

Office of
Personnel
Management

TRAINING BULLETIN

Q2 2026

April-June

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/>

TO
TRAINING
AND OUTREACH

The background of the slide is a photograph of a game show set. A large, diverse audience is seated in rows, looking towards the camera. In the foreground, four contestants are seated at a desk with large, illuminated number displays. The displays show the numbers 1201, 798, 1000, and 200 from left to right. The backdrop features a large graphic that says "45 YEARS" and "PRICE IS RIGHT". The set is decorated with colorful floral patterns and bright lighting.

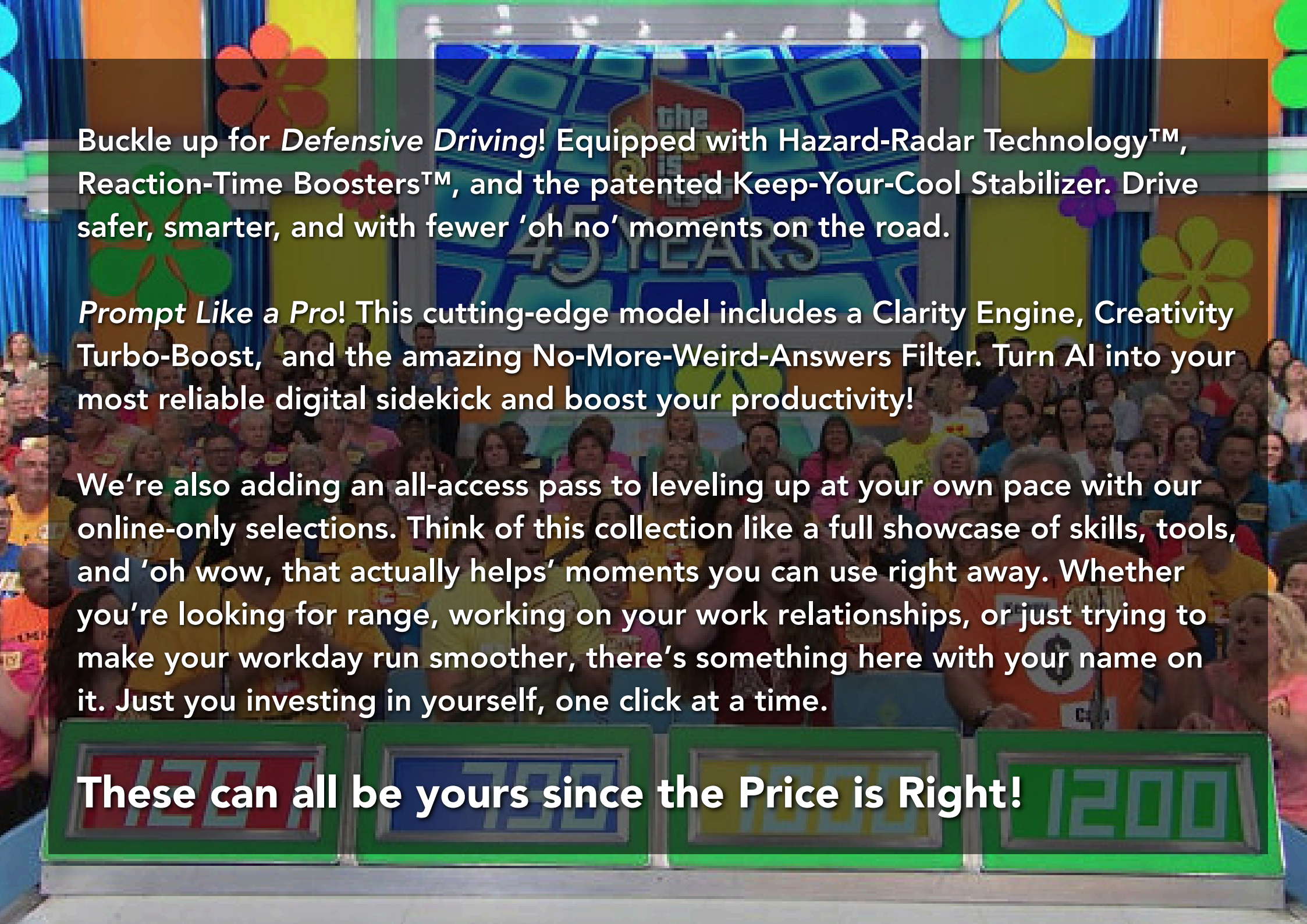
Tell them what they're playing for Johnny...

