

Office of
Personnel Management

TRAINING BULLETIN Q1 2026

January - March



OPM Training and Outreach
501 Woodlane Street, Suite 205
Little Rock, Arkansas 72201
(501) 682-1846

OPM.Training@arkansas.gov

<https://sas.arkansas.gov/personnel/training/>



CHANGE FOR REQUIRED SUPERVISORY COURSES



OPM Training & Outreach is giving you more options for your supervisory courses! To allow for more personalization of your needs as a manager our third required course will be an elective of your choosing.

REQUIRED:



Arkansas Government Basics



HRKansas



Interpersonal Communications



Emotional Intelligence



Bridging Generational Gaps



Coaching & Mentoring



The Prepared Leader

**Must take ONE of these to meet supervisor course needs, but you can take all of them.

Hit the new year running!

Holidays are over, cookies have been eaten, and it's time to shake off the tinsel and get back in the groove. 'New year, new me' starts with the OPM Training and Outreach team helping you meet your resolution to get better in '26!



Like A Boss will help you decide from to move on from the starting line! Be confident in your decisions and adapt to change better this year.



In **Gettin' A Handle on the Hustle** you can learn to manage your time before it manages you. New year, new calendar, same 24 hours in a day, so find balance, breathe easier, and build healthy boundaries in 2026.



You don't have to get their music, just listen to the lyrics and better understand different generations by **Bridging Generational Gaps**. Connect better and communicate better with Boomers to Gen Z in your office.



Spicing up **Power Point**? Need to know what a pivot table is in **Excel**? Refresher on **Word**? We have Microsoft classes ready for you to crush office work in 2026!



Be the leader you were made to be with the 5-6-7 offering from OPM Training & Outreach. The Covey series will help you lead your team into the new year with **5 Levels of Leadership**, **6 Critical Practices for Leading a Team**, and **7 Habits of Highly Effective People**.



OPM Training Center

Our training facility is located on the 2nd floor in the Department of Commerce Building at 1 Commerce Way in Little Rock. Parking is free. Please use the parking to the left of the flagpoles as you face the building.



The Two Sisters coffee bar is located on the second floor if you need drinks or snacks. We also have an ice machine with a water dispenser.

In the event of inclement weather in Central Arkansas, classes will be rescheduled.

Contact Us

OPM Training & Outreach
Office of Personnel Management
Arkansas Department of Shared Administrative Services
501 Woodlane Street, Suite 205 Little Rock, Arkansas 72201
Phone: (501) 682-1846

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Jan 2026

(V) Denotes a virtual course

Mon	Tue	Wed	Thu	Fri
			1 Happy New Year! 2026	2
5	6 Ark Gov Basics	7 HRkansas Excel	8 Emotional Intelligence The Prepared Leader	9
12	13 Defensive Driving Advanced Procurement	14 Generational Gaps (V) Like A Boss	15 Goal Setting 5 Levels of Leadership	16
19  	20	21 Conducting Effective Meetings (V) Interpersonal Communication	22 Radical Candor Public Speaking	23
26	27 Ark Gov Basics (V) Getting a Handle on the Hustle	28 HRkansas (V) Coaching & Mentoring	29 Business Writing Customer Service (V)	30

Feb 2026

(V) Denotes a virtual course

Mon	Tue	Wed	Thu	Fri
2 	3 Ark Gov Basics	4 HRkansas Power Point	5 Microsoft Teams Manager Self-Care	6
9	10 Advanced Procurement	11 Emotional Intelligence	12 Art of Persuasion Procurement Fundamentals	13
16 	17	18 Press to Post Interpersonal Communication	19 Implementing the 7 Habits Customer Service	20
23	24 Ark Gov Basics (V) Excel	25 HRkansas (V) Addressing Employee Conduct	26 Like A Boss	27

March 2026

(V) Denotes a virtual course

Mon	Tue	Wed	Thu	Fri
2	3 Ark Gov Basics Excel	4 HRkansas	5 The Prepared Leader Interpersonal Communication	6
9	10 Procurement Fundamentals (V) Bridging Generational Gaps	11 Performance Evaluations (V) Business Writing	12 Surviving Conflict Advanced Procurement (V)	13
16	17  6 Critical Habits  Goal Setting	18 Coaching & Mentoring	19 Defensive Driving Getting a Handle on the Hustle	20
23	24 Ark Gov Basics (V)	25 HRkansas (V)	26	27
30	31			

Course Descriptions

Addressing Employee Conduct

Managing conduct or performance issues effectively is a critical challenge for leaders in any workplace. This course explores how to identify and address the causes of problematic behavior, how to coach or counsel employees, and how to administer employee discipline when necessary.

