
New Hampshire Division of Personnel Bureau of Education and Training

Catalog of Training Opportunities for State, County, and Municipal Employees

and

Organizational Development Services for County & Municipal Governments and State Agencies

July 2014

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Mission Statement

State of New Hampshire
Division of Personnel
Bureau of Education and Training

Mission



The mission of the Division of Personnel, Bureau of Education and Training, is to provide quality education, training, and resource services to enhance the skills, knowledge, and abilities of government employees who provide services to the citizens of New Hampshire.

Guiding Principles

To meet our mission, the Bureau is committed to continuous improvement through the following principles:

- Providing quality training using skilled and knowledgeable trainers, facilitators, and teachers.
- Providing a variety of training opportunities and techniques to accommodate the individual needs of adult learners.
- Providing training resources and consulting services to government agencies.
- Providing training pursuant to RSA 21-I: 42.

Staff

Kate McGovern, Ph.D., Bureau Chief
Frank Nugent, MPA, Associate Professor
Michael Moranti, CIP, Associate Professor
Cynthia Jones, Human Resources Technician

Organizational Development Services

The Bureau of Education and Training (BET) provides consultation and facilitation services for work groups and government agencies, departments, and organizations:

Change Management

Recognizing that change is a constant to meet the challenges of the 21st Century, BET assists organizations with planned change, using models and techniques established by internationally renowned organizational development experts. Through consultation, group facilitation, and customized training, BET works with organizations to develop and implement successful change initiatives.

Communication Audits and Interventions

BET is available to review an organization's communication systems and make recommendations for enhancing the flow of information to ensure consistent messaging and to improve overall communications.

Lean Process Improvement Training /Onsite Projects

BET trains agency staff in Lean process improvement techniques and facilitates development of Lean projects.

Meeting Facilitation

For organizations that hold meetings requiring an outside "chairperson", BET is prepared to serve as a facilitator. This service can allow everyone to actively participate in the meeting rather than requiring a person(s) to chair the meeting. It also serves as an opportunity to have an outside "neutral party" facilitate the meeting and discussions.

Strategic Planning

BET assists organizations with the strategic planning process and facilitates strategic planning sessions. BET also advises organizations on effective communication about strategic planning, implementation, and evaluation to foster collaboration and buy in throughout the organization.

Work Team Assessments and Team Building

BET is available to facilitate team building through the use of various assessment tools to establish needs in areas such as trust, communications, respect, perceptions, valuing differences, and group problem solving. After an assessment is complete, interventions are prescribed and facilitated.

About BET's Organizational Development Services:

- No charge for the initial consultation and/or planning meeting;
- Fee of \$600 per day for programs, consulting or facilitation services;
- For information, please contact: mary.mcgovern@nh.gov or (603) 271-1429.

New Hampshire Certified Public Management Program

Level I
Public Supervisor Program

Level II
Public Manager Program

The goal of the NH Certified Public Management Program is to standardize and professionalize public management. The program includes training that measures and develops participants' public management competencies. The New Hampshire Division of Personnel, Bureau of Education and Training, is the administrator of the NH Certified Public Management Program which consists of two levels: Level I, Certified Public Supervisor; and Level II, Certified Public Manager.

The program offers competency-based training to identify the key skills one needs to be an effective leader, measures the skills of program participants, and creates learning and training opportunities to strengthen and develop those skills identified as important for effective leadership.

By successfully completing Level I, participants earn a *Certificate of Public Supervisor*. The program is available to entry-level supervisors and individuals planning to enter a supervisory position; it is mandatory for anyone who seeks to graduate from Level II. The Level I program takes one year to complete.

By successfully completing the Level II Public Manager Program, participants earn a *Certificate of Public Manager*. The Level II program is available to entry-level managers and individuals planning to enter a managerial position. The Level II program takes two years to complete (this includes Level I).

Both designations are viewed as professional, rather than academic, credentials. The program involves intensive study, practice, and application.

