



## Thank you state employees for your sacrifices and leadership during these tough times

By Bill Ritter, Jr.

I submitted my proposed Fiscal Year 2011-12 budget to the legislature on Nov. 1, my final budget as Governor. It is a balanced and fiscally responsible budget that reflects the harsh economic reality that continues to grip the entire nation while also investing in our highest priorities: public safety, education, healthcare and economic development.

Compared to many other states, our economy and our state budget are in relatively good shape, thanks in no small measure to the sacrifices and leadership of state employees.

The executive branch workforce within my purview is smaller today than when the recession hit in the fall of 2008 by 667 employees. Like most Colorado families and business, you are doing more with less, and you have withstood three years without a pay raise, eight unpaid furlough days and two years of a 2½ percent reduction in take-home pay—efforts that have saved the State well over \$100 million.

You also helped us identify more than \$200 million in savings through the Government Efficiency and Management (GEM) review we conducted early in my administration. You have helped us make

government more cost-effective and transparent than ever before.

Prior to the recession, in Democratic and Republican administrations alike, it was common for the State's General Fund budget to increase by 6 percent a year. During my four years as Governor, General Fund spending has risen just 1.7 percent—despite massive caseload and enrollment increases in health and human services, K-12 education and higher education.

Our economy is recovering and revenues are increasing, slowly, and there continues to be reason for optimism here in Colorado. For the second year in a row, Forbes just ranked Colorado the fourth best state for doing business and encouraging economic growth. Our

unemployment rate remains well below the national average, and businesses continue to start, expand and relocate to Colorado.

These facts often get lost during election season when public employees routinely become the target of political attacks. But please know that you have my deepest gratitude for all you do, for your shared sacrifices and shared solutions.

On behalf of the people and taxpayers of Colorado, thank you for your commitment to quality service.

Sincerely,

Bill Ritter, Jr.  
Governor





Rich Gonzales  
DPA Executive Director

By the time you get this Stateline article, the November elections will be completed. Whatever the outcome and however you may have voted, I certainly believe that state government will survive and will continue to thrive.

As the November elections approach signifying the beginning of a new administration and obviously the beginning of the end for another, it has been my pleasure to serve as the Executive Director of the Department Personnel & Administration for almost four years. During that time, we have attempted to become more employee-centric and provide for processes, rules, and communications that would enhance the work environment for all state employees. As with any endeavor worth doing, this one was of major magnitude and will continue to need everyone's help to make the workplace more productive and more conducive to employees who look forward to coming to work because they know that the workplace is a place that recognizes their diligence and work product.

Make no mistake about that during my four years, I've noticed that state employees are, by far, the most dedicated, loyal, hard-working, and caring individuals that I have ever had the honor to work with. It is my profound belief that all of you who work for the State of Colorado on a daily basis make a difference in the quality of life for people who live, work, play, and visit Colorado. Without you, I'm not sure what the state of affairs might be, not only in our economy but in those important quality of life issues that are so important to the State of Colorado.

My sincere hope is that future administrations will continue to show their respect and their acknowledgement of the vital role that state employees play in making a difference in the State of Colorado.

For all of you who have supported DPA and our philosophical approach in making our workplace a better place and a more fun workplace, I say thank you, and know that I have appreciated your efforts.

To those who may not have jumped on board, I truly am sorry that you did not get to experience, what I believe to be, a very fulfilling and satisfying attempt at making the workplace more accommodating and enjoyable for state employees and in turn more productive for our citizens.

I would be remiss if I didn't take this opportunity to thank state employees, specifically Julie Postlethwait, who presently works in the Department of Revenue but formerly worked at DPA during my tenure, and who was responsible for the production and editing of Stateline. Julie's dedication and obvious sincere care for employees came through with every edition. Her input and advice regarding significant employee issues that should be highlighted, and/or changes to the Stateline format to highlight more employees was one that was always heartfelt and welcomed from Julie. I wish her luck in her continued career and employment with the State as she embarks upon her new endeavors at the Department of Revenue.