Some **BRAND NEW** Classes!!!

Get ready for *The Abilene Paradox*! This compact, high-efficiency class helps teams stop agreeing to bad ideas with a built-in Speak-Up Sensor and Groupthink-Buster Package. Perfect for avoiding those 'Why are we doing this?' projects!

Featuring a polished Integrity Control Panel, real-world scenario upgrades, and the ever-popular Don't-Be-That-Person Safety Lock. Keep your decisions clean and your name out of the headlines with *Business Ethics*!

Introducing *Mission Possible*! This purpose-powered training comes with a Meaning-Finder Module, a Motivation Recharger, and a deluxe reminder that your work actually matters. Ideal for anyone needing a spark behind the paycheck.



Buckle up for *Defensive Driving!* Equipped with Hazard-Radar Technology™, Reaction-Time Boosters™, and the patented Keep-Your-Cool Stabilizer. Drive safer, smarter, and with fewer 'oh no' moments on the road.

Prompt Like a Pro! This cutting-edge model includes a Clarity Engine, Creativity Turbo-Boost, and the amazing No-More-Weird-Answers Filter. Turn AI into your most reliable digital sidekick and boost your productivity!

We're also adding an all-access pass to leveling up at your own pace with our online-only selections. Think of this collection like a full showcase of skills, tools, and 'oh wow, that actually helps' moments you can use right away. Whether you're looking for range, working on your work relationships, or just trying to make your workday run smoother, there's something here with your name on it. Just you investing in yourself, one click at a time.

These can all be yours since the Price is Right!



TD TRAINING AND OUTREACH

Your title doesn't limit your potential

Titles don't make you grow. Showing up does. Our classes are designed for every employee who wants to feel more capable, more confident, and more in control of their day. You don't need a supervisor title to invest in yourself; you just need the willingness to step in, learn something useful, and walk out a little stronger than you walked in.

Future-you will be glad you took the time.

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

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

April 2026

(V) Denotes a virtual course * Denotes Manager requirement/elective

Mon	Tue	Wed	Thu	Fri
	31 *Ark. Government Basics (V) Addressing Employee Conduct The Prepared Leader	1 *HRKansas (V)	2 *Emotional Intelligence (V) Excel Basics	3 Presenting Testimony (V)
6	7 Effective Performance Evaluations PowerPoint Basics	8 Business Writing Like A Boss	9 Conducting Effective Meetings *Interpersonal Comm	10
13	14 Defensive Driving Ethics: Do RIGHT Rule I'm a New Manager...Now What?	15 Goal Setting	16 5 Levels of Leadership Public Speaking	17
20	21 Procurement Fundamentals (V)	22 Prompt Like a Pro (AI)	23 Mission Possible Effective Performance Evaluations	24
27	28 Manager Self-Care Teams	29 *Bridging Generational Gaps Surviving Conflict	30 Abilene Paradox	

May 2026

(V) Denotes a virtual course * Denotes Manager requirement/elective

Mon	Tue	Wed	Thu	Fri
4	5 *Ark. Government Basics (V) Radical Candor	6 *HRKansas (V) Customer Service	7 *Coaching & Mentoring (V)	8
11	12 *Interpersonal Comm Art of Persuasion Procurement Fundamentals (V)	13 Emotional Intelligence 6 Critical Practices Advance Procurement (V)	14 *The Prepared Leader (V) Press to Post	15
18	19 *Bridging Generational Gaps Freedom of Information (V)	20 7 Habits of Highly Effective People Public Speaking	21 Gettin' A Handle on the Hustle Implementing the 7 Habits	22
25	26 	27	28	29
No Classes Scheduled				