Vision, Mission and Goals

Vision	Visionary Leaders demonstrating excellence in Public Service
Mission	Advancing the profession of public management through training and experiences that emphasize: <ul style="list-style-type: none">• The State of New Hampshire and American Academy of Certified; Public Managers code of ethics;• The value of respectful communication;• Critical thinking and effective problem solving;• Continuing professional development;• Networking in the public sector;• Adherence to the standards established by the National Certified Public Manager Consortium.
Goals	To provide participants with the training and development needed to enhance management skills and increase knowledge of public administration; To network, share problem solving techniques, disseminate information, and share resources; To increase the number of qualified candidates for administrative positions; To prepare managers to actively pursue ongoing professional growth and development for themselves and others.

Professional and Academic Recognition

The NH Division of Personnel, Bureau of Education and Training's program is recognized by the National Certified Public Manager Consortium as a fully accredited member.

Participants earn supervisory or managerial credit which can be applied toward specific job requirements for employment with the State of New Hampshire as follows:

- One year of supervisory credit for successful completion of the Level I – Certified Public Supervisor (CPS) Program.
- One year of managerial credit for successful completion of the Level II – Certified Public Manager (CPM) Program.

Earn College Credit

The Bureau of Education & Training (BET) works in partnership with several colleges: Granite State College, Franklin Pierce University, New Hampshire Community Technical College, New England College, Springfield College's School of Human Services, and the University of New Hampshire. Graduates of the CPM program (Level I and/or Level II) may earn college credit based on the specific agreement BET has with a particular educational institution.

Contact your college or university to determine if your BET coursework may be applied toward college credit.

Human Resources Management Certificate Program

The Human Resources (HR) Management Certificate program is designed for HR administrators, HR coordinators, payroll personnel, and other employees who carry out HR-related responsibilities. The curriculum provides individuals with the opportunity to develop, build upon or refresh their human resources, labor relations, and personnel management skills.

- Graduates of the HR Management Certificate program earn one year of credit toward specific job requirements for employment with the State of New Hampshire in positions requiring experience in human resources.
- Courses taken as part of the HR Management Certificate program which are core courses for BET's other certificate programs are transferable to the other program(s).
- Examinations for certain State of New Hampshire human resources positions are waived for graduates of the HR Management Certificate program.

***Applications for the CPS, CPM, HR programs may be found at
<http://admin.state.nh.us/hr/trdev.html> .***

Employee Training and Development

Administrative Rules

Duration: ½ day
Date: October 10, 2014
Time: 9:00 - 12:00
No Cost
Instructor: Guest faculty

The class is designed for State employees who take proposed rules through the rulemaking process. We will cover the reasons for agency adoption of administrative rules, the statutory sources for administrative rule authority, and the process of getting from draft to adopted rules. *Note:* this class will not go into depth on rule drafting. Who can benefit: Employees who are responsible for updating administrative rules for their agency.

Building a State of Respect and Civility Exploring the Tools

Duration: 2 hours
Date: July 30, 2014
October 8, 2014
December 10, 2014
February 11, 2015
April 7, 2015
Time: 1:00 – 3:00pm
No Cost
Facility: BET Training Center

This two hour workshop for New Hampshire state employees is jointly sponsored by the State of New Hampshire Employee Assistance Program and the Bureau of Education & Training. It is an opportunity to explore the tools presented in the on-line program, *Building a State of Respect and Civility: Tools for Meeting the Challenges*. **Register on-line using the self-service registration calendar on the BET webpage:** <http://admin.state.nh.us/hr/trdev.html>

Business Etiquette

Duration: 1/2 day
Date: October 31, 2014
Time: 9:00 – 12:00
Cost: \$40.00
Facility: BET Training Center
Instructor: Bernie Sparks, DA

This program provides guidelines for common business etiquette, how to show respect for yourself and others. Who can benefit: All state, county, and municipal employees.

Business Writing Basics

Duration: 1 day
Date: TBA
Time: 9:00 – 4:00
Cost: \$75.00
Facility: BET Training Center

This course focuses on how to create simple, concise, and effective documents.