Duration: ½ Day

Advanced Procurement

Advanced Procurement covers what you need to know about more complex procurement solutions, such as invitations for bid (IFB), requests for proposals (RFP), atypical procurements, and statewide & cooperative contracts. The RFP process is covered in depth, including topics such as preparing an RFP, bid opening, evaluating bids, and awards. Completion of Procurement Fundamentals is highly recommended.

Duration: Full Day

Arkansas Government Basics

Arkansas Government Basics provides an overview of the basic structures and processes of Arkansas' state government, including the legislative process, rulemaking process, Freedom of Information Act, workers' compensation, government accounting, procurement, and travel and state vehicle policies.

Duration: Full Day

Art of Persuasion

Want to be more persuasive in your communication? The Art of Persuasion will equip you with the tools to more effectively influence beliefs, attitudes, and actions. We'll cover what makes a good argument, how to identify bad arguments, and rhetorical devices that will help your communications pack an extra punch.

Duration: Full Day

Bridging the Generational Gaps

From typewriters to TikTok, faxes to FaceTime — today's workplace is a five-generation mashup of values, styles, and emoji fluency. Whether you're mentoring a Gen Z new hire or collaborating with a seasoned Traditionalist, this course equips you with tools to bridge the gaps, not just put up with them.

Duration: Full Day

Business Writing

If you want to become a better writer, this course is for you. This course features resources and tips to help you practice your writing skills and take them to the next level.

Duration: Full Day

Coaching & Mentoring

Whether you're leading a team, guiding a new hire, or just the person everyone comes to for advice, this course will help you sharpen the tools that matter: listening with purpose, asking the right questions, building trust, and having the real conversations that move people forward. We'll break down the difference between coaching and mentoring (yep, there is one), explore how to build strong connections across generations, and talk honestly about what gets in the way—like resistance, tough feedback, or just plain burnout. Don't just clock in – help your colleagues grow!

Duration: Full Day

Conducting Effective Meetings

Conducting Effective Meetings is designed to give you the basic tools to plan and manage productive meetings. You will learn planning and leadership techniques that will give you the confidence to run an engaging and productive meeting that will leave a positive and lasting impression.

Duration: ½ Day

Customer Service

Government is a service industry. No matter how great our programs are or how talented our people may be, customers mainly remember the direct interaction they have with us. Those interactions shape customer opinions not just of our departments, but of government in general. Learn the fundamentals of great customer service.

Duration: ½ Day

Emotional Intelligence

This course will help you understand what emotional intelligence is and how you can improve both your professional and personal life. Learn techniques to self-motivate, control emotions, and challenge negative thought patterns. You will understand the importance of self-awareness and developing your emotional skills.

Duration: Full Day

Defensive Driving

Defensive Driving satisfies the requirements of the Arkansas Safe Driver Program, which must be completed to drive a state vehicle.

Duration: Full Day

Excel Basics

Learn how to turn Excel into your most powerful productivity tool. Starting with the basics and moving to more advanced features, our training in Excel basics gives a comprehensive overview of Microsoft Office's spreadsheet application. This course builds a skill set that helps define you and your work skills. Excel training is just what you need to increase your productivity and take your skills to the next level.

Duration: Full Day

Five Levels of Leadership

What makes a good leader? Some say you'll know one when you see one; others confuse being a leader with simply having a title. In *The Five Levels of Leadership*, John C. Maxwell gives a shape and form to something seemingly indefinable and provides a roadmap to help you reach your full leadership potential. In this session, you'll learn how to go from being a boss to a natural leader, get people to follow you without using your rank, and use your leadership to build a legacy that stands the test of time.

Duration: ½ Day

Freedom of Information Act

This overview of the Arkansas Freedom of Information Act equips state employees with what they need to know about one of the broadest freedom of information acts in the nation. We cover how FOIA came to be, how it affects public records, how it covers public meetings, and what to do if you receive a FOIA request.