Please take notice that inside Stateline this month, you will find articles dealing with prescription drug abuse that have been submitted by C-SEAP. This very important issue will provide insight and information regarding drug abuse and its devastating impact on the workplace environment. I know that you will not only find it interesting, but informative, and will provide a foundation for better understanding and how we can begin to cope with yet another stressor that has befallen our state workers along with the other socio-economic issues we deal with on a daily basis.

In closing, let me once again express my sincerest gratitude and appreciation for all of you who have made my experience at DPA during the last four years one of the most memorable in my professional career. I leave knowing that I have made new friends and have met so many interesting and dedicated people whose sole purpose is to make life better for others. To that end, the experience of working for the State of Colorado has truly been to my benefit. Rest assured that I will be letting everybody I meet know about the importance that state workers play in their lives and the debt of gratitude that we owe all of you.





With the holidays fast approaching the Independent Ethics Commission (IEC) wants to remind employees to be aware of rules surrounding the acceptance of gifts—especially from those with whom we do business throughout the year.

Most state employees are allowed to accept up to \$50 in gifts, meals or other items of value (single or in aggregate) in a calendar year. The IEC has determined that the \$50 limit extends to departments or work groups, in addition to individuals. This means that a gift basket or large box of goodies worth more than \$50 can't be "divided up" among group members in order to meet the \$50 threshold.

You should consider "the appearance of impropriety" whenever accepting gifts. Additionally, employees are not allowed to accept gifts of any value from lobbyists, legislative liaisons or others registered as professional lobbyists with the Secretary of State.

As awkward as it may seem, it is incumbent upon employees to know the value of a gift before accepting it from a vendor, customer or business associate. As a rule of thumb...if you don't know what it is worth, you need to find out!

The IEC wants everyone to enjoy the holiday season, and is available to help you with any ethics question you may have. You can contact us on-line at: [www.colorado.gov/ethicscommission](http://www.colorado.gov/ethicscommission) or by calling 303-837-2341 or 303-837-2339.

## New State Employee Cost Savings Incentive Program

Do you have an idea that could result in cost savings at your department? If so, you may be eligible to receive 5% of the cost savings, up to \$5000, as part of a new incentive program that began October 1, 2010.

House Bill 10-1264, enacted by the General Assembly and signed by the Governor during the 2010 legislative session, established an incentive process whereby state employees can submit suggestions for state agency improvements that result in cost savings. The Act acknowledges that one method of achieving a more efficient and effective state government is "... to encourage the involvement of state employees in the development of innovative ideas that will increase the productivity and service level of state government while decreasing

the costs..." The General Assembly recognized that allowing employees to share the cost savings resulting from innovative ideas will encourage active employee participation while making state government more efficient and effective. This state employee incentive program centers on rewarding innovative ideas that result in specific, identifiable cost savings to the State.

All state employees, both within and outside of the state personnel system, are eligible to participate, except as follows: (I) an employee of the Office of State Planning and Budgeting, the Office of the State Auditor, the Joint Budget Committee, or the Department of Personnel & Administration; (II) an elected official or member of the General



Assembly; or (III) the Executive Director, Program Manager, Division Director, or Budget Officer of a principal department, the President of a college or university, or a Deputy of such Director, Officer, or President; (IV) an employee whose primary assignment includes responsibility for identifying efficiencies and cost reductions.

**For more information and the Idea Application form, visit [www.colorado.gov/dpa/dhr/EmployeeResources](http://www.colorado.gov/dpa/dhr/EmployeeResources).**





# Help Low-Income Taxpayers, Mentor College Students, And Make A Difference

By Bernita Hadley, Retired, Division of Wildlife

The Piton Foundation is looking for volunteers to assist low-income taxpayers through "Tax Help Colorado" and also to mentor college students participating in the program. Tax Help Colorado uses colleges to provide free income-tax return preparation to lower- and moderate-income working families in Colorado. In just its third year, the nine colleges that participated in the program last year assisted 4,000 taxpayers receive funds of \$8.3 million. This coming year, 13 two-year and four-year colleges across the State will be involved.

