

New Hampshire Division of Personnel
Bureau of Education and Training



Catalog of Training Opportunities
for State, County, Municipal And School District Employees
and
Organizational Development Services
for County & Municipal Governments and State Agencies

July 2016 – December 2016

Rev (5/10/2016)

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

Mission Statement

Mission

This mission of the 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.
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Staff Contact Information

Academic Staff

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Organizational Development Services

The Bureau of Education and Training (BET) provide 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 of effective communication about the 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 and 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 \$600.00 per day for programs, consulting or facilitations services: \$650.00 outside the Concord area
- For information please contact: Robin Hoyt – Robin.Hoyt@NH.Gov



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 measure 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, 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 mandatory for anyone who seeks to graduate from Level II. The Level I program takes on 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 Services

Mission Advancing the profession of public management through training experiences and emphasize.

- The State of New Hampshire and American Academy of Certified Public Managers code of ethics;
- The value of respectful communications;
- 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.

- 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.

Program Benefits

- Career-oriented supervisors and managers participate in training and development opportunities to enhance management skills and increase knowledge of government practices.
- Government organizations increase productivity and quality of work when employees understand the state, country or municipal system and apply managerial competencies.
- Organizations and individuals are exposed to innovative ideas, techniques, and best practices.
- Graduates join a network of professional public managers in New Hampshire.
- Participants earn supervisory or managerial credit with 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 – Certificated Public Supervisor Program.
 - One year of managerial credit for successful completion of the Level II – Certified Public Manager Program.
- Graduates may earn credit as several colleges and universities in New Hampshire.
- Graduates may become member of the New Hampshire Association of Certified Public Managers.

For more information about the Certified Public Management Programs, please contact the Bureau of Education and Training – Ginger.Lever@NH.Gov or call 271-2793.

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 with 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 – Certificated 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 and 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 based on the specific agreement BET has been a particular education institution.

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

How to apply

1. Complete sections I – V of the formal application form : <http://das.nh.gov/hr/trdev.html>
2. Attach a "Personal Statement" with the application stating why you want to participate in the program, your career goals and how the program will support your professional development.
3. Have your application endorsed by your immediate supervisor, and, if required by your organization's policy, include a second signature to verify funding approval, and/or approval by the Human Resources office. The signature(s) indicate you will receive funding for the program, as well as support on the job to act on program projects and apply learned skills. Your supervisor is responsible for reviewing the requirements and application form with you as the employee who is applying for acceptance into the program.
4. Read and sign the agreement statement on the application form.
5. Return the completed application to **Bureau of Education and Training**.

**Application for New Hampshire Certified Public Manager Program
Levels I & II**



Division of Personnel
Bureau of Education and Training
State House Annex - 28 School Street.
Concord, NH 03301

Date:

Level I:

Level II

Both

I. Personal information

Name: _____

Work Address: _____ Phone: _____

_____ Fax # _____

_____ Email: _____

Home Address: _____ Phone: _____

CPS Graduation Date (Level II Applicants only):

II. Current work information

I am currently a: Supervisor Manager I am not a Supervisor/Manager at this time

Title: _____ Department: _____

Supervisor: _____ Division: _____

Responsibilities:

III. Work History:

Title: _____ Employer: _____
years in job: _____ Supervisor: _____

Responsibilities:

Title: _____ Employer: _____
No. years in job: _____ Supervisor: _____

Responsibilities:

IV. Education Experience:

Institution: _____	Degree: _____	Completion Dates: _____
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V. Signatures

Applicant: _____ Date: _____

Supervisor's or Manager's support statement: "My signature below indicates that I fully support this candidate's entry into the NHCPM Program, and that funding has been approved." (A separate signature line is available if another signature is required to indicate funding approval.) Note: If the applicant is not currently a Supervisor or Manager, the agency should provide a written justification briefly explaining why they wish this individual to participate in the program.

Supervisor: _____ Date: _____

(Additional
signatures if
appropriate)

~ Please do not process payment until applicant has been accepted into the program. ~

Note to the applicant: Remember to attach a letter stating why you want to participate.

**Applications for the CPS, CPM programs may be found at
<http://das.nh.gov/hr/trdev.html> .**

Level I – Certified Public Supervisor Program

Level One Program Costs: \$1,200*

Applicant Minimum Requirements

- ◆ Currently employed as a supervisor or key staff member. (A key staff member is defined as one who directly serves management by providing high-level technical or professional expertise to program managers.)
- ◆ Demonstrates leadership qualities.
- ◆ Shows potential for advancement.
- ◆ Has successfully completed initial probationary period.

Level II – Certified Public Manager Program

Level Two Program Cost: \$1,200*

Applicant Minimum Requirements

- ◆ Currently employed as a middle/upper level manager or key staff member. (A key staff member is defined as one who directly serves management by providing high-level technical or professional expertise to program managers.)
- ◆ Demonstrates leadership qualities.
- ◆ Shows potential for advancement.
- ◆ Has successfully completed the Level I, Certified Public Supervisor Program.