Duration: ½ Day

From Press to Post: Leveling Up Government Comms

Effective public service communication goes beyond just getting the facts right—it's about making information clear, accessible, and engaging across all platforms. This course equips you with basic skills in visual design, press/media relations, writing compelling press releases, and crafting impactful social media content. From understanding design basics using tools to preparing for media interviews and creating on-brand public messaging, this course blends practical tools with communication strategy. Whether you're in a full-time comms role or wear multiple hats, you'll be better prepared to represent your agency with clarity and professionalism.

Duration: Full Day

Getting a Handle on the Hustle: Managing Stress & Time in State Government

This course brings the best of time management and stress relief, tailored to the pace and pressures of Arkansas state government work. We'll help you figure out how your brain naturally works, where your time really goes, and how to create routines that actually stick. You'll walk away with practical tools to help you manage the chaos — not just survive it. If your to-do list is out of control and your coffee's doing all the heavy lifting, this course is for you.

Duration: Full Day

Goal Setting

This course will help you utilize and understand the GROW coaching method, as well as how to set SMART goals. These tried-and-true coaching and goal-setting strategies are great methods for personal growth and having productive conversations with staff members.

Duration: ½ Day

HRkansas

HRkansas covers information related to the human resource-related topics within Arkansas state government. Topics like the appropriation process, job specification, cross-grading and downgrading, pool positions, extra help, state compensation, overtime and compensatory time, payroll processing, the different types of leave, basic employment law, and the Equal Opportunity Commission process.

Duration: Full Day

Interpersonal Communication

Many of the problems we encounter in the workplace are caused by miscommunication. Interpersonal Communication covers the different methods of communication, barriers to communication, the importance of perception, and techniques for clear and effective communication.

Duration: Full Day

Implementing the 7 Critical Habits

Built on extensive global research with clients who are highly successful at implementing the 7 Habits inside their organizations, this new one-day work session teaches leaders how to make the 7 Habits the operating solution for their teams, divisions, and organizations.

Implementing the 7 Habits requires leaders to:

- Commit to implementing the 7 Habits
- Model the 7 Habits
- Reinforce the 7 Habits by integrating the 7 Habits everywhere within the organization's culture

Duration: Full Day

Like A Boss: Adapting & Deciding with Authority

Change is constant, and strong decision-making is what sets leaders apart. This course equips you with the tools to confidently navigate uncertainty, weigh options quickly, and make sound choices, even when the path forward isn't crystal clear. Walk away ready to lead "like a boss" with confidence, clarity, and resilience.

Duration: Full Day

Manager Self-Care

Effective leaders can take care of their teams but also take care of themselves. This course explores what managers and supervisors can do, both in the office and outside the office, to make sure they are the best version of themselves and to be better leaders.

Duration: ½ Day

Microsoft Teams

Get to know Microsoft Teams and learn how this powerful tool can help you collaborate and get work done. We'll cover topics such as teams, channels, file management, collaboration, and how to attend and run Teams meetings.

Duration: ½ Day

PowerPoint Basics

Learn how to create engaging and professional presentation slides using Microsoft PowerPoint. Our training in PowerPoint basics covers the essential tools and functions needed to craft custom slides.

Duration: Full Day

The Prepared Leader

In no other time in recent history have leaders in every industry and on every continent grappled with so many changes that have independently and simultaneously undermined their ability to lead. The Prepared Leader encapsulates more than two decades of research to convey how you can navigate through the distinct challenges of today and tomorrow. These insights have implications for every leader in every industry and every worker at every level.

Duration: Full Day

Presenting Testimony

Learn about the judicial process and how to testify in court and in front of legislative committees or administrative boards. We will cover strategies on how to manage the jitters that may affect the delivery of testimony, reduce the barriers to being a good witness, and increase your effectiveness in presenting testimony.

Duration: ½ Day

Procurement Fundamentals—The Procurement Process, Small Orders, & Competitive Bidding

The first in a new series of procurement classes, Procurement Fundamentals covers topics such as ethics, types of procurements, roles in procurement, market research, and focuses on the small order and competitive bidding procurement processes. This is the first course in the legislatively required in-person training for those involved in procurements.

Duration: ½ Day

Public Speaking (Talking in Front of Folks)

Not comfortable speaking in front of people? Whether you're in an arena full of people or leading your office discussion, our Public Speaking course explores what you can do to make sure you nail your next presentation.

