

New Hampshire Division of Personnel
Bureau of Education and Training



Foundations of Supervision

Catalog of Training Opportunities
for State, County, Municipal And School District Employees

June 2016 – December 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.

Staff Contact Information

Academic Staff

Ginger Hobbs Lever, Ed.D. Professor

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271-1429

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271-3261

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: Ginger Lever at 271-2793 or Ginger.Lever@NH.Gov



Employee Training and Development

Foundations of State Supervision

Duration: 2 days
Date: See <https://das.nh.gov/hr/trdev.html>
Time: 9:00 - 4:00
Cost: \$150.00
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>
Time: 9:00 – 12:00
Cost: \$40.00
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: _____

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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.

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