Students at the participating colleges take an accredited course on income tax preparation in the fall semester which earns them IRS certification to prepare taxes. In the spring semester, students operate a free tax preparation service at the college, for which they receive college credit. Volunteers also are needed to work at the tax sites. Free training on preparing basic returns will be provided to volunteers. The free tax sites typically operate from late January through the tax-filing deadline. Days and hours of operation vary from college to college.

Please consider investing some of your free time to this program which helps low-income taxpayers file their taxes, but also gives college students a community service experience and valuable real-work experience. This experience looks good on their resume to potential employers, as does having IRS tax law certification. One community volunteer from the University of Colorado-Boulder site said she had no idea that working with the students could be so much fun!

For more information, contact Bernita Hadley at The Piton Foundation, 303-825-6246 or email [bhadley@piton.org](mailto:bhadley@piton.org).



Colorado State Employee Assistance Program

The Credit Union of Colorado is sponsoring a Contribution Drive through December 31st to benefit the Colorado State Employee Assistance Program (C-SEAP) Emergency Assistance Fund. Monetary donations and grocery store gift card donations to C-SEAP aid state employees in crisis situations by providing them with short-term financial assistance and food. When an illness, the death of a family member, public service shut-offs, eviction, domestic violence, or other emergency situations happen, employees can fall on hard times. The support of C-SEAP helps these employees get back on their feet.

## Here's what you can do to help support state employees in need:

1. Purchase a gift card at any grocery retailer in Colorado and mail it or drop it off at C-SEAP. Cards can be mailed directly to C-SEAP at 633 17th Street, Suite 1120, Denver, CO 80202 (Attn: C-SEAP Donation). Grocery store gift cards will be distributed to state employees in need of food assistance. (Please be sure to note the denomination loaded on the gift card.)
2. Drop off monetary donations at any Credit Union of Colorado location or call the Credit Union directly at 303-832-4816 or 1-800-444-4816 to transfer a donation from your Credit Union of Colorado account.
3. Mail in monetary donations to Credit Union of Colorado, 1390 Logan Street, Denver, CO 80203 (Attn: C-SEAP Donation). Please make checks payable to C-SEAP.
4. Transfer monetary donations electronically to the C-SEAP Emergency Assistance Fund through Online Banking at Credit Union of Colorado. Within Online Banking select the Transfer option and then select Transfer to another member's account to make your donation (C-SEAP's account is 774300, account type 08).

Consider giving to those in need. Your contributions will make a difference for many state employees and their families.

*Thank you!*



# Port of Entry Section Says Goodbye to the Motor Carrier Safety Assistance Program

By Kirstie Nixon

Since 1984 the Port of Entry (POE) Officers have participated in the Motor Carrier Safety Assistance Program. Last year alone, the full- and part-time safety inspectors conducted close to 25,000 commercial vehicle safety inspections, resulting in putting 55% of the trucks or drivers they inspected out-of-service until repairs were made or the driver complied with requirements such as how many hours he or she had been driving.

The Port of Entry Safety Program consists of ten full-time employees paid from the Motor Carrier Safety Assistance Program (MCSAP) and nuclear transportation federal grants. MCSAP is lead by the Colorado State Patrol. During the past 25 years, the Port of Entry Division has been a recipient of part of the grant funds enabling the Ports to conduct safety inspections at both the permanent weigh stations and by the mobile units.

In addition, a group of officers obtained additional training to conduct hazardous material inspections. Shipments of radioactive waste come through the State on almost a daily basis, most as part of the Waste Isolation Pilot Project (WIPP) shipments to Carlsbad, New Mexico. These shipments, made in very special containers, require a high level safety inspection that includes using a Geiger counter to determine if there is any leakage of radioactivity. These shipments typically arrive at the Fort Collins Port of Entry at 5:00 a.m., and inspecting each one of these trucks takes about two hours. No matter whether they arrive when it's minus ten degrees, with ice and snow on the ground,

these officers ensured the WIPP loads were properly inspected before traveling though the State on I-25.