Participants will learn how to:

- Write for their audience;
- Discover the power of simple words;
- Work with a model to help in the writing process;
- Discuss how to effectively organize documents and emails;
- Identify common errors and learn how to avoid them.

Who can benefit: Any employee required to prepare written communication.

Certified Public Manager Graduate Seminar

Duration: 1/2 day
Date: October 24, 2014
April 3, 2015
Registration & coffee 8:30-9:00
Program 9:00 – 12:00
Cost: No Cost; program available only to
CPM graduates
Facility: TBA
Faculty: Robert Christensen, CAGS, CPM
and guest faculty

Designed for graduates of the Certified Public Manager (CPM) program, this continuing education opportunity provides CPMs with peer support and networking that includes presentations and discussions related to management and leadership. The seminar is co-sponsored by the NH Association of Certified Public Managers. <http://cpmnh.org/> and is available to only employees who graduated from both Levels I and II of CPM. Register on line using the self-service registration calendar on the BET webpage:

<http://admin.state.nh.us/hr/trdev.html>

Communication Skills in the Workplace

Duration: 1 day
Date: TBA
Time: 9:00 – 4:00
Cost: \$75.00
Facility: BET Training Center

Most employees, regardless of the position they hold, cite “communication” as a primary challenge in their organization. Whether it is sharing information among internal divisions/departments, having a difficult conversation with a coworker, or cross-collaboration and communication with external entities, effective oral and written communication is essential to successfully achieving goals, providing quality programs and services, and fostering a positive work environment. In person, through email, by phone or with a written document – communication affects every aspect of an organization and its employees.

Participants will learn how to:

- Identify the importance of attuning to their audiences;
- Explore the difference between oral and written communication to identify which approach to use;
- Understand the value of active listening;
- Exercise awareness of nonverbal communication (e.g. body language);
- Deliver clear, concise, professional messages.

Who can benefit: Any employee.

Conflict Resolution

Duration: 1 day
Date: August 26, 2014
November 10, 2014
December 11, 2014
February 9, 2015
March 11, 2015
April 9, 2015

Time: 9:00 – 4:00

Cost: \$75.00

Facility: BET Training Center

Instructor: Frank Nugent

This one-day program is designed to help participants gain an understanding of the nature of conflict and their own personal conflict resolution style. It provides an overview of skills required to deal with conflict.

Who can benefit: Any employee.

Creative Problem Solving

Duration: ½ day

Date: September 12, 2014

Time: 9:00 – 12:00

Cost: \$40.00

Facility: BET Training Center

Instructor: Dennis Martino, M.Ed

This workshop is designed to help today's leadership solve the many problems they encounter which are caused by changing conditions. In solving their problems, they are expected to be creative. We need new ideas and solutions NOW.

All of us have a degree of creativity. This workshop is designed to enhance the creativity of the participants. The workshop includes lectures, exercises, and discussions to teach the creative problem-solving process, including the Ben Franklin Technique. Participants will use convergent and divergent thinking for fact-finding, problem finding, idea-finding, solution-finding, acceptance-finding and managing and organizing for innovation. At the completion of this workshop, participants will be able to recognize problems, use a creative approach to problem-solving, break away from habit-bound thinking, and establish alternative solutions to problems

Who can benefit: Supervisors, managers, professionals and high-level specialists and technicians who want to enhance their creative potential in solving problems.

Dealing with Strong Emotions in the Workplace

Duration: ½ day

Date: October 27, 2014

Time: 9:00 - 12:00

Cost: \$40.00

Facility: BET Training Center

Instructor: Dennis Martino

The stress of work, deadlines, diminished resources and conflict can cause us to react with strong emotions. Handled poorly, emotions can cause numerous problems, strained relationships and diminished productivity. We frequently find ourselves experiencing strong emotions ourselves or trying to deal with the strong emotions of others. This workshop will meant to investigate how to manage strong emotions and will cover issues surrounding emotional intelligence and the path to healing the workgroup

Front Line Customer Service Skills

Duration: ½ day
Dates: July 30, 2014
October 8, 2014
December 10, 2014
February 11, 2015
April 7, 2015
Time: 9:00 - 12:00
Cost: \$40.00
Facility: BET Training Center
Instructor: Frank Nugent

Have you noticed that customers are less patient and more demanding than in the past? Whether it is the aging baby-boomers who expect high quality service or our technologically-driven “on demand” society, many organizations are exploring ways to enhance customer service.