June 2026

(V) Denotes a virtual course * Denotes Manager requirement/elective

Mon	Tue	Wed	Thu	Fri
1	2 *Ark Gov Basics (V) Addressing Employee Conduct	3 *HRKansas (V) Harassment Prevention	4 Abilene Paradox *Emotional Intelligence	5
8	9 Ethics: Do RIGHT Rule Teams Basics	10 Business Writing Defensive Driving Like A Boss	11 *Coaching & Mentoring Procurement Fundamentals (V)	12
15	16 Conducting Effective Meetings Mission Possible	17 Goal Setting Prompt Like a Pro (AI)	18 *Interpersonal Comm Manager Self-Care 5 Levels of Leadership	19
22	23 *Bridging Generational Gaps Word Basics	24 Gettin' A Handle on the Hustle Radical Candor	25 PowerPoint Basics Surviving Conflict	26
29	30			

Course Descriptions

*- Denotes a required or elective manager course

Abilene Paradox (new for Q2)

Ever sat through a meeting where everyone agreed on a plan—only to discover later that no one actually supported it? That's the Abilene Paradox, a common group-decision trap where teams move forward with choices nobody truly wants. This session helps state employees recognize the subtle pressures that lead to "going along to get along." It offers practical strategies for speaking up, checking assumptions, and building healthier decision-making cultures. Participants will leave with tools to reduce miscommunication, prevent costly missteps, and strengthen trust across teams.

Duration: ½ Day

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 Ethics: Do RIGHT Rule (*new for Q2*)

An ethics course that provides employees with information on how to act with integrity, avoid conflicts of interest, and comply with the law while serving the public. It emphasizes transparency, responsible resource use, and fair decision-making. The goal is to maintain public trust and ensure employees act in the public's best interest.

Duration: ½ 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

Harassment Prevention and Handling (*new for Q2*)

Maintaining a safe, inclusive, and professional environment is fundamental to our mission as public servants. This comprehensive training program equips state employees with the critical knowledge and practical tools necessary to identify, address, and prevent harassment and discrimination in the workplace. Participants will strengthen their ability to uphold agency integrity and ensure the protection of both colleagues and the public. This course reinforces our commitment to a culture of accountability, fostering an environment where every individual is treated with dignity and respect.

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

Im a New Manager...Now What?

Whether you're a new manager, a leader helping new managers hone their skills, or an individual contributor looking to move into a management role, we will discuss the hazards new managers often face and learn how to overcome them.

Duration: ½ 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

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

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

Mission Possible *(new for Q2)*

Let's be honest, our work can feel routine, overwhelming, or even disconnected at times. This course will help you reset. We cut through the noise and help you reconnect to what matters: your impact, your strengths, and your role in something bigger. Through real talk and practical tools, you'll learn how to turn everyday tasks into meaningful contributions, manage some stress, and show up with renewed energy, even on those tough days. Because when you see the mission clearly, the work hits differently.

Duration: Full 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

Prompt Like a Pro (*new for Q2*)

As AI tools become part of everyday work in Arkansas state government, knowing how to guide them effectively is essential. This session introduces employees to the fundamentals of writing clear, purposeful prompts that produce reliable results. Participants will learn a simple framework for structuring prompts, practice hands-on techniques for improving accuracy, and explore real public-sector use cases. Whether you're brand-new to AI or looking to sharpen your skills, this class will help you use these tools with confidence and responsibility.

Duration: Full Day

Public Speaking (Talkin 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

New Online-Only Courses

Playing Well With Others: The Science of Relationships - The only thing consistent about most relationship advice is its inconsistency. Should birds of a feather flock together, or do opposites attract? Should we hold out for love at first sight or not judge a book by its cover? In this course, we'll break down eight big ideas from Barker's book to help you understand people better, improve friendships, reignite romance, and escape loneliness.

Never Stop Learning: How to Stay Relevant, Reinvent Yourself, and Thrive - In a world of constant change and technological advancement, how can individuals and organizations adapt, innovate, and succeed? In this course, you'll learn about the psychological biases that trap us in old ways of thinking, along with tips to overcome them. You'll also explore simple strategies to expand your skills, and become a more dynamic learner who excels in the modern world.