The full-time inspectors spent their time ensuring they met the requirements for completing inspections as well as mentoring and training officers who inspected part-time. "Part-time" inspectors means that while an officer is a full-time POE officer checking and issuing permits, weighing and measuring vehicles, when that officer could be spared from "counter" duties, he or she would also conduct safety inspections. These officers went to the training classes, took the difficult certification test, and took on these extra duties for no extra pay. The last two years, a part-time inspector made it to the top finalists in the State Motor Carrier Safety Assistance Inspection Challenge. Part-time inspectors who finished in the top ten the past two years are Rueben Romick and Scotty Segers, who placed third overall in the 2010 competition. The challenge competition occurs once a year in all the Commercial Vehicle Safety Alliance (CVSA) jurisdictions, which include the United States, Canada and Mexico. In this year's challenge, full-time MCSAP inspector Michelle Burke placed first, winning the state inspection challenge. Officer Burke is the first woman ever to win the challenge in Colorado. She went to Columbus, Ohio in August to compete in the North American Inspection Challenge (NAIC), an international competition. Second place in this year's challenge went to Larry King, Lamar Port of Entry MCSAP Officer. The other finalists in this year's challenge included Tim Lewellyn, James Moore and Brad Vanek. Last year, in addition to Rueben Romick finishing third, Alocs Washington took second place in the challenge. In previous years, the Port of Entry Officers were back-to-back NAIC Champions. Monument Supervisor Jeff Byers was the 2006 Champion, and CSP Trooper Monty Kinder was the 2005 Champion when he was a Port of Entry Officer.

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Roadcheck Crew

Larry King 2nd Place 2010

Limon District Plaque

Michelle Burke 2010

Safety Inspectors



Recently, most of the MCSAP full-time staff, as well as mobile units from Cortez and the Loma Ports of Entry participated in the annual national "72-hour Roadcheck." During the first week of June, the team conducted the 72-hour check on the western slope, near Grand Junction. For three days, they rolled trucks through and conducted 178 inspections, which resulted in a 58% out-of-service rate. The weather was extremely hot, but the team got the job done with the same amount of professionalism, expertise and passion that they have exhibited every day they do their jobs.

The General Assembly passed House Bill 10-1113 this session. The bill changed the scope of authority for Port of Entry Officers, removing their ability to perform safety and nuclear transportation inspections. Therefore, the division shall no longer receive funding from the federal grant after August 14, 2010 and POE Officers

shall no longer perform these inspections. As a result, the ten full-time officers who were funded by this grant must be laid-off. We are hoping to be able to absorb these positions with existing vacancies. The Port of Entry Officers will continue to perform their duties as the lead agency in the State to perform size and weight enforcement, as well as continuing to serve the commercial motor vehicle industry by selling permits and registrations. I have learned this about the POE Officers during the four short years I've had the honor of being the Division Director: They are driven by professionalism, expertise, and the highest level of passion for their jobs. I am humbled by this group of officers who do their jobs 365 days a year, whether it is 20 below zero, or 104 in the shade. I know that with this, the Motor Carrier Services Division Port of Entry will continue in its proud tradition.



## The Killer in your Bathroom

What would you do if there was a dangerous, deadly chemical in your home that was causing the deaths of thousands of people each year? Call the hazardous waste experts?

The deadly chemicals found in many peoples' homes are inside innocent looking prescription vials lingering in the medicine cabinets. The same pain killers that made life more tolerable after surgery or

injury are also a leading cause of injury death in the United States. In 2008, the abuse of prescription medications in Colorado lead to the deaths of 562 people, 373 of those deaths were specifically from the abuse of prescription pain relievers.

Abuse of medications is defined as "the non-medical use of prescription medications," and is usually associated with "controlled" substances, those that have the potential for creating a feeling of euphoria. However, it is critical to keep in mind that, with any medication, just because they are prescribed by a physician does not mean they are safe. Prescription medications are the safest only when taken by the prescribed patient for the prescribed reason for a prescribed time period. Prescription medications can be just as deadly,

dangerous and addictive as illegal street drugs, and the sharing and/or borrowing of controlled substances is considered drug dealing.