Duration: Full Day

Radical Candor

Become a great boss through the straightforward, deeply human lessons of Radical Candor. These techniques maintain high employee satisfaction and drive stellar results that you'd never be able to accomplish otherwise. With the two guiding principles of radical candor—caring personally and challenging directly—you'll build stronger relationships within your team and create a culture of sincere and helpful guidance, inspiring your team members to bring their best and most motivated selves to their work and their collaborations, every day.

Duration: Full Day

Seven Habits of Highly Effective People

Great performance requires a common set of values, behaviors, and skills that align individual capabilities to their organization's strategy. In the Seven Habits of Highly Effective People Foundations, participants will learn how to make better choices about spending their time and energy and how to work more effectively with others to achieve far better results.

Duration: Full Day

Six Critical Practices for Leading a Team

Leaders at every level significantly impact departments: employee productivity and engagement, customer satisfaction and loyalty, innovation, and financial performance. People skills typically account for 80 percent of success in this role. Yet many people are promoted into leadership because of their technical capabilities without mastering the skills of managing and motivating others. Without these basic skills, leaders at every level can struggle with leading teams in today's workplace. The Six Critical Practices for Leading a Team is a special collection of relevant, practical resources that provide leaders with the mindsets, skillsets and toolsets needed to lead others effectively.

Duration: Full Day

Surviving Conflict

Managing conduct or performance issues effectively is a critical challenge for leaders in any workplace. This course explores how to identify and address the causes of problematic behavior, coach or counsel an employee, and administer employee discipline when necessary.

Duration: ½ Day

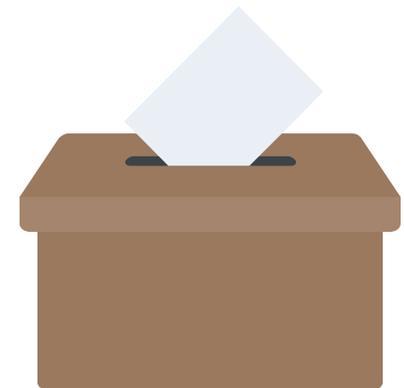
Word Basics

Understanding Microsoft Word is crucial in today's business environment. This course covers document creation, collaboration, and communication in Word. Learn how to create, format, and navigate documents, as well as how to edit text, create lists, draw tables, insert graphics, include references, and more.

Duration: Full Day

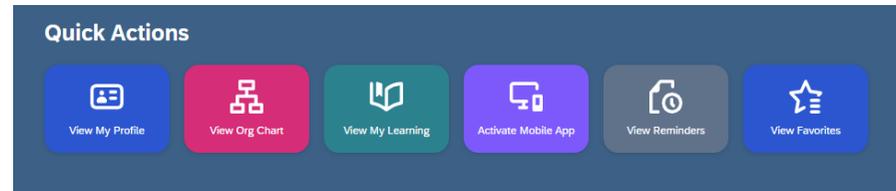
Have a suggestion for a course?

Let us know and we can develop your suggestion into a course or incorporate it into an existing one so ALL state employees can benefit. Email us at OPM.Training@arkansas.gov with your ideas!



