CALIFORNIA STATE PERSONNEL BOARD

CALIFORNIA DEPARTMENT OF PERSONNEL ADMINISTRATION

**DATE:** March 15, 2006

**TO:** Agency Secretaries
Department Directors

**FROM:** State Personnel Board
Department of Personnel Administration

**SUBJECT:** **Training Conference/Workshop for Training Officers and Learning Professionals**

SPB and DPA are pleased to announce the California Network of Learning Professional's (CNLP) 2006 training conference scheduled for May 24th -25th at the College of Continuing Education, California State University, Sacramento (CSUS).

The State of California continues to face challenges in workforce planning, recruitment, retention, employee development and training. Now is the time to share resources to benefit state departments. Therefore, SPB, DPA, College of Continuing Education, CSUS, and Cooperative Personnel Services have partnered to provide an informative learning experience for state training and learning professionals.

This two-day conference titled "Staying Connected," will offer a variety of training sessions on the importance of training and staff development as a necessary investment in state employees. This unique collaboration will bring human resources development to the forefront in an effort to meet your organization's goals. It will reinforce the sharing of our individual strengths for the benefit of educating and developing our workforce. Attached are the conference agenda, workshop descriptions, and registration information.

We encourage you to send your key training and learning professional staff to this informative and collaborative event. SPB, DPA, CNLP, and other conference partners look forward to your department's participation at the conference, as we continue to support training and development as an integral part of workforce planning.

If you have any questions about the conference, please contact Kathy Jones at kjones@dca.cslb.ca.gov or for additional conference registration information, please visit the following website address: https://secure.cps.ca.gov/registration/sts/ .

for *Floyd Shimomura*
*Executive Officer*
*State Personnel Board*

*Michael T. Navarro*
*Director*
*Department of Personnel Administration*

cc: Department Training Officers

California Network of Learning Professionals ©

# CNLP PRESENTS.....

## *"STAYING CONNECTED"*

## 2006 TRAINING CONFERENCE

**WORKING TOGETHER TO REJUVENATE THE CALIFORNIA STATE DEPARTMENTS TRAINING, LEARNING COMMUNITY AND WORKFORCE.**

***In Partnership with:***

***California State Personnel Board***

***College of Continuing Education, CSUS***

***CPS Human Resource Services***

# MAY 24-25, 2006, SACRAMENTO, CA

# WORKSHOP SESSIONS
## DESCRIPTIONS-DAY ONE

### SESSION I – 10:30am-12: 00pm
### *(Choose One Workshop)*

**#S1"Workforce Succession Planning"**
This panel session will include Representative(s) from the California Department of Personnel Administration and the Employment Development Department. Learn about DPA's new workforce planning model that can be used by State Agencies who are seeking assistance in the completion of their workforce or succession plans. Engage in topics of discussion with EDD that will take you through the steps of developing a succession plan, as they share with participants their experience in implementing EDD's own succession plan.

*Daryll Tsujihara, Department Personnel Admin.*
*Lynn Novi, Employment Development Department*

**#A2 "Challenges of a Distributed Workforce: Action Plan for Using ELearning to Extend Reach and Reduce Cost"**
What works best? The answer always changes because "best" will be impacted by the organizational culture, availability of human capital, financial resources and the reason training is needed. This panel session brings State Agencies and higher education representatives to discuss past and current projects related to analytical skills training. The panel will share their experiences working with state organizations to analyze the true need for training. Several models will be presented as you consider your organization's needs.

*Mary Tompkins, Department of Justice*
*Kathleen McPherson, Carlotta Moore, CSUS*

**#L3 "Management and Motivation Across the Generations"**
Looking for ways to retain top talent and keep them performing at their peak within your organization? Many companies ignore the rising level of conflict and mistrust in the work environment. Learn what the generation **X**er's and **Y**'s tend to conflict. Participants will learn the concept of "generational cohorts, be able to identify the key motivators for generation cohorts, and be able to effectively motivate and recognize "across the generations."

*Dee Hansford, Consultant*

**#R4 "Training Ownership-Become the Ringmaster of Learning Opportunity"**
You can BECOME the "RINGMASTER" of Learning Opportunity on a limited training budget**.** Learn how to mix and match various learning modalities, the importance of reinforcement learning, increase learner attention, and how to address targeted learning needs, etc.