Serving the public is a challenging job that requires effective listening, problem solving, conflict resolution, communication, and interpersonal skills. This one-day workshop will review the basics and introduce some of the newest concepts and tools being used to improve customer service. Who can benefit: Any employee.

Diversity, Harassment, and Discrimination

Duration: 1 day
Date: October 17, 2014
Time: 9:00 – 4:00
Cost: \$75.00
Facility: BET Training Center
Instructor: Greg Hessel,
ReGeneration Resources

Today’s workforce is full of diversity. Having co-workers who were born in different generations and have different values and habits can be challenging. At its worse, these differences can sabotage productivity and lead to lawsuits. For some, the line between playful banter and breaking the law can be difficult to discern. Given the high stakes and legal ramifications, this course is designed to be enjoyable and keep workers safe. It is also designed to help workers leverage the strengths of diversity while overcoming its challenges. By the end of this training participants will know:

- The legal definitions of diversity, harassment and discrimination
- When they are “crossing the line” and going too far
- How to build a culture of respect
- What to do when they see harassment or discrimination
- How to better work with differences of all kinds
- Strategies to keep themselves and other workers safe

Evaluating Employee Performance

Duration: 1/2 day
Date: July 17, 2014
August 28, 2014
October 16, 2014
December 16, 2014
February 24, 2015
April 21, 2015
Time: 9:00 – 12:00
Cost: \$40.00
Facility: BET Training Center

This program focuses on how to accurately evaluate employee performance. It will stress high but realistic expectations, tracking performance, conducting the evaluation meeting with employees, and planning follow up sessions.

Who can benefit: Managers & supervisors

Facilitating Great Meetings

Duration: 1 day
Date: October 22, 2014
Time: 9:00 - 4:00
Cost: \$75
Facility: BET Training Center
Instructor: Greg Hessel,
ReGeneration Resources

Americans waste millions of dollars a year on unproductive meetings. This training will help your meetings become more efficient and productive. . If you feel like you spend too much time in meetings, this training is for you. As one participant put it, "I have attended trainings throughout my 34 year career as an educator. I found this to be one of the best!"

Learning Objectives: Plan an effective agenda; manage conflict in meetings; the appropriate role for a facilitator; identify the best process for the agenda; understand your organizations meeting culture, how it supports effectiveness and how it gets in the way; when to broaden the discussion and when to narrow it; how to achieve consensus; decision rules and why they are important; how to work with difficult people

Benefits to Participants: This training will make you and your organization much more efficient and effective. It not only addresses new skills and best practices, but also helps you strategize about how to implement the skills and shift the organizational culture.

Foundations of State Supervision

Duration: 2 days
Date: August 20 & 21, 2014
September 23 & 24, 2014
November 17 & 18, 2014
December 2 & 3, 2014
January 28 & 29, 2015
February 2 & 3, 2015
March 4 & 5, 2015
March 31 & April 1, 2015
Time: 9:00 - 4:00
Cost: \$150
Facility: BET Training Center

This two day program *for State supervisors and managers* is an interactive class that provides a step-by-step format for communicating with employees. Through the use of videos, demonstrations, critical steps analysis, coaching sessions, and skills practices, participants will gain valuable skills needed for successful day-to-day supervision and management. **Learning Objectives:**

- To identify strategies for improving employee performance;
- To explore opportunities for improving employee work habits;
- To learn how to use effective follow-up action;
- To identify how to maintain improved performance;
- To discuss an overview of the state personnel rules;
- To explore how to build a culture of respect in the workplace.