### Some alarming Colorado statistics:

In 2009, in the City and County of Denver, 70% of the drug-related deaths included the abuse of prescription drugs, more than the drug deaths related to heroin, methamphetamine and cocaine combined.

More people in Colorado die each year from prescription drug abuse than ALL the fatal car accidents in the State.

The number of Colorado emergency rooms visits attributed to the abuse of pharmaceuticals increased 97% between the years of 2004-2008 in all age groups.

The 2009 National Survey on Drug Use and Health confirmed that 55% of people who abuse medications

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are obtaining them from friends' and families' medicine cabinets. Only 4% reported obtaining prescription medications from a drug dealer or stranger. Thus it is important to keep in mind that prescription medications are highly sought after and anyone that enters your home might be looking for medications to abuse and/or sell.

**If these medications are in your home, what can you do?**

- Monitor all medications in your home
- Don't stock-pile
- Lock up or hide medications
- Do NOT store medications in the "medicine cabinet"
- Dispose of medications properly (follow package directions)
- Take advantage of community medication disposal events
- Talk to friends and family (even grandparents) about securing their medications
- Do not discuss the medications you are using openly

Colorado Prescription Drug Abuse Awareness Week was November 7-13, 2010. Take a moment to clean out your medicine cabinet and talk to your children about how deadly and dangerous abusing medications without a prescription can be, especially when mixed with alcohol.

For more tips and information visit


[RxDrugsNotYoursNotSafe.org](http://RxDrugsNotYoursNotSafe.org)

or

[Facebook.com/RxDrugsNotYoursNotSafe](https://www.facebook.com/RxDrugsNotYoursNotSafe).

*Only you can protect your friends and family from the killer in your bathroom!*



 <b>SEPTEMBER: Services Provided Statewide</b>	
Number of Clients	322
Total Client Contacts	502
Number of Workplace Consultations to Individual Supervisors/Managers	76
Total Workplace Consultation Contacts	163
Number of Group-Based Organizational Development Services (Training, Mediation, Crisis Response, Problem Solving Facilitation, Work Group Performance Enhancement)	32
Number of Employees Participating in Organizational Development Services	397
Total Number of Clients, Workplace Consultations and Organizational Development Participants	795

 <b>OCTOBER: Services Provided Statewide</b>	
Number of Clients	352
Total Client Contacts	546
Number of Workplace Consultations to Individual Supervisors/Managers	100
Total Workplace Consultation Contacts	245
Number of Group-Based Organizational Development Services (Training, Mediation, Crisis Response, Problem Solving Facilitation, Work Group Performance Enhancement)	41
Number of Employees Participating in Organizational Development Services	348
Total Number of Clients, Workplace Consultations and Organizational Development Participants	800

## Colorado Port of Entry Officers Honored

By *Tammy C. Ottmer*

The Port of Entry Program of the Division of Motor Vehicles at the Department of Revenue was honored on July 28, 2010, for its safety and inspection activities of the motor carriers transporting transuranic waste for disposal at the Waste Isolation Pilot Plant (WIPP), near Carlsbad, New Mexico.

This team of dedicated inspection professionals, who are certified by the Commercial Vehicle Safety Alliance, inspected WIPP transporters since the US Department of Energy began shipping transuranic waste shipments through Colorado in April 1999, from Idaho National Laboratory. The inspectors not only assured that WIPP motor carriers were scrutinized to ensure the safest levels possible, but they enhanced public confidence in the safety of the WIPP shipping campaign.

Honorees included: Kirstie Nixon, Director, Motor Carrier Services Division at Colorado Department

of Revenue; Alan Rutledge, Safety Director (retired); Roger Reisig, District Supervisor; Clay Droste, Senior Port Supervisor; Armando Aviles, MCSAP Officer and Lead WIPP Inspector; Gary Canfield, Senior Port Officer; Rueben Romick, Officer; David Loesch, Officer; James Moore, MCSAP Officer; and Dwaine Curtis, MCSAP Officer.