*Mary Jo Huard, Consultant*
*Southwest Training Institute*

**#L5 "The Leadership Challenge"**
This highly interactive and stimulating session is based on the Leadership Challenge Workshop using the Leadership Practices Inventory (LPI), a 360 degree survey instrument used for collecting data describing leadership behaviors. Learn five practices of exemplary leadership and useful technique for each practice. Learn how to make commitments leaders do to contribute to getting things done in the organization.
*Charlotte Wilhelm*
*Sonoma Learning Systems*

### SESSION II – 1:30pm-2: 45pm
### *(Choose One Workshop)*

**#L6"A Public-Public Partnership: Achieving the Strategic Goal of workforce Excellence"**
Training and professional development must shift from a stand alone function with discrete training products to an integrated activity designed to address organizations performance problems, current needs, and desired outcomes. Learn how the Department of Corrections and Rehabilitation has build in components and expertise of California's system of higher education leading up to the creation of their "Correctional University."

*Nancy Baldwin, Chief Learning Officer*
*Department of Corrections and Rehabilitation*

**#S7"Workforce Planning and Other HR Initiatives in the State of California"**
This presentation will provide participants with information about workforce planning, succession planning, leadership development, and employee performance management in the public sector. Learn what the Department of Water Resource is doing to implement workforce planning and performance management strategies. Come away with ideas on how to initiate workforce planning and employee performance management strategies.

*Mike Strazzo*
*Department of Water Resources*

**#S8"The Recruitment Crisis-Don't Get Caught"**
This interactive presentation will identify best practices in developing a successful recruitment program. Participants will learn how to effectively utilize focus groups involving subject matters experts, the experience of government employers and surveys of recruiters and the recruited.

*Merlin E. Switzer, Consultant*
*Switzer Associates…Leadership Solutions*

**#A9"Employee Training Management**
The Department of Parks and Recreation has developed an Employee Training Management System (ETMS) for its 2,500+ employees This ETM is a database application that allows for multi-user input of data into a web base environment for the generation of various employee training related reports. This workshop will provide a demonstration of the ETMS. Learn the benefits and types of reports that are generated from this system and can aid training offices in ensuring training compliance.

*Ginger Henry and Steve Wagy,*
*California State Parks*

**#E/T10"Technical Training Solutions: Benefits and Pitfalls of E-Learning**
Maximize your organization's opportunity to wisely spend valuable training dollars. Learn the benefits and pitfalls of e-learning. An e-learning demonstration will be conducted with one of DTS's Training Center's current training vendors.

*Pamela Johnson, Training Center Manager*
*Department of Technology Services*

### SESSION III – 3:45pm-5: 00pm
### *(Choose One Workshop)*

**#S11 "Using Leadership Development Pools in Public Sector Succession Planning…….A California Case Study"**
This presentation will provide a step-by-step roadmap to designing, implementing, and measuring a formal succession management program. An illustration will be presented to show participants how a succession planning roadmap and recent benchmark findings were used to design the Department of Conservation's leadership talent development pool.

*Debbie Sareeram and Carol Belisle*
*Department of Conservation*
*Mary Kay Layah, Consultant*

**#T12 "Information Mapping: A Valuable Tool for Creating and Organizing High Quality Training Programs"**
Introduction to the information mapping method and how it can be applies to training curriculums. The participant will learn basic components of this research-based approach to the analysis, organization, and visual presentation of information. This presentation will include interactive hands on written exercise on how to apply the method.

*Kerry Gardner, Certified Information Mapping Instructor, CPS Human Resource Services*

**#C13 "Consulting Skills for HR Strategic Partnering and More"**
It is important to realize that you are consulting any time you are trying to influence or make a change. Learn techniques to overcome the typical imbalance of power that is part of most consultant/client relationship. Learn effective techniques and skills specific to the training field, interpersonal and consulting-influencing skills.

*Mary Jo Huard, Consultant*
*Southwest institute*

**#L14 "Thriving on Change"**
The last few years have brought changes to state agencies. In order to be more successful, leaders and those responsible for implementing change must understand key aspects of organizational change. The focus of this workshop is to understand the stages of the transition cycle that the state work force goes through when change occurs. This interactive workshop will motivate and educate participants on how they can be more successful in leading organizational change.