Interviewing Techniques

Duration: ½ day
Dates: July 17, 2014
August 28, 2014
October 16, 2014
December 16, 2014
February 24, 2015
April 21, 2015

Time: 1:00 – 4:00

Cost: \$40.00

Facility: BET Training Center

Instructor: Frank Nugent

This program covers the principles of effective interviewing and candidate selection using structured interviewing techniques and ensuring compliance with applicable state and federal laws. Through lectures, group discussions, videos, and skills practice, students learn job-related behavioral interviewing techniques and review the steps in filling a vacancy in state or local government.

Time Management

Duration: ½ day

Date: September 4, 2014

Time: 9:00 – 12:00

Cost: \$40.00

Facility: BET Training Center

Instructor: Frank Nugent

Using principles from Stephen Covey's book, *The Seven Habits of Highly Effective People*, participants will consider the following challenges: What gets in the way of getting things done? Why is there "never enough time in the day"? How can we get control of our time by prioritizing how we choose to use it?

Who can benefit: Any employee.

Knowledge Management

Duration: 1 day

Time: 9:00 - 4:00

Dates: September 3, 2014

November 25, 2014

January 27, 2015

February 24, 2015

March 31, 2015

April 21, 2015

Cost: \$75

Facility: BET Training Center

Instructor: Michael Moranti

This new addition to the BET program will address two aspects of knowledge management.

- Operational: How do we use information to make decisions and further our strategic objectives
- Transitional: How do we capture the knowledge of staff who are exiting the organization, particularly those who are retiring.

Goal: The right information at the right time to the right person.

Let's Talk: How to Communicate Effectively in the Midst of Tension

Duration: 1 day
Date: October 9, 2014
Time: 9:00 - 4:00
Cost: \$70.00
Facility: BET Training Center
Instructor: Greg Hessel, ReGeneration Resources

This six-hour training helps participants look at how they can become more powerful in managing difficult conversations in their lives. It invites participants to look at their own conflict patterns and assess what works and what does not work. We explore concrete tools such as alternatives to blame, how assumptions form and how to work with them, getting to the real problem, and the barriers to accessing the tools we know work. This is a great training for workplaces and individuals who want to live life less affected by conflict.

Who can benefit: Managers, supervisors or anyone interested in conflict management or mediation skills.

Managing Across Generations

Duration: 1/2 day
Date: January 12, 2015
Time: 9:00 - 12:00
Cost: \$40.00
Facility: BET Training Center
Instructor: Dennis Martino, M.Ed

For the first time in American history, four generations are in the workplace simultaneously. Each generation brings diverse perspectives, values, needs and expectations to the workplace. Learning to blend these distinctive creative energies and accommodate the different working styles will create dynamic teams. This class will increase your knowledge and understanding of the four generations; identify each generation's core values, work ethics, motivations, job satisfaction indicators, and career expectations so we can all work more effectively together.

Who can benefit: Managers & supervisors and those interested in workplace dynamics

Managing at a Distance

Duration: 1/2 day
Date: November 3, 2014
Time: 9:00 - 12:00
Cost: \$40.00
Facility: BET Training Center
Instructor: Dennis Martino, M.Ed

Traditional management techniques were developed for co-located work teams, but today many managers must also manage employees who work at various sites, and/or who "telecommute". Today's environment makes the management of geographically distributed work teams a fact of life. Management functions such as communicating, team-building, monitoring, reporting, and evaluating must be performed in a dramatically different manner to be effective in the virtual office. Operation of these functions requires all team members to play by the new rules.

Managing in the Executive
Branch: A Seminar for State
Managers

Duration: 1/2 day
Date: July 25, 2014,
August 19, 2014
September 9, 2014
October 7, 2014, November 21, 2014,
December 19, 2014
January 16, 2015
February 13, 2015
March 23, 2015
April 10, 2015
Time: 9:00 - 12:00
Cost: \$40
Facility: BET Training Center

State managers often find it challenging to navigate the personnel rules and collective bargaining agreements: performance evaluations, employee records, discipline, grievances, appeals, and more. This workshop is designed to assist senior level managers with accurately and appropriately applying the personnel rules and provisions of the collective bargaining agreements in their everyday management practices. Who should attend: This seminar is for managers and administrators working in the Executive Branch of state government.