Bill Mackie from the U.S. Department of Energy's Carlsbad Field Office and Tammy Ottmer, the Colorado Waste Isolation Pilot Plant Program Manager from the Colorado Department of Public Health and Environment presented the awards.

The Ports of Entry stopped conducting inspections of WIPP shipments on August 15, 2010 due to provisions in House Bill 10-1113 that was signed into law on May 21, 2010. The bill moved the responsibilities for oversight of the commercial vehicle industry through a transfer of the Motor Carrier Safety Assistance Program from the Ports of Entry to the Colorado State Patrol.





## State Veterans Home resident graduates high school at age 82

By Lisa Seley

Admissions and Marketing Director

Bruce McCandless State Veterans Home in Florence

Alfonso Herrera, a resident of the Bruce McCandless State Veterans Home in Florence, received his high school diploma May 28, 2010—64 years after he left school to serve in the Army during World War II. The Englewood High School class of 2010 invited Mr. Herrera to join them as an honorary graduate at its commencement ceremony.

The day Mr. Herrera moved into the McCandless Veterans Home, his family let the staff know about his pending graduation. Mr. Herrera's son, Al, had applied for the diploma through the Colorado Board of Veterans Affairs, which created the Operation Recognition program with the Colorado Department of Education and the Colorado Association of School Boards. The program enables veterans who left high school to serve in World War II, the Korean War or Vietnam War to earn their diplomas.

The Herrera family received the diploma in the mail and presented it to Mr. Herrera on his 82nd birthday. Later, they received the invitation for him to participate in the ceremony.

On graduation day, McCandless staff made sure Mr. Herrera was up early, dressed and ready for the big day. His family drove him to Englewood High School, where he joined other members of the graduating class in cap and gown. Principal Jonathan Fore introduced him as a distinguished guest and explained his background, drawing a standing ovation.

Mr. Herrera was the first person to receive his diploma.

"Here I am 82 years old, and I graduated with a bunch of 18 year olds!" he said.

Mr. Herrera said he taught his six children the importance of a good education.

"I told them they needed to complete their education so they wouldn't regret it someday," he said.



State Veterans Home resident Alfonso Herrera shakes hands with Englewood School Board President Scott Gorsky and prepares to receive his diploma at the 2010 Englewood High School graduation ceremony.

The residents and staff of the McCandless State Veterans Home later congratulated Mr. Herrera on his graduation and extended their appreciation for the sacrifice he made so long ago.

"I'm so pleased Mr. Herrera was able to participate in the commencement," Administrator Barbi Moore said. "Having received the diploma was very special in itself, but being able to graduate with the class of 2010 made it even more memorable for him and his family."

The Bruce McCandless Colorado State Veterans Home in Florence provides care to men and women who have served their country. Leadership and staff at the Home are specially trained to care for the human spirit as well as the human body.

The Colorado Department of Human Services (CDHS) operates State Veterans Homes as self-funded enterprises in Florence, Aurora (Fitzsimons), Monte Vista (Homelake) and Rifle. CDHS also oversees Colorado's 64 county departments of social/human services, the public mental health system, system of services for people with developmental disabilities, juvenile corrections system and vocational rehabilitation system through more than 5,000 employees and thousands of community-based service providers.



## Professional Development Center



Your Partner in State Employee Development

Two different types of learning, two new business writing classes, a “Crucial Conversations” refresher, a guild workshop for group facilitators, a combined project management certification workshop, and the Certified Public Manager (CPM) program through the University of Colorado Denver have been added to the PDC repertoire:

- Effective Presentations and Train-the-Trainer training.
- Online computer training.
- Financial planning workshops and webinars.
- Business Writing Skills—Levels I & II.
- Project Management Certification courses.
- Custom team building sessions.
- University of Colorado Denver—Certified Public Manager Program.