*Merlin E. Switzer, Switzer Associates*
*…Leadership Solutions*

**#E15"Challenges of a Distributed Workforce: Action Plan for Using e-Learning to Extend Reach and Reduce Cost"**
Many organizations turn to e-learning to control training costs, increase reach, and leverage internet and intranet investments. Learn in this Caltrans case study presentation, the whole story of an e-learning initiative, from buy-in, to timelines and budgets, to contracting and course creation.

*James Moore, Caltrans Capital Project Skill Dev.*
*Cindy Edwards, CSUS, Instructional Design*
*Kirsten Ryden, CSUS, IT Program Manager*

# WORKSHOP SESSIONS
## DESCRIPTIONS-DAY TWO

### SESSION I – 8:30am-9:45am
***(Choose One Workshop)***

**#L16 "Supporting the Transition to Management"**
Participants will gain an awareness and understanding of how systematic multifactor approach is a proven method for a successful transition into management. Identify the warning signs of failing managers. Uncover common organizational barriers and learn how to remove or lessen them.

*Steve Knight, Executive Vice President*
*Lily Benavides, Senior Consultant*
*Integral Talent Systems, Inc.*

**#L17 "Leadership Essentials"**
Supervisors or team leaders are the most influential in the motivation level of employees. This workshop will provide effective strategies and techniques for managing people, process and performance in today's fast paced work environments. This learning session will provide an understanding of fundamental shifts that must take place before management skills training can be effective.

*Mary Jo Huard, Consultant*
*Southwest Training Institute*

**#F18 "Magic of the Facilitator…Competencies for Mastery"**
Using a cooperative group study method, the participant will review an article on the fourteen facilitator competencies: *The Magic of the Facilitator*. Understand the key essentials of facilitation and experience the cooperative study approach to group learning.

*Marlene M. Lockwood, MPA, Lockwood Group*
*Bill Davis, MP1, WRDavis Collaborative*

**#T19 "Language Access for Business, Government Agencies and Training Offices: Increase job effectiveness, legal compliance and profitability"**
This session will provide information about California language demographics and how it applies to cultural diversity and training environments. There is a large and fast growing population of limited English speaking who are entering the state workforce and entitled to public services that state trainers and offices interact. Learn information about customer service, marketing considerations, quality indicators for interpreting and translating, best practices in government agencies, state and national trends and initiatives.

*Nancy Zarenda, CPS Human Resources Services*

**#A20 "Are You a New Training Officer in your Organization? Understand the Role of the Training Officer and Coordinator"**
This presentation will provide valuable information on the roles and responsibilities of the Training Officer, Manager, and Coordinator within State Departments. Increase your understanding and awareness of the importance in the training functions within your organization.

*Sue Williams, State Personnel Board*
*Madeline Journey-Lynn, ADP*

### SESSION II – 10:45am-12:00pm
***(Choose One Workshop)***

**#L21 "Managing Change at Work and Home"**

Participants will review the stages of change and the process that we go through in any type of change. Through self-reflection, activities, and discussion, you will explore your own ways of dealing with stressors brought about by change. A video adaptation of the book, "Who moved my cheese" will be presented.

*Nancy Nieland, Instructional Designer*
*Department of Corrections and Rehabilitation*

**#L22 "Workforce Succession Planning Tools for Government Agencies"**

This panel discussion will present an overview of steps and processes that is instrumental in achieving effective recruitment and skills development. At the end of this discussion participants will understand the importance of Succession planning within government agencies and know what steps they must take to proceed in developing a action plan and resources available to help with the task.

*Representative, Department of Transportation*
*Representative, Dept Correction &Rehabilitation*
*Carla Vincent, Jenni Helfrich, Jeanne Rodriguez*
*College of Continuing Education, CSUS*

**#R23 "Retaining Your Organization's Technical "Tribal Knowledge": The Other Piece of Succession Management**

Learn a practical method to identify your Department's most critical and "at-risk" technical knowledge or skill resources and evaluate their potential loss impact on your organization. Learn how to create a retention plan using a variety of tested tools used by pioneers in the field of knowledge management.