Project Leadership: Hard Stops
and a Soft Hand: Synthesizing
hard and soft skills for effective
Project Leadership

Duration: 1/2 day
Date: September 19, 2014
Time: 9:00 - 12:00
Cost: \$40.00
Number of participants: Min. 10 - 25
Facility: BET Training Center
Instructor: Loretta L.C. Brady, Ph.D.,APA-CP

This course delivers content focused on integrating the soft skills (emotional literacy, communication, strategic thinking) with hard skills (project management, risk management, scheduling) for successful project management. Learn how to integrate technical tools and processes with people skills that solidify buy in and engagement. From Gantt Charts to mentoring, learn how these skill areas combine to impact deliverable performance throughout the organization. Participants with manager and project management experience will learn how to identify interpersonal skills that contribute to project management and completion; identify hard skills (project management, risk management, scheduling and coordination) and techniques to improve communication and expectations of staff and stakeholders, and identify techniques and strategies to soften hard skills in the service of increased organizational performance.

Social Media Messaging for Managers

Duration: 1/2 day

Date: September 26, 2014

Time: 9:00 - 12:00

Cost: \$40.00

Number of participants: Min. 10 - 25

Facility: BET Training Center

Instructor: Loretta L.C. Brady, Ph.D.,APA-CP

Social media was once an obstacle to conquer for managing employee productivity. Now, public agencies and municipalities consider a social media presence an opportunity to connect with external stakeholders and message to internal members. This training will present key social media platforms, review use cases, and provide tips and tools for wise use of social media within a variety of settings. Firewalled or Free Form, every organization will benefit from knowing what the platforms, pitfalls, and opportunities of engaging social media may be for their department or project.

Objectives: Participants with and without a social media presence will learn how to identify Social Media Platforms and their functions, to identify risks and opportunities associated with various platforms, to understand Platform Management programs that assist in managing Social Campaigns, and to discuss the rationale for adopting or rejecting the use of social media by an organization. *Note:* those who have a social media presence are encouraged to bring recent examples and those who have a policy, please bring examples.

Trust Building in Teams and Organizations

Duration: 1 day

Date: October 15, 2014

Time: 9:00 - 4:00

Cost: \$75.00

Facility: BET Training Center

Instructor: Greg Hessel,

ReGeneration Resources

Trust is at the center of much of what can go wrong in organizations—conflict, poor team performance, the lack of feedback, and poor communication. Yet trust means many different things to different people. This training will explore how trust is broken, how mistrust creates a vicious cycle of perception, if and how trust can be rebuilt, and how to communicate in ways that rebuild trust. If you are concerned about the level of trust in one of your working relationships, this training is for you.

Who can benefit: Any employee.

Lean Process Improvement

Lean Briefing for Managers

Duration: 1 ½ Hours
Date: October 14, 2014
Time: 9:00 - 10:30
Cost: No Cost
Facility: BET Training Center
Instructor: Kate McGovern, Ph.D.

An overview of Lean continuous process improvement techniques, designed for managers and supervisors who are interested in Lean improvement initiatives in their agency. Following an introduction to the Lean philosophy and methodology, participants will learn about their role as a potential sponsor of Lean events. We'll discuss the opportunities for enrolling employees in a Lean training session or scheduling a Lean project in one's workplace. Who should attend: Managers and supervisors

Lean Yellow Belt: Introduction to Lean Process Improvement Techniques

Duration: 3 days
Date: July 14, 21 & 23 2014
August 15, 18, 22
September 15, 16 & 22, 2014
Time: 9:00 - 4:00
Cost: \$225.00
Facility: BET Training Center

This program features a hands-on introduction to the philosophy and methodology of Lean process improvement. Participants apply the techniques to an actual work process and construct an implementation plan to enact the improvements. Agencies are encouraged to enroll groups of four to seven members who share a common work process. Participants should consult with BET staff in advance about the process selected and with the manager who will sponsor the project. Those registering without a work group will join a team from another agency for the hands-on portion of the program.