Registering for Classes

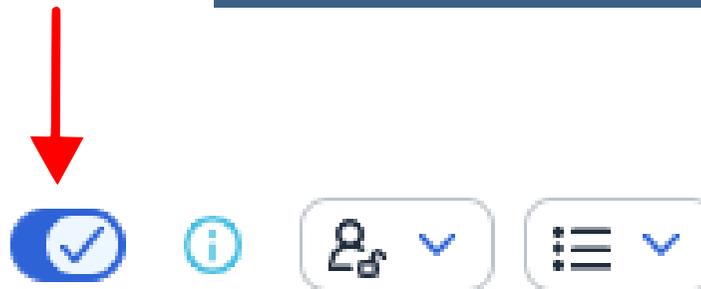
1. Log into MyARCareers



2. Click the 'View My Learning' icon.
You can also go to the header and switch to 'MyARLearning'.



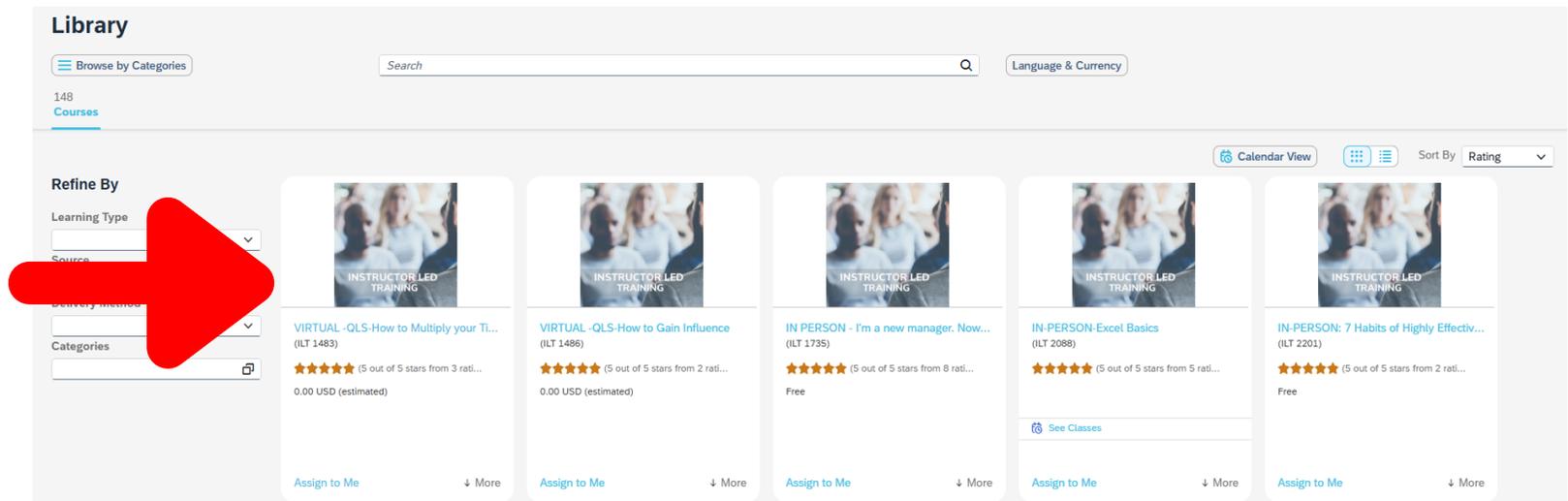
3. Switch your view to the
"Old Experience"



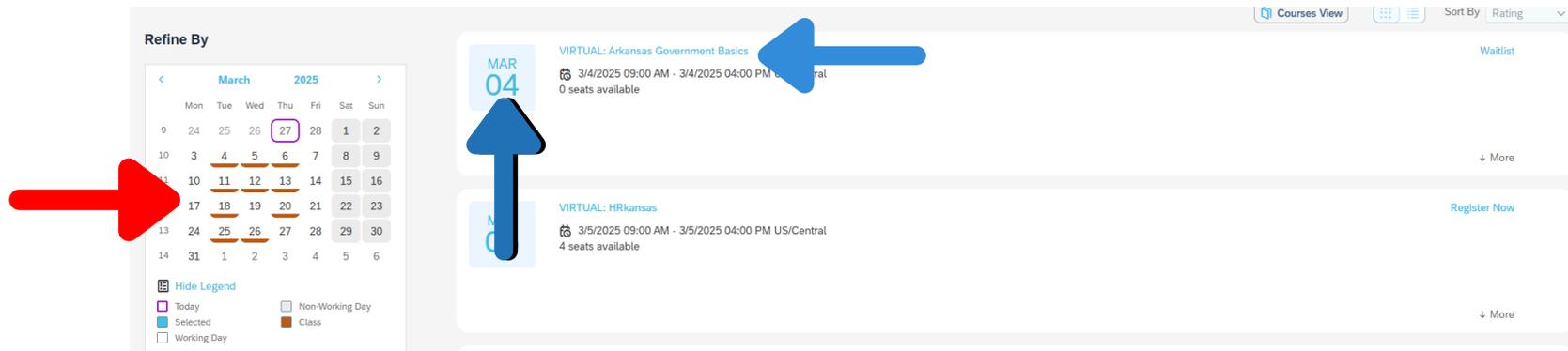
4. Locate the Find Learning tile and click Browse all courses to access the library. If you know the course name and you type it in the search field.