***Pricing: \$1,200 for applications received by June 17, 2016; \$1,250 for applications received after that date.**

- Classes begin in July for both CPS and CPM programs.
- Graduation will be in June 2017 for those who successfully complete the program.

Rev. 1/22/2016



Employee Training and Development

Foundations of State Supervision

Duration: 2 days
Date: See <https://das.nh.gov/hr/trdev.html> for dates and location
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.

Foundations Review

Duration: 1/2 day
Date: See <https://das.nh.gov/hr/trdev.html> for dates and location
Time: 9:00 – 12:00
Cost: \$40
Facility: BET Training Center

This course is a refresher for those who graduated from the Certificated Public Supervisor class or have taken the Foundations of State Supervision class prior to June 2013. In addition to a review of the core principles of interactive management, this program includes the respect in the workplace component.

REGISTRATION FORM



Directions for State agencies:

- Upon BET receiving your registration form you will be invoiced.
- Please do not process payment until an invoice has been received
- When invoice is received, process payment on an intra-governmental payment voucher (PV) using the following information: NH First Vendor Code #177875; location is B003.
- The invoice number must be included on the invoice field when processing payment through NH First.
- Please include the participant's name and class name **or** code under invoice description.

Directions for municipalities, counties, school districts and employees paying for their own courses: Attach a check made payable to Treasurer, State of NH to the registration form and forward to: Bureau of Education and Training, 28 School Street, Concord, NH 03301. *Payment must accompany registration form.*

Bureau of Education and Training Registration Form

Register by mail, fax or email
By mail: NH Division of Personnel
28 School Street, Concord, NH 03301
By fax: (603) 271-1422
By email: karen.eaton-bruce@nh.gov

Course Title: _____

Course Date(s): _____ Cost: _____

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

If you need accommodations to participate in this course please contact karen.eaton-bruce@nh.gov

Department/Organization: _____

Division: _____

Work Address: _____

Email Address: _____

Name of Supervisor: _____

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

PLEASE NOTE: *It is your responsibility to attend all class sessions or notify BET of a replacement. For courses longer than one day, the person enrolled in the first session must attend all class sessions; classes cannot be split between individuals. Call K Eaton-Bruce at 271-3261 at least five working days prior to the start of your course to notify BET of any change.*

EMPLOYEE SIGNATURE: _____ DATE: _____

Revised 1/08/2016

Lean Process Improvement

Lean Yellow Belt: Introduction to Lean Process Improvement Techniques

Duration: 3 days
Dates: See <https://das.nh.gov/hr/trdev.html> for dates and location
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: See <https://das.nh.gov/hr/trdev.html> for dates and location
Time: 9:00 - 4:00
Cost: \$250

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: 9 class days (some full; some partial)
Dates: See <https://das.nh.gov/hr/trdev.html> for dates and location
Cost: \$750.00

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 and your ability to apply them. It represents your career progression to a point of influence and authority over assets, processes and people.

The Black Belt program combines classroom study of the Lean principles and practices including Shingo, Kata, Hoshin, Baldrige, and mentorship. Participants will extend their learning outside of the classroom experience through written assignments and mentoring. Through the capstone experience, you will 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
- Results – create value for the customer

Pre-requisite: Lean Green Belt Application required

Application for New Hampshire LEAN Programs
Yellow, Green and Black Belts



Bureau of
Education and Training
Department of Administrative Services

Division of Personnel
Bureau of Education and Training
28 School Street – State House Annex Room 24
Concord, NH 03301

Course Date:

<http://das.nh.gov/hr/trdev.html>

Yellow Belt: \$225.00
(Check one)

Green Belt: \$250.00

Black Belt: \$750.00

1) Personal Information:

Name :

Work Address:

Work Phone:

City:

Alternate/Cell Phone:

Work Email Address:

2) Current Work Information:

Title:

Department:

Division:

Supervisor:

Current Job Responsibilities:

Yellow Belt – completed date: (pre-requisite for Green Belt)

Green Belt – completed date: (pre-requisite for Black Belt)

For Green Belt as a prerequisite for Black Belt:

Please describe your Green Belt Practicum and the status of the implementation:

Please provide a personal statement explaining why you want to participate in the Lean Black Belt program and how it will further your professional goals.

Personal Statement: (Black Belt Students Only)

3) Signatures:

Applicant:	Date:
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Support Statement: “My signature below indicates that I fully support this candidate’s entry into the LEAN Program(s) offered by NHBET and that funding has been approved” (A separate signature line is available in another signature is required to indicate funding approval.)

Supervisor: _____ **Date:** _____

Additional Signature, if necessary: _____ **Date:** _____

~ Please do not process payment until applicant has been accepted into the program. ~

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 271-3261 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 there is a 2hour delay for the Concord schools, BET classes normally scheduled for 9:00am will begin at 10:00am. 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.

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. Computer classes are available at NHTI in Concord, please visit <http://das.nh.gov/hr/trdev.html> it will show a link to the NHTI website.

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 Steeple Gate Mall. At the first set of lights, turn right onto Pembroke Road and follow about ½ mile. Turn left onto Chenell Drive.

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 at least 7 days prior to the start of the course. If you have not heard from BET by that time, please call 271-1429.
- 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.