

Office of
Personnel Management

TRAINING BULLETIN Q3 2025

July - September



OPM Training and Outreach
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OPM Training Bulletin

July-September 2025



New Courses



From Press to Post: Leveling Up Government Comms

A practical course for state employees covering visual design, press release writing, social media strategy, and working with the media—tools and techniques to strengthen your public communications. Elevate your communications game by going beyond the words.



Bridging the (Generational) Gaps

Today's workplace is a five-generation mashup of values, work styles, and communication ways. This engaging course will dive into each of those and help you squash biases and get through those Boomers or Gen Zers. Expect interactive discussion, some pop culture, and light bulbs over heads.



Coaching & Mentoring

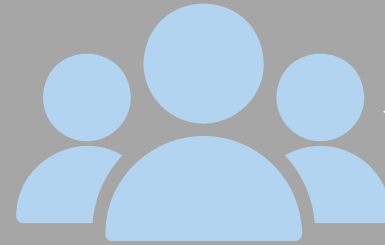
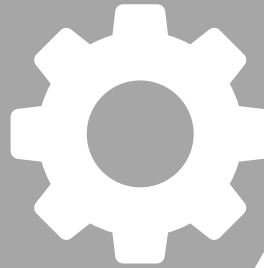
Develop others - and yourself - through effective coaching or mentoring. This course will show you how to build a foundation, relationship building techniques, and practical strategies for guiding professional growth. You will be ready to inspire, develop, and empower others with a purpose.



Procurement Fundamentals

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

Your growth powers public service



- Improve your performance
- Be more confident in your work
- Boost your skills to adapt
- Open doors for advancement

July 2025

Mon	Tue	Wed	Thu	Fri
	1 NO CLASSES	2	3	4 INDEPENDENCE DAY 
7	8 • Arkansas Government Basics	9 • HRkansas	10 • Interviewing & Hiring	11
14	15 • Emotional Intelligence	16 • Six Critical Practices for Leading a Team	17 • Business Writing • Arkansas Employee Safe Driver Program	18
21	22 • Excel Basics • Getting a Handle on the Hustle: Managing Stress & Time in State Government	23 • Bridging the Generational Gaps	24 • Seven Habits of Highly Effective People	25
28	29 • Arkansas Government Basics (VIRTUAL)	30 • HRkansas (VIRTUAL)	31 • Interviewing & Hiring (VIRTUAL)	

Aug 2025

Mon	Tue	Wed	Thu	Fri
				1
4	5 <ul style="list-style-type: none"> Arkansas Government Basics 	6 <ul style="list-style-type: none"> HRkansas Coaching & Mentoring 	7 <ul style="list-style-type: none"> Interviewing & Hiring 	8
11	12 <ul style="list-style-type: none"> PowerPoint Basics Addressing Employee Conduct 	13 <ul style="list-style-type: none"> Surviving Conflict 	14 <ul style="list-style-type: none"> The Prepared Leader Procurement Fundamentals 	15
18	19 <ul style="list-style-type: none"> Public Speaking Arkansas Employee Safe Driver Program 	20 <ul style="list-style-type: none"> Interpersonal Communication 	21 <ul style="list-style-type: none"> Conducting Effective Meetings 	22
25	26 <ul style="list-style-type: none"> Arkansas Government Basics (VIRTUAL) Word Basics 	27 <ul style="list-style-type: none"> HRkansas (VIRTUAL) From Press to Post 	28 <ul style="list-style-type: none"> Interviewing & Hiring (VIRTUAL) 	29

Sept 2025

Mon	Tue	Wed	Thu	Fri
1 LABOR DAY 	2 NO CLASSES	3	4	5
8	9 <ul style="list-style-type: none"> Arkansas Government Basics 	10 <ul style="list-style-type: none"> HRkansas Emotional Intelligence 	11 <ul style="list-style-type: none"> Interviewing & Hiring 	12
15	16 <ul style="list-style-type: none"> Microsoft Teams (Virtual) Five Levels of Leadership 	17 <ul style="list-style-type: none"> Customer Service 	18 <ul style="list-style-type: none"> Interpersonal Communication Procurement Fundamentals Arkansas Employee Safe Driver Program 	19
22	23 <ul style="list-style-type: none"> Manager Self-Care 	24 <ul style="list-style-type: none"> Surviving Conflict 	25 <ul style="list-style-type: none"> Excel Basics 	26
29	30			