*Mary Kay, Lahay & Associates*

**#C24 "Appreciative Inquiry: Learning From Our Successes to Create Our Future"**

This presentation will consist of experiential learning of appreciative inquiry processes and discussion of applications in government sector. Learn how language creates the organization's reality. Identify applications of appreciative inquiry to enhance employee/management collaborations, communication, trust, and customer service both internal and external. Gain knowledge of a process to shape your organization's destiny by discovering and designing by those doing the work of the organization

*Ron Young, PsyD,*
*Cathleen Shanel, DDS, MA*
*CPS Human Resources Services*

### SESSION III – 1:45pm-3:15pm
***(Choose One Workshop)***

**#E25 "Department of Personnel Administration: Online Course on Classification and Pay"**

Experience this online presentation of the new course titled "Classification and Pay." This 30-minute presentation will consist of a walk through of course format, content, interactive exercises, and online evaluation. Engage in a question and answer session with your peers.

*Rosanne McHenry, Online Developer*
*Department of Personnel Administration*

**#C26 "Accommodating Different Learning Styles"**
Learning styles are different approaches or ways of learning. This workshop will discuss what sparks student learning. Participants will define four basic styles, identify learning style preference and recognize benefits of using learning styles when you conduct training.

*Rhonda Morris, Training Officer*
*California Lottery*

**#S27 "The Barn Door is Open-It's time to figure out what to do now that employees are leaving!"**

This interactive program will give participants tools to use in achieving employee development. Understand the Training Department's role in succession planning. Learn the necessary steps to capture the wealth of knowledge of potential retirees while preparing for succession planning. Participants will have the opportunity to share with their peers what is and is not working within their agencies.

*Karen Arnold and Kevin Williams*
*FutureDecisions*

**#F28 "Meeting Our Needs-A Partnership Approach to Meetings"**

Let's face it! Meetings can be one of the most important parts of your job, they often turn into the most frustrating parts as well. Improve the quality of our own meetings by focusing on partnership approach to meetings. This workshop will explore the three phases of meetings and a step-by-step process for planning one. Learn creative ways to engage participants and different levels of decision making that occur in meetings.

*Michael Elfant,*
*Marlaina Wilson*
*Cathryne Ahrens*
*Department of Health Services*

## CONFERENCE REGISTRATION

**Registration Fees:**

*Fees includes the two continental breakfasts, two lunches, and workshops.*

____$100.00 Early Registration/Payment
____$125.00 Late Registration/Payment

**Registration Deadline:**

**Early**- Registration/Payment Deadline **May 10, 2006**
**Late-** Registration/Payment received ***after*** **May 10, 2006**

**Space is limited and will fill quickly! Registration and payment received will be processed on a first come first serve basis. Online registration/payment will have priority.*

**How to Register:**

Register by completing the registration form:

1) by going to the following website:
http://secure.cps.ca.gov/registration/sts/
or
2) by mailing the registration form with payment to:
CPS Human Resource Services
Attn: CNLP Conference
241 Lathrop Way
Sacramento, CA 95815

**Payment Information:**

1) *Credit card payment*-by going to the following website with credit card payment information:
http://secure.cps.ca.gov/registration/sts/
or
2) *Revolving check payment*- by mailing the registration form with payment to:
CPS Human Resource Services
Attn: CNLP Conference
241 Lathrop Way
Sacramento, CA 95815

**Need Additional Information, please contact Kathy Jones at KJones@dca.cslb.ca.gov .**

**CANCELLATIONS/REFUNDS:**

Registration fees will be refunded for cancellations received no later than May 10, 2006. No exceptions.

**HOTEL:**

The Comfort Inn Suites, located at 21 Howe Ave, Sacramento, CA has blocked rooms at a special rate of $84.00 for single/double per night. To make reservations, call (916) 379-0400 and mention the CNLP/DTO for the group rate. A limited number of rooms have been blocked at this special rate, if reservations made by May 18, 2006. For directions to the hotel please visit the hotel website at http://www.digitalanand.com/sacra/.

**DIRECTIONS:**

For directions to the conference site, the College of Continuing Education, CSUS at 3000 University Drive East, Sacramento, CA 95819-6103, go to the website page http://secure.cps.ca.gov/registration/sts/ You will find user-friendly directions from all areas of travel.