<http://www.colorado.gov/dpa/dhr/pdc>

# ATTENTION LEARNERS!

## Upcoming Training Opportunities

### November 30 **NEW!**

#### Train-the-Trainer Training

Keeping information fresh and reinforcing new learning is a constant challenge to workplace training. How do you choose activities that are fun but meaningful? How do you assess the level of knowledge already in the room? Is there a formula for creating a successful training session? The Train-the-Trainer Training teaches participants how to design and deliver effective workplace training. It is designed for individuals who are called on to occasionally develop and conduct training and a good review for experienced trainers. This hands-on class provides training through an interactive, self-paced learning experience that creates learning opportunities for people seeking to provide effective workplace training. Participants learn how to prepare lesson plans, manage class time, integrate materials, use visual aids and create a learning environment. **\$195**

### December 7

#### Microsoft Excel 2007—Level I

This course teaches the basic functions and features of Excel 2007. Upon completion of this course, students will be able to explore the Excel 2007 environment, create a basic worksheet, perform calculations, modify and format a worksheet, print workbook contents and manage large workbooks. **\$169**

### December 7

#### Working Across Generations and Cultures

In this one-day, interactive workshop, participants learn how to bridge generational and cultural differences by reviewing the distinct characteristics,

values, and attitudes toward work that members of each generation possess. Through exercises, self-help quizzes, factoids, and video clips, participants gain insight into how to improve interactions at work with people from different generations and cultures. **\$195**

### December 8–9

#### Microsoft Access 2007—Level II

Upon successful completion of this two-day course, students will be able to restructure data into appropriate tables to ensure data dependency and minimize redundancy; write advanced queries to analyze and summarize data; create and revise Access macros; display data more effectively in a form; customize reports by using various Access features, thus making them more effective; maintain databases using tools provided by Access. **\$285**

### December 8–9

#### The Nuts and Bolts of State Supervision

This two-day workshop provides a foundation in understanding supervision in the state personnel system and presents information about valuable resources that can maximize your management capabilities. Participants learn the basics of selection, performance management and progressive discipline, total compensation, FMLA, and other rules. (Supervisory Certificate class) **\$275**

### December 14

#### Microsoft Excel 2007—Level II

Students will learn how to use multiple worksheets and workbooks efficiently. Upon successful completion of this course, students will be able to

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calculate with advanced formulas, organize worksheet and table data utilizing various techniques, create and modify charts, utilize PivotTables and PivotCharts to analyze data, insert graphic objects and customize and enhance workbooks. **Prerequisite: Microsoft Excel 2007—Level I, or equivalent knowledge. \$169**

## December 14–15 Crucial Conversations

This two-day workshop helps students to speak persuasively, not abrasively, find common ground in disagreements, give feedback in an effective manner, handle emotionally charged conversations effectively and productively, and build constructive communication skills for any situation. Participants receive a certificate

of completion and a copy of the bestselling book "Crucial Conversations: Tools for Talking When Stakes are High." **\$395**

## December 16 Coaching, Counseling, and Mentoring Skills for Leaders

Participants will learn the definitions and applications of coaching, counseling, and mentoring and how to utilize these essential techniques for effective mobilization of the workforce. Participants will also build skills in listening, questioning, providing feedback, and creating effective teams. **(Supervisory Certificate class) \$195**

## December 21 Microsoft Excel 2007— Level III

This course teaches advanced formulas, look-up functions such as VLOOKUP,

MATCH and INDEX. Upon completion of this course, students will be able to understand and utilize the analytical features of Excel, import and export data, audit worksheets, analyze data, use Excel with the web and structure workbooks with XML. **Pre-requisite(s): Microsoft Excel 2007 Levels I and II, or equivalent knowledge. \$169**

## December 21 When Giving Your Best is Not Enough: Customer Service in the Public Sector

Different from average customer service courses, this class is geared specifically toward providing excellent customer service in the public sector. During this one-day class, students will assess the less-than-positive behaviors faced on a daily basis, and will be provided unique tools and mindsets to deal with all customers—

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## ONLINE TRAINING: (Enroll and take anytime)

### Courses offered in the 2003 Microsoft software package:

- Access 2003—Levels 1, 