Good Habits, Bad Habits: The Science of Making Positive Changes That Stick - Wendy Wood—the leading scientist on the nature of habit—provides the first scientifically grounded analysis of habit formation in *Good Habits, Bad Habits: The Science of Making Positive Changes That Stick*. In this course, you'll uncover Wood's knowledge about the complex processes behind habits and dive into the three bases for habit formation: context, repetition, and reward. You'll gain a toolkit for how to break unwanted habits and create new, desired ones. And you'll learn how to form and stick with habits that work with you, not against you.

Farsighted Decisions - Most people think they're fairly skilled at making big life decisions. In this course, you'll learn to tackle complex, long-term decisions with conclusions from Steven Johnson's book, *Farsighted: How We Make the Decisions that Matter the Most*, including how to map your options, predict outcomes, and consider your values before making final choices.

Range: Why Generalists Triumph in a Specialized World - Specialize early. Commit to a single path. That's what many of us are told we must do to succeed in school, sports, or work. But bestselling author, acclaimed journalist, and renowned TED speaker David Epstein argues that this advice is just plain wrong. In this course, you'll learn why Epstein believes generalists have a competitive advantage over those who specialize early.

Developing a Growth Mindset - Developing a growth mindset allows individuals and companies to realize their potential, increase resilience, and achieve success. A growth mindset can unlock your capacity to learn, grow, and thrive—regardless of your current abilities or skill level. In this course, you'll first learn about the differences between a fixed mindset and a growth mindset. You'll then explore how a growth mindset can benefit you and your team. Finally, uncover specific strategies to develop a growth mindset—and expand your possibilities.

Loonshots: Nurturing the Ideas That Win - In *Loonshots: How to Nurture the Ideas That Win Wars, Cure Diseases, and Transform Industries*, physicist Safi Bahcall shares key principles from science that can help you thrive in business. In this course, you'll learn what science tells us about the nature of groups and organizations, what happens as they evolve, and how to cultivate innovative ideas that change the world.

Responsible AI for Public Professionals Part 1—Using Generative AI in Government:

This course gives Arkansas state employees a clear, practical foundation for using generative AI responsibly in public service. Participants learn how AI tools can support everyday government work while protecting sensitive information, reducing risk, and maintaining public trust. Employees leave with the skills to use AI confidently, ethically, and in alignment with state standards.

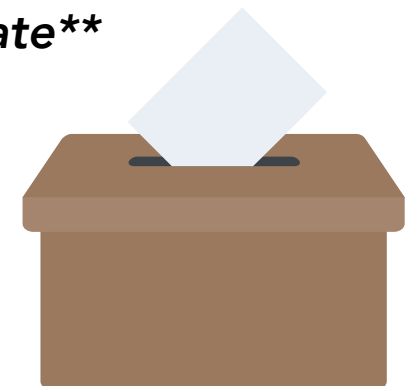
Responsible AI for Public Professionals Part 2—Understanding Risks and Resilience:

This course helps Arkansas state employees recognize key risks in generative AI—such as inaccurate outputs, privacy concerns, and overreliance—and build practical strategies to manage them. Through real-world examples, participants learn how to safeguard sensitive data, maintain transparency, and ensure AI tools support—not replace—human judgment. The course emphasizes resilience, accountability, and alignment with Arkansas’s public-service standards.

*****These courses are required for AI use with the state*****

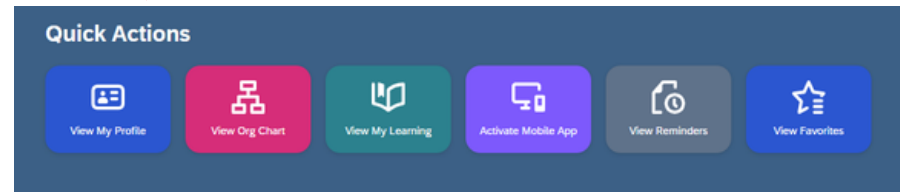
Have a suggestion for a course?