**PARKING:**

Daily parking fee is $2.75. Parking tickets can be purchased at the parking kiosks (yellow boxes) located at College of Continuing Education, Napa Hall and CSUS parking lots. A daily parking pass will permit you to park anywhere designated as "student parking" on campus grounds.

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***Mail in Registration and Payment Information:**

Mail with a revolving check to:
CPS Human Resource Services
Attn-CNLP Conference
241 Lathrop Way
Sacramento, CA 95815

**(Complete one registration form for each attendee)**

**Name:**_____
**Title:** _____
**Organization:** _____
**Address: City State Zip:** _____
**Phone:** _____**Email Address:**_____

**Workshop Choices (choose by circling one per session):**

L-Leadership, S-Succession Planning, C-Consulting, F-Facilitation, A-Administrative Skills, E-eLearning, T-Technical, R Resources
*(See conference brochure for workshop descriptions)*

**Wednesday, May 24, 2006**

| Session I | Session II | Session III |
|---|---|---|
| #S1 | #L6 | #S11 |
| #A2 | #S7 | #T12 |
| #L3 | #S8 | #C13 |
| #R4 | #A9 | #L14 |
| #L5 | #E/T10 | #E15 |

**Thursday, May 25th 206**

| Session I | Session II | Session III |
|---|---|---|
| #L16 | #L21 | #E25 |
| #L17 | #L22 | #C26 |
| #F18 | #R23 | #S27 |
| #T19 | #C24 | #F28 |
| #A20 | | |

You will be notified if your workshop choice is full.

**Special Accommodations:**

☐ **Wheelchair Accessible** ☐**Vision Impaired**
☐ **Hearing Impaired**
☐ **Free Shuttle Service (between Alumni Ctr/Napa Hall)**
☐ **Box Lunch – Vegetarian**

***Special thanks to our Conference Partners:***
***California State Personnel Board***
***College of Continuing Education, CSUS***
***CPS Human Resource Services***

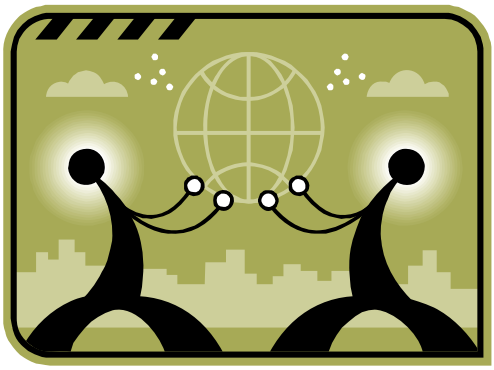
*©California Network of learning Professionals Conference 2006*

# About .....

# CALIFORNIA Network of Learning Professionals

***We are a supportive alliance creatively networking to develop California's State workforce for optimal performance.***

***We, the California Network of Learning Professionals, are working together to design the future…together, we will see the day when each employee makes the difference for our citizens.***