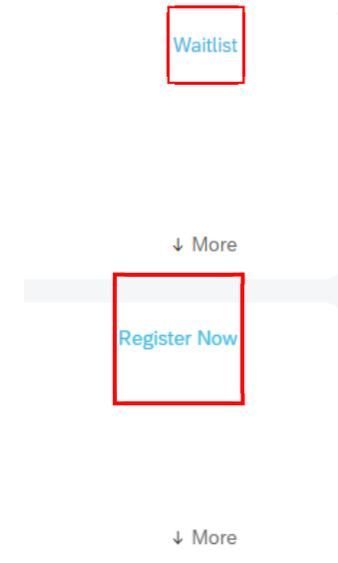
5. The library lists all the offered courses in their different formats.
- a. Virtual is a course held via Zoom.
 - b. In-person is a course held at the TSS Training Center.
 - c. Quick Learning Session is a shorter online session which is instructor-led.



6. Click Calendar View to view when classes are scheduled specifically.
 - a. [Course Name](#) links to the course details.
 - b. The date is in the [light blue square](#).
 - c. [The Red Underline](#) in the calendar indicates courses are scheduled.



7. Click Register Now to enroll in the course or Waitlist to be added to the waiting list.
 - a. When you register it will show you how long the course is and how many seats are available! *Better get in while you can!*
 - b. You can also assign it to yourself or bookmark a course so you can view it later.



Registered



You're registered!

8. After you register, you will get a notification you are enrolled.

9. If you join the waitlist, you will be shown your position on the waiting list.

Information

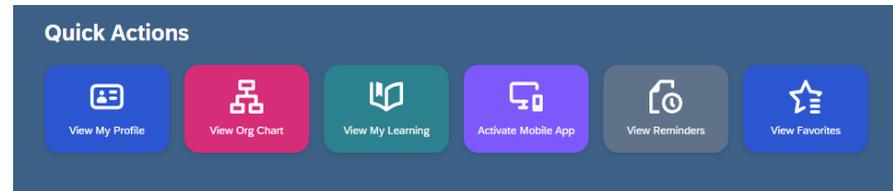
Your Name, your position on the waitlist is 1.

A notification email will also be sent to Your Email when a seat becomes available for you.

10. You will be sent an email prior to the course start date and time with instructions and directions on course attendance.

Printing Course Certificates

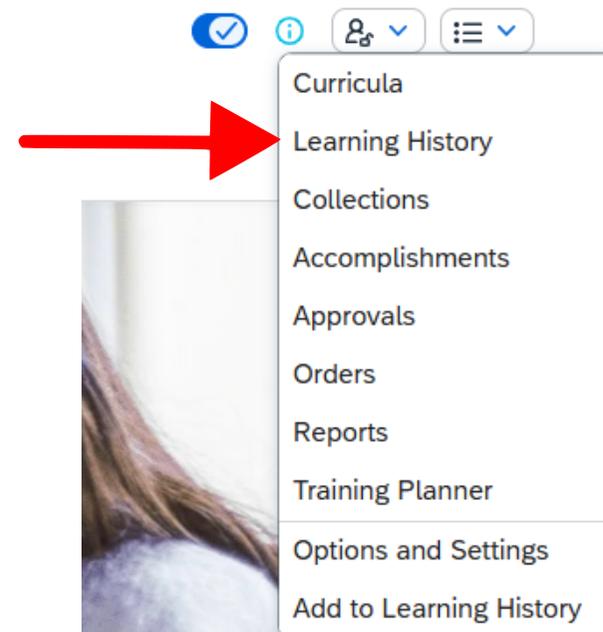
1. Log into MyARCareers



2. Click the 'View My Learning' icon.
You can also go to the header and switch to 'MyARLearning'.



3. Click on **Learning History** in the dropdown menu in the top right corner.



4. All completed activities will be shown here. Under the 'Actions' column you can select the printer icon to print a copy of your course completion certificate.



Completed Activities (18)

Title	Completion Date	Status	Action
VIRTUAL: Arkansas Government Basics ★★★★★	3/4/2025 04:00 PM	Complete	
IN-PERSON-Excel Basics ★★★★★	1/15/2025 05:00 PM	Complete	
VIRTUAL: Interviewing and Hiring ★★★★★	12/19/2024 04:00 PM	Complete	

5. Your certificate will open in a separate window and you can either print it or you can right click on it and save it to your desktop.