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

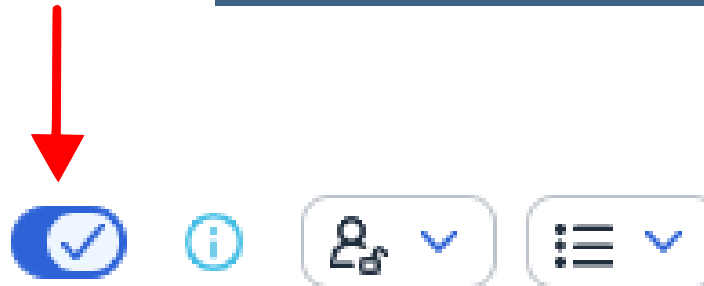
1. Log into MyARCareers



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



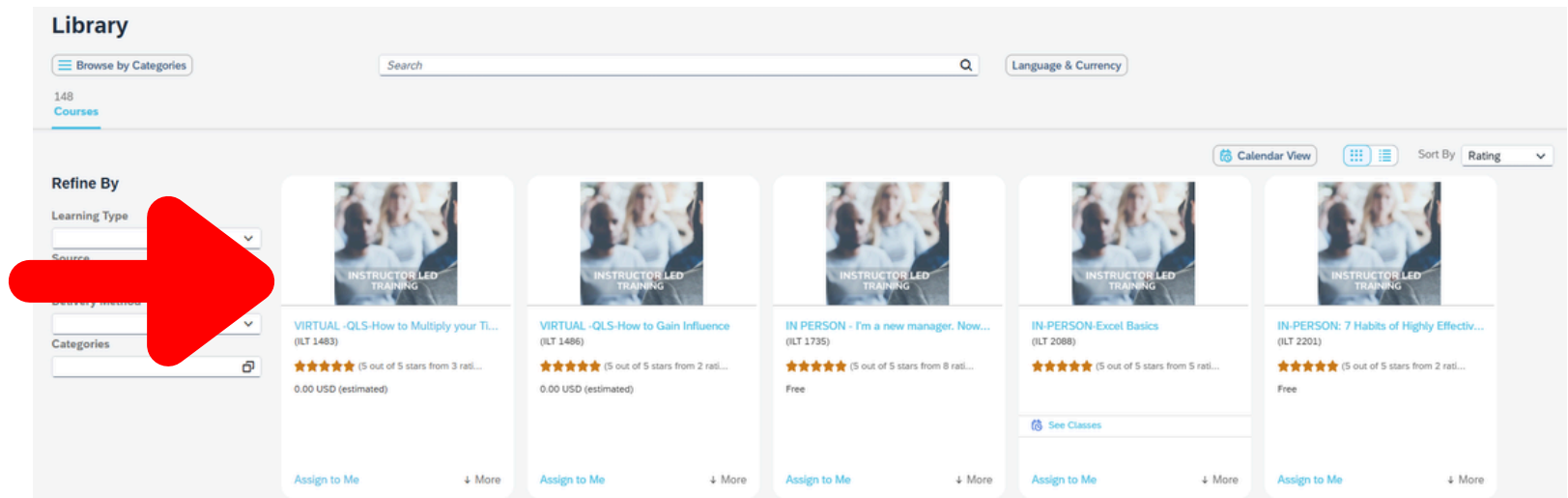
3. Switch your view to the
"Old Experience"