Course Descriptions

*****REQUIRED FOR SUPERVISORS*****

Arkansas Government Basics

Arkansas Government Basics covers the basics on how Arkansas' state government is arranged, the legislative process, the rulemaking process, the Freedom of Information Act, worker's compensation, government accounting, procurement, and the travel and state vehicle policies. **Duration: Full 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**

Interviewing & Hiring

Interviewing and Hiring teaches everything to know about the hiring process: hiring freezes, how to use ARCareers, the state's recruiting system, selecting candidates for interview, veterans preference, and how to prepare and conduct interviews. **Duration: Full Day**

Other Courses Offered This Quarter

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 an employee, and how to administer employee discipline when the need arises.

Duration: ½ 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 which 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

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

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

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

Manager Self-Care

Effective leaders are able to 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

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

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

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



Seven Habits of Highly Effective People

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

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

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

The Prepared Leader

In no other time in recent history have leaders in every industry grappled with so many changes which 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: 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 editing text, creating lists, drawing tables, inserting graphics, including references, and more.

Duration: Full Day

Arkansas Employee Safe Driver Program

The Arkansas Employee Safe Driver Program enhances driver safety and confidence by using the most up-to-date research in a classroom setting. Personal involvement in class discussion is encouraged using video presentations and student workbooks. The Risk Management Division of Arkansas Insurance Department offers the free Arkansas Employee Safe Driver Program to current state agency drivers (and as required by the Arkansas State Vehicle Safety Program (VSP / November 2021). Both morning and afternoon class sessions must be attended to receive a completion certificate for the course. ****These courses begin at 8:30AM****

Additional questions, including questions regarding on-site courses, should be directed to James Medlin at 501-534-3617/ Geneo Tucker at 501-553-7646, or email insurance.risk.management@arkansas.gov.

Duration: Full Day

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. The SAS Training Center features various classrooms, meeting rooms, and a computer lab with 25 workstations to develop and enhance technical skills. Parking is free.



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

Departments can reserve space for use when available. To reserve a space or if you have questions please contact SAS Training & Outreach at 501-682-1846 or email at OPM.Training@arkansas.gov.

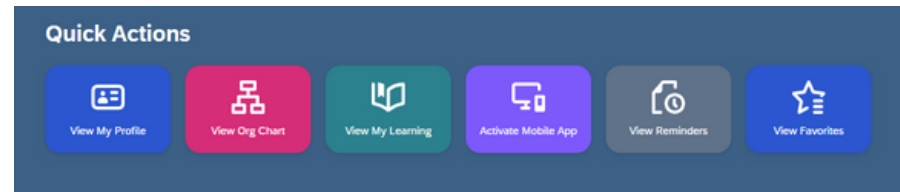
Contact Us

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://transform.ar.gov/personnel/training/>

Registering for Classes

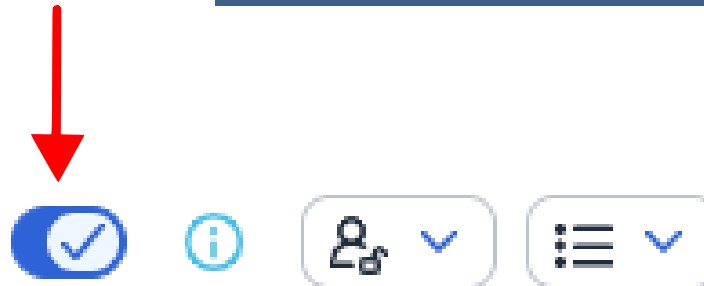
1. Log into MyARCareers



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"