***Event map located on back of this page***

# Agenda

## Wednesday, May 24, 2006

**7:30a.m.** Registration - *Alumni Center*

**8:15-10:15am** Continental Breakfast/ Welcome - *Alumni Center*

*Welcome*
*(Invited Guest- Governor's Office)*

*Welcome by* Mary Fernandez,
CNLP Advocate and SPB Representative

*Welcome by* Alice Tom, Dean
College of Continuing Education, CSUS

*Welcome by* Jerry Greenwell
CEO CPS Human Resource Services

**10:30-12:00pm** Workshop Session I

**12:15 -1:15pm** Box Lunch – *Alumni Center*

***(Enjoy! A Series of Inspirational Videos)***

**1:30-2:45pm** Workshop Session II

**3:00-3:30pm** Networking/Exhibitor *Napa Hall*

**3:45-5:00pm** Workshop Session III

## Thursday, May 25, 2006

**7:15-8:15am** Continental Breakfast *Alumni Center*

**8:30-9:45am** Workshop Session I

**10:00-10:30am** Networking/Exhibitor *Napa Hall*

**10:45-12:00pm** Workshop Session II

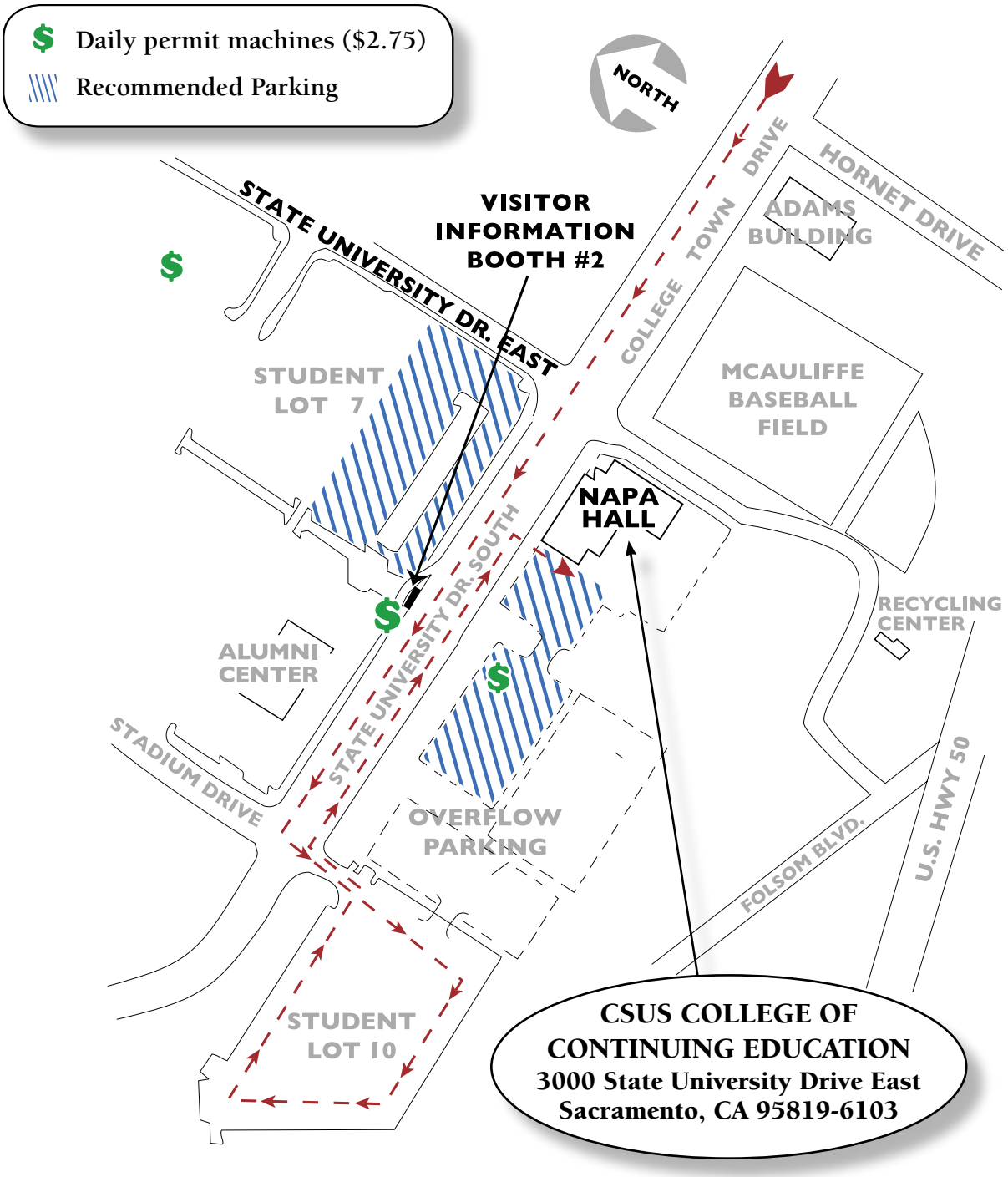
**12:15-1:30pm** Buffet Luncheon

***Keynote Speaker-***
*~Alumni Center~*

**1:45-3:15pm** Workshop Session III

© *A 2006 conference presented by the California Network of Learning Professionals (CNLP) for the California State Departments training and learning community*

# California State University, Sacramento
# College of Continuing Education




## *Welcome To Napa Hall!*

As we move into our new building, we would like to make things as easy as possible for you. The map above displays the closest parking to Napa Hall and also shows the nearest daily parking permit machines. (Weekly and semesterly permits are also available at the cashiers office in Lassen Hall.) Thank you for choosing CSUS College of Continuing Education.