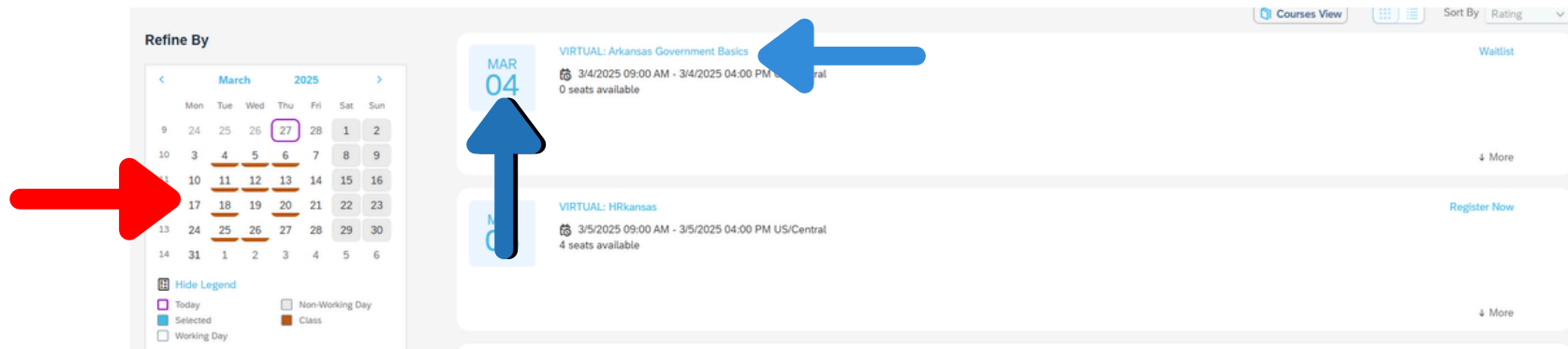
4. Locate the Find Learning tile and click Browse all courses to access the library. If you know the course name and you type it in the search field.



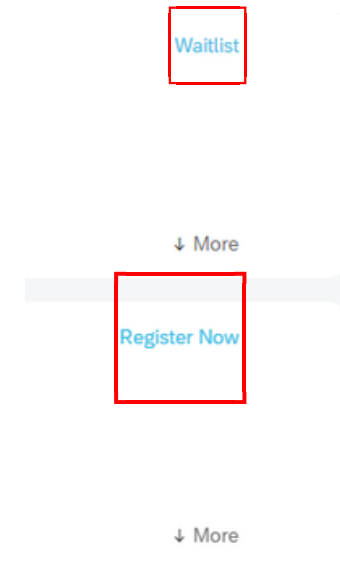
5. The library lists all the offered courses in their different formats.
- a. Virtual is a course held via Zoom.
 - b. In-person is a course held at the TSS Training Center.
 - c. Quick Learning Session is a shorter online session which is instructor-led.



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

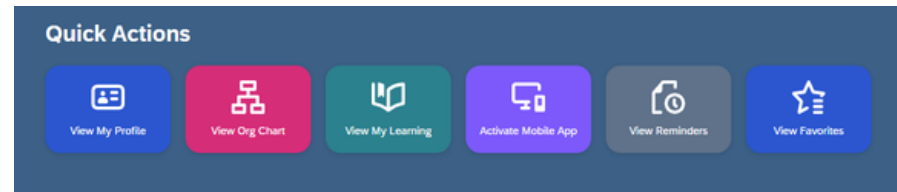
Your Name, your position on the waitlist is 1.

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

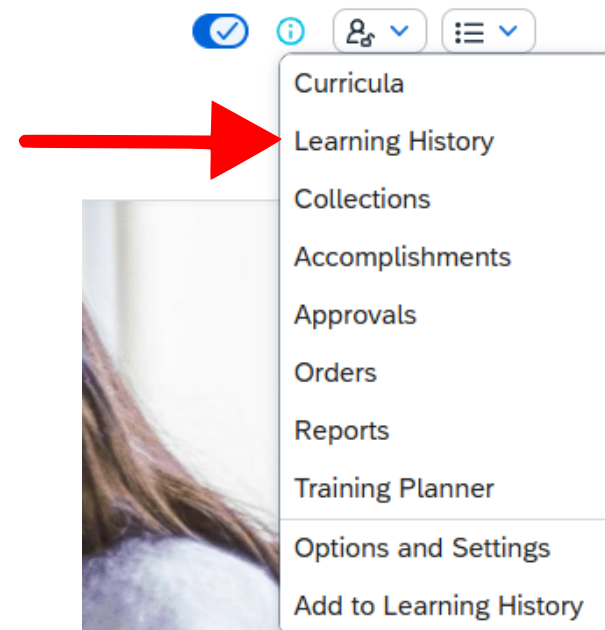
1. Log into MyARCareers



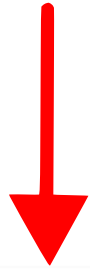
2. Click the 'View My Learning' icon.
You can also go to the header and switch to 'MyARLearning'.



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.