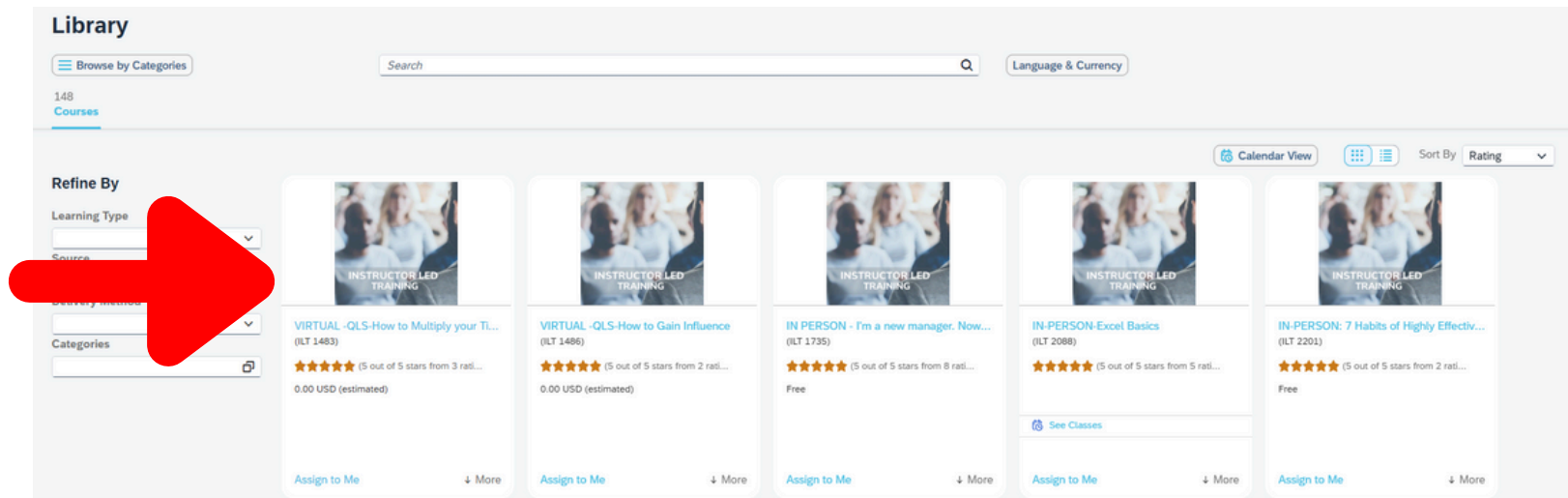
4. Locate the Find Learning tile and click Browse all courses to access the library. If you know the course name and you type it in the search field.



The image shows a 'Find Learning' search bar. It has a title 'Find Learning' in the top left corner and a close button (X) in the top right corner. Below the title is a search input field with the placeholder text 'What do you want to LEARN today?'. To the right of the input field is a blue 'Search' button. Below the input field is a link that says 'Browse all courses >'.

5. The library lists all the offered courses in their different formats.

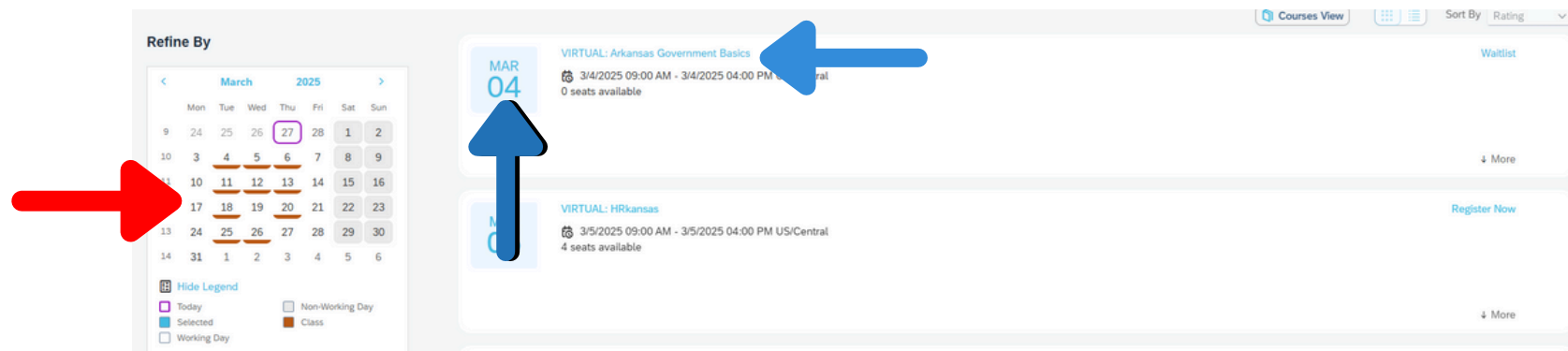
- a. Virtual is a course held via Zoom.
- b. In-person is a course held at the TSS Training Center.
- c. Quick Learning Session is a shorter online session which is instructor-led.



