBT

1. This course provides managers with tips for interviewing, on-boarding, and motivating employees.

Leave Management - WBT

1. This course outlines the supervisor’s rights and responsibilities in managing employee leave. The course covers various types of leave, and outlines requirements and obligations for each.

Validating Employee Performance - WBT

1. This course provides managers with tips on how to objectively document workplace performance for their employees. It also discusses the appeals process and how a manager can best prepare himself/herself for this process.

2015 Supervisory Core Group Capstone Workshop (1 Day)

***9 Supervisory Group 1 Courses-***

Ethical Behavior in the Workplace (1 Day) This course will help participants learn how to evaluate work situations to identify potential ethical problems and conflicts of interest. Participants will learn how to comply with rules and/or laws governing potential areas of conflict, promote awareness of ethical behavior in work groups, and anticipate the implications of words and actions within work group goals. This class is open to management and to those employees with special permission from their agencies.

1. or Building Trust - WBT
2. "Coming Soon"

Managing and Improving Work Processes (1 Day) This course will examine how work processes impact effectiveness. Participants will learn how to analyze current processes, develop a tracking system, break down processes into tasks and apply an improvement strategy. The skills learned in this class will be applicable to the management of any work process. This class is open to management and to those with special permission from their agencies.

1. or Managing and Improving Work Processes - WBT
2. "Coming Soon"

Change Management – WBT

1. Change is difficult, especially in organizations. Any type of change upsets the established "norm" and creates an adjustment period for those involved. Organizations cannot change unless people change. As a leader, if you want to facilitate change in your area, having a vision for change is not enough. You need to understand people. This course will give you strategies to help you implement, manage, and sustain change within your area. After completing this course, you will be able to explain the basic principles of change management, determine strategies for implementing change initiatives, apply change management strategies to sustain change initiatives, and utilize the principles of change management to facilitate change initiatives.

Communicating Top Down Messages - WBT

1. This course discusses strategies for effectively communicating within the chain of command. Specifically designed for leaders and supervisors, this course teaches strategies for delivering top down communication.

Emotional Intelligence 1 - WBT

1. Emotional intelligence is the foundation for many traits needed in today’s workplace. Success depends, in part, on your personal qualities - such as initiative, creativity, empathy, and adaptability - and your ability to build relationships. This is especially true for people in leadership positions: leaders are judged by how well they handle themselves and their employees. This course will help you discover your personal and leadership strengths. It will also help you identify areas where you can develop as a leader and an individual. Upon completion of this course, you will be able to: explain emotional intelligence, evaluate your own level of emotional intelligence, apply strategies to improve self-awareness, use techniques to manage your own emotions, implement methods to increase your self-motivation.

Inspirational Leadership - WBT

1. This course will help you to identify those characteristics and principles that will allow you to become an inspirational leader. Upon completion, you will be able to define inspirational leadership, identify the four characteristics of an inspirational leader, identify the eight parts of the inspirational leadership model, and apply strategies to inspire your employees.

Situational Leadership 1 - WBT

Plus 1 elective from the following choices:

Delegating Effectively - WBT

1. This course provides tips and techniques designed to help you improve your ability to delegate. After the completion of this course you will be able to recognize the benefits of delegation, identify tasks appropriate for delegating, understand how to assign, communicate, and monitor a delegated task to ensure success, recognize and avoid micromanaging and taking back work, and identify and assign the levels of delegation to appropriate tasks.

Peer-to-Peer Conflict - WBT

1. This is a follow on course to CPTP Conflict Management WBT. This course goes into more detail on how to handle conflict among peers. The learning outcomes are to identify the best methods in dealing with interpersonal conflict situations, identify what NOT to do in dealing with an interpersonal conflict situation, discuss the differences between conflict management styles, explain the need to take responsibility for dealing with conflict situations, identify the three #Active Listening# steps to take when in a conflict situation, and recognize the particular challenges of dealing with peer-to-peer conflict.

Developing Effective Teams (Part 1) (1 Day)

1. This course will help you examine your beliefs about employees and how these beliefs affect your leadership style. It will also help you expand your options as a supervisor by giving you additional tools you can use in different situations. After you complete this course, you will be able to identify your leadership style, discuss Theory X and Theory Y theories of leadership, apply leadership strategies appropriate to the situation at hand, and avoid common leadership pitfalls

2015 Supervisory Group 1 Capstone Workshop (1 Day)

1. MANUAL REQUIRED TO BE PRINTED.   
     
   This course is a culmination of the Supervisory Group 1 Program. It reviews knowledge and activities skills gained in prerequisite courses.   
     
   Learning objectives for this course include:
2. Evaluating Emotional Intelligence
3. Reviewing Situational Leadership Theories
4. Determining Qualities of an Inspirational Leader
5. Communicating Top Down Messages
6. Examining Change Management
7. Designing Workplace Flow Processes
8. Assessing Ethical Behavior in the Workplace
9. The Capstone Workshop assumes participants have not only taken course prerequisites, but are familiar with the material. Participants are welcome to review the prerequisite course information by revisiting the courses as often as they would like to before attending this class. CPTP recommends participants retake the web-based courses if there is a gap of more than 6 months between completing the prerequisite courses and the Capstone Workshop.   
     
   The Capstone Workshop requires participants to actively engage with each other in cooperative learning experiences. The course content includes discussions, simulations, and group activities. Each participant should bring pen and paper to the course. In addition, course participants should download and print the course manual for class. Click on the Capstone Workshop Manual link in the Links to More Information section below to access the manual. Students should bring the manual to class.   
     
