

CPTP Training Coordinator Webinar

June 7, 2016

A. CPTP Professional Development Webinars: The Success Series

- 3rd Thursday of each month
- June 16: 10 Secrets of High-Performing Teams
- More information on the web:
<http://www.civilservice.louisiana.gov/Divisions/Training/CurrentProjects/CurrentProjects.aspx>

B. Updates

- **OOPS! page (in LEO)**
 - Formerly the BSP error page when WBT course closed
 - Timeout occurring after ~ 30 minutes, even if course completed without any breaks in activity
 - Main point: student should follow directions on OOPS page to get credit – THEY WORK!
- **Internal Server Error 500**
 - Opening a course does not keep you in LEO
 - Course is running, but is not communicating with LEO in background, unbeknownst to participant
 - A server problem that is usually short-term
- **Caution signs in LEO**
 - Can appear when participant self-enrolls or TC enrolling person in a class with prerequisites
 - If multiple prerequisites and alternate taken, caution sign will appear
 - If the sign pops up, just ignore and proceed (applies to both TC and participant)

- **Prebookings**
 - **AM & PM ILT courses**
 - Existing ½-day courses
 - **Managing Work Time Effectively**
 - **ILT courses changed from full-day to 1/2-day**
 - **Effective Conflict Resolution Strategies changed to ½-day Conflict Management**
 - **Set up 2 difference course titles: AM & PM version**
 - **Prebook for both AM and PM**
 - **Changed courses**
 - **Some courses have changed completely**
 - **2-day Effective Presentation Skills replaced by two different courses: Presentation Skills and Presentation Practice**
 - **Writing Performance Expectations, Conducting Effective Performance Reviews, Clarifying Performance Expectations replaced by Effective Performance Evaluation**
 - **Teams 1 & 2 ILT changed to WBT**
 - **Manager's Role in Workforce & Succession Planning replaced by Workforce Planning**
 - **We have removed prebookings for courses that changed and, where appropriate, prebooked those people into the new courses**

- **Subscribing to a course program**
 - **Subscriptions are NOT automatic**
 - **Must be subscribed by Training Coordinator**

- **Competency Initiative**
 - **Completed Shreveport, Lake Charles and Bossier City**
 - **Approximately 40 responses away from goal**
 - **Data collection to be finished with final session in Baton Rouge 6/14/16**
 - **Support documents on the website in Current Projects**
 - <http://www.civilservice.louisiana.gov/Divisions/Training/CurrentProjects/CurrentProjects.aspx>

- **Training Coordinator Summit**
 - **Date: November 3, 2016**
 - **Registration available now in LEO: limited to 90**
 - **Time scheduled for 9am-3:30pm**
 - **AM Session**
 - **General session covering creation of spreadsheet and compliance monitoring**
 - **Post-lunch Networking Activity**
 - **PM breakout sessions**
 - **Top Techniques for Time Management**
 - **Instructional Design**
 - **Very varied topic so we'll do poll today to narrow scope**
 - **Poll results: Creating Exciting e-Learning**
 - **5 Generations in the Workplace**