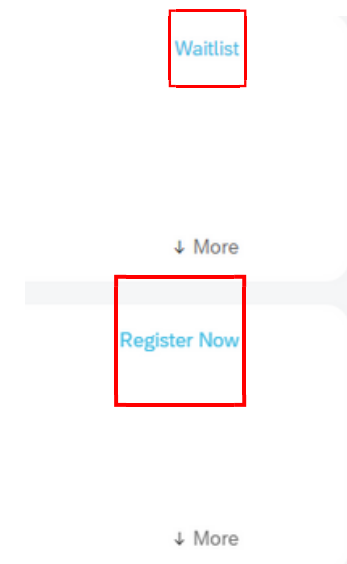
The image shows a 'Library' page with a search bar and a 'Refine By' sidebar. A large red arrow points to the 'Refine By' sidebar. The main area displays a grid of course cards. Each card has a thumbnail image, a title, a rating, and a price. The 'Refine By' sidebar has a 'Learning Type' dropdown menu, a 'Source' dropdown menu, and a 'Categories' dropdown menu. The 'Learning Type' dropdown menu is currently open, showing 'VIRTUAL' and 'IN PERSON' options. The 'Source' dropdown menu is currently open, showing 'VIRTUAL' and 'IN PERSON' options. The 'Categories' dropdown menu is currently open, showing 'VIRTUAL' and 'IN PERSON' options.

Learning Type	Source	Categories	Course Title	Rating	Price
VIRTUAL	QLS	How to Multiply your TL...	(ILT 1483)	★★★★★ (5 out of 5 stars from 3 rat...)	0.00 USD (estimated)
VIRTUAL	QLS	How to Gain Influence	(ILT 1486)	★★★★★ (5 out of 5 stars from 2 rat...)	0.00 USD (estimated)
IN PERSON	I'm a new manager. Now...	(ILT 1735)	★★★★★ (5 out of 5 stars from 8 rat...)	Free	
IN-PERSON	Excel Basics	(ILT 2088)	★★★★★ (5 out of 5 stars from 5 rat...)		
IN-PERSON	7 Habits of Highly Effectiv...	(ILT 2201)	★★★★★ (5 out of 5 stars from 2 rat...)	Free	

6. Click Calendar View to view when classes are scheduled specifically.
- [Course Name](#) links to the course details.
 - The date is in the [light blue square](#).
 - [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.
- When you register it will show you how long the course is and how many seats are available! *Better get in while you can!*
 - You can also assign it to yourself or bookmark a course so you can view it later.



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.



You're registered!

Information

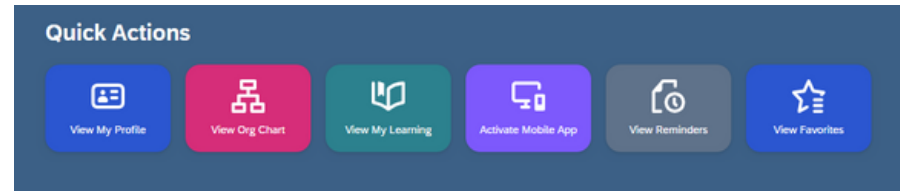
Your Name, your position on the waitlist is 1.

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

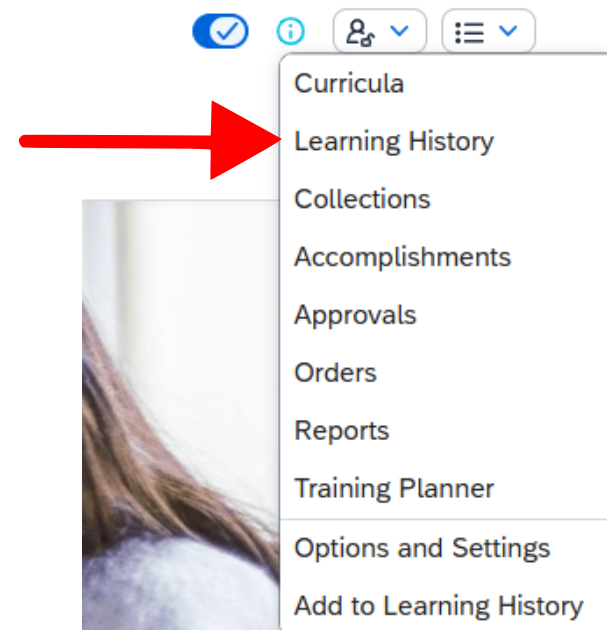
1. Log into MyARCareers



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






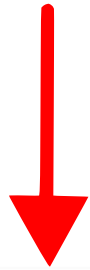
3. Click on **Learning History** in the dropdown menu in the top right corner.



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.