Lean Green Belt: Facilitator Skills Change Management and Practicum

Duration: 3 days
Date: October 20, 27 & 28, 2014
Time: 9:00 - 4:00
Cost: \$250
Facility: BET Training Center

Learn how to guide a group through the Lean process, and techniques to deal with a range of challenges when initiating organizational change and managing implementation plans. A practicum is also required for Green Belt certification, following the three days of classes. *Pre-requisite: Lean Yellow Belt*

Lean Black Belt

Duration: 7 days (some full; some partial)
Dates: October 22, November 12,
December 18, 2014; January 26, February 5,
March 3, May 20, 2015
Time: TBA
Cost: \$400
Facility: BET Training Center

Earning the Lean Black Belt (the highest level of Lean certification offered by the New Hampshire Bureau of Education & Training) recognizes your understanding of all aspects of Lean transformation across an entire government system. It represents your career progression to a point of influence and authority over assets, processes and people.

You'll study and learn Lean from an operational and strategic viewpoint within these key modules as identified in the Shingo Model.

- Cultural Enablers-People
- Continuous Process Improvements-Process
- Enterprise Alignment-System
- Customer/Stakeholder Focused Results-Data

Pre-requisite: Lean Green Belt

Lean on-site projects

Cost: \$300/half day

BET staff can facilitate a Lean project on-site in your agency following a consultation with the project sponsor. Most projects take three to four half-days. Schedule with Kate McGovern, 271-1429, mary.mcgovern@nh.gov

FAQ's for BET Catalog

Class Confirmations

If you are registered for a class, BET will email a notice with pertinent information to you approximately one week prior to the class date. If you are unable to attend a class after you have registered, please contact BET at 271-1434 or 271-1429.

If there is no space in a class upon receiving your registration form or a class is cancelled due to low enrollment, BET will notify you to discuss other options.

Casual Attire

While BET does permit casual attire for full day classes, please be aware of your own agency's dress code and relevant rules.

Timeframe for Classes

BET classes are scheduled from 9am to 4pm unless otherwise noted.

Housekeeping Items

Trainers will discuss various "housekeeping" items at the beginning of each class. This includes location of restrooms, break and lunch periods, overall schedule for the day, etc.

Inclement Weather

BET classes will be cancelled if the public schools in Concord are closed. If you are commuting from an area where travel conditions are unsafe, please do not put yourself at risk to attend class. Contact BET to make up the class at another time.

Cancellation of class does not mean you are released/excused from work that day. Be sure to follow your employer's policy regarding absence from work due to travel concerns. For example, state employees may use annual time under Article 10.9 of the CBA in the event of inclement weather.

Materials for Class

Depending on the class, materials will be provided at the time of class/training or you will be emailed information and materials to be downloaded in preparation for class/training. Please read the notice you receive from BET to determine what you need to do. It is a good practice to bring a notebook or notepad and writing pens and hi-lighters to class.

Directions to Class Site

Directions to class sites are usually indicated in the notice of class to the participants. The BET catalog also has directions to the usual class locations.

Special Instructions

If there are any special instructions for your class that information is usually included in the class notice or in the class description. Please be sure to check both.

Computer Classes are listed in a separate catalog <http://admin.state.nh.us/hr/trdev.html>

Seating in the computer classes is limited. BET recommends registering for computer classes as far as in advance as possible. *Please do not show up for class unless you have received notice from BET regarding the class.*

Directions to Training

BET Training Center: 130 Pembroke Road Concord

From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn right toward Loudon Road. Go over the bridge and past the Everett Arena. Proceed to the set of lights at the top of the hill. Go straight through the lights and take your first **right** onto Blodgett Road (turn is just **after** Colebrook Savings Bank and just **before** Wendy's Restaurant), which becomes Pembroke Road as soon as you go around the corner. Follow Pembroke Road past the Concord Christian Academy (formerly Centennial Senior Center) and take the first right onto Chenell Drive. The training center is the first building on the left. We are located on the 2nd floor.