   TRAINING HOURS: 6

***9 Supervisory Group 2 Courses-***

Developing a Motivated Workgroup (1 Day) This course deals with motivation and goal setting as components of managing performance. Your supervisors will learn how to link goal setting with individual action plans, strategies, objectives, and goals of your agency. Supervisors will be able to diagnose motivation-related performance problems. Class exercises will enable them to use practical techniques to improve and maintain motivation. Enrollment is open to all levels of management and to those with special permission from their agency.

1. Or Organizational Dynamics - WBT
2. This course illustrates how organizational dynamics are influenced by individuals and their use (or misuse) of workplace power and politics, as well as the existing organizational culture. When you complete this course, you will be able to: identify the types of power that exist within the workplace, discuss the effects of workplace politics, recognize the symptoms of dysfunction in the workplace, apply solutions to improve organizational health, explain organizational culture and its effects, and apply strategies for cultivating a positive organizational culture.

Emotional Intelligence 2 - WBT

1. To lead in today’s world, one must possess Emotional Intelligence. Leaders are judged by how well they handle themselves and their employees. Focusing on the social competencies, this course will help you increase your social awareness, effectively manage your relationships, and improve the emotional intelligence of your team. The CPTP course, Emotional Intelligence 1: Personal Competence, focused on self-awareness, self-management, and self-motivation. This course builds on those practices and applies them to interpersonal situations. Upon completion of this course, you will be able to explain social competence and its role in the workplace, apply practices to increase your social awareness, use techniques to improve your relationship management, and implement strategies to improve collaboration and teamwork.

Ethical Leadership - WBT

1. This course covers the basics of ethical leadership and is designed to assist in determining possible unethical actions and recognize the differences between ethical and compliance questions. After completion of this course, you will be able to discuss the differences between ethics and compliance, summarize the sources of ethical behavior, recognize the supervisor’s responsibility to model ethical behavior, and describe possible ways to deal with unethical people.

Prioritizing Tasks with Agency Mission and Values - WBT

1. Using established time management strategies, this course offers general guidelines and practical techniques for prioritizing tasks using the mission and vision of an agency. Apply time management strategies to determine and address important/urgent tasks. Determine and prioritize mission critical tasks. Discuss the role of Strategic Alignment. Prioritize your own schedule in accordance with agency mission and goals.

Situational Leadership 2 - WBT

1. This course builds on the basic theories presented in the Situational Leadership 1 course, by offering you additional leadership strategies and examples of practical application you can use to enhance your team’s performance.

Strategic Thinking - WBT

1. This course will give you techniques to help you to become a strategic thinker. It will also help you use strategic thinking on the job, especially in relation to teams or supervisory duties. Upon completion, you will be able to explain strategic thinking and its benefits, identify the traits of strategic thinkers, overcome barriers to strategic thinking, and apply strategic thinking techniques in the workplace.

Work-life Balance: Balancing Your Life - WBT

Plus 1 elective from the following choices:

Conflict Management - WBT

1. This course covers the basics of conflict management for the individual. During this course you will learn how to: recognize conflict situations, recognize the causes of conflict, identify both healthy and unhealthy responses to conflicts, understand the various conflict management styles, and know the steps in the conflict management process.

Critical Thinking - WBT

1. Critical Thinking is the first course of the Critical Thinking series. In this course, we will define critical thinking, identify the steps and characteristics of the critical thinking pro, implement critical thinking techniques, and identify obstacles to critical thinking.

Developing Effective Teams (Part 2) (1 Day)

1. This course discusses work-life balance. Upon completion of this course you will be able to define work-life balance, analyze your current state of balance, apply strategies to balance your life, and utilize techniques to maintain your balance.
2. Supervisory Group 2 Capstone Workshop (1 Day)

***Performance Evaluation System-***

CPTP PES Basics

CPTP PES Planning Process

CPTP PES Evaluation Process

1. All New Supervisors (Unclassified and Classified) are required to complete and pass the assessment for the following courses available via the Louisiana Employee Online (LEO) Training portal.

***6 Core Courses- 1 Year***

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***9 Supervisory Group 1 Courses- 2 Years***

Ethical Behavior in the Workplace (1 Day) This course will help participants learn how to evaluate work situations to identify potential ethical problems and conflicts of interest. Participants will learn how to comply with rules and/or laws governing potential areas of conflict, promote awareness of ethical behavior in work groups, and anticipate the implications of words and actions within work group goals. This class is open to management and to those employees with special permission from their agencies.

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***Performance Evaluation System-***

CPTP PES Basics

CPTP PES Planning Process

CPTP PES Evaluation Process

1. All Employees are required to complete and pass the assessment for the following courses available via the Louisiana Employee Online (LEO) Training portal:

Blood Borne Pathogens

Defensive Driving

Ethics

Preventing Sexual Harassment

Professionalism in the Workplace

1. All Employee Travel Card Holders must register, attend, complete and pass the assessment with at least 90% for the following course via Louisiana Employee Online (LEO) Training portal

OSP Travel Card Cert Cardholder

1. All Employee Travel Approvers must register, attend, complete and pass the assessment for the following course via Louisiana Employee Online (LEO) Training portal

OSP Travel Card Cert Card Approver

**III. SANCTIONS/DISCIPLINARY ACTIONS FOR NON-COMPLIANCE**

It is the responsibility of each Supervisor to ensure all subordinates comply with the established mandatory training deadlines. Failure to comply with training will result in the following:

1. Written Reprimand (copy to personnel file)
2. Needs Improvement/Unsuccessful rating on the supervisory expectations of Annual Evaluation
3. Demotion into a non-supervisory position
4. Termination (for continued violations of non compliance to training)