From **I-93 going south**, take **exit 14**. At the bottom of the ramp, turn left toward Loudon Road. Go straight over the bridge and past the Everett Arena. Proceed to the set of lights... (see directions above).

From **Route 4 take Route 106 South** past the Steeplegate Mall. At the first set of lights, turn right onto Pembroke Road and follow about ½ mile. Turn left onto Chenell Drive.

Note: Some BET classes will be held at 64 **South** St. Concord, and various other locations. Directions will be provided to class participants.

Registration Policy

- Bureau of Education & Training classes are for all state, county, and municipal employees. Registration is on a first-come, first-served basis.
- To apply, please complete each section of a Bureau of Education and Training registration form and obtain required signatures. For courses with fees, follow the REGISTRATION SCHEDULE on the next page.

If your department is paying for you to attend a course, it is important that a copy of your registration form be forwarded to your payroll officer to ensure that payment is made.

- BET limits class sizes to ensure participants have the best possible learning experience. Therefore, we may not be able to accept everyone who applies for a class. Applicants who are not admitted to a class are placed on a waiting list and given preference for the same class at a later date.
- Training sessions must have a minimum number of participants. In the event that less than the minimum are enrolled, the session will be canceled and anyone registered will be notified either in writing or by phone.
- Applicants will be notified of enrollment status approximately 7 days prior to the start of the course. If you have not heard from BET by that time, please call 271-1434.
- Being admitted to a class means BET is holding a place for you. If you find that you cannot attend, please let BET know as soon as possible.
- BET wishes to provide equal training opportunities to all participants. This includes providing equal access to training facilities. Please let us know, in advance, if you require any special needs so that appropriate accommodations can be made.
- It is your responsibility to follow your agency or organization's registration policy

NOTE: Your agency may have additional registration procedures. Please check with your supervisor for more information regarding registering for programs.

Registration Form

BUREAU of EDUCATION & TRAINING



State Agencies:

- **PLEASE DO NOT PROCESS PAYMENT UNTIL AN INVOICE HAS BEEN RECEIVED.**
- Once an invoice is received, process payment on an intra-governmental payment voucher (PV) using the following information: **NH First Vendor Code #177875 and location is B003.**
- The **Invoice number must be input on the invoice field** when processing payment through NH First.
- Please include the participant's name and class name or the code under invoice description.

Counties, municipalities, and employees paying for their own courses:

Attach to the registration form a check made payable to **Treasurer, State of NH** and forward to: Bureau of Education and Training, 25 Capitol St., Concord, NH 03301.

Payment must accompany registration form.

**Bureau of Education and
Training Registration Form**

Return to: Bureau of Education and Training
New Hampshire Division of Personnel
25 Capitol Street, Concord, NH 03301
Fax: (603) 271-1422

YOU MAY PHOTOCOPY THIS FORM.

Course Title: _____

Course Date(s): _____ Cost: _____

Name: _____ Work Phone #: _____
(Please print name as it should appear on Certificate)

If you need accommodations to participate in this class please contact Cynthia.jones@nh.gov or Mary.mcGovern@nh.gov

Department: _____ Division: _____

Work Address: _____

Email Address: _____

Name of Supervisor: _____

My supervisor has approved this training (please initial here): _____

Have you met the prerequisite(s) for this course, if any? Yes No N/A

PLEASE NOTE: *It is your responsibility to attend all classes or notify BET of a replacement. For courses longer than one day, the person enrolled in the first session must attend all classes; classes cannot be split between individuals. Call 271-1434 or 271-1429 at least 5 working days prior to the start of your class to notify BET of any change.* If you are registered and fail to appear at the class or notify BET ahead of time of your unavailability, **the fee for the class will not be refunded.**

EMPLOYEE SIGNATURE: _____ **DATE:** _____

Revised 10-28-13
Human Resources/On-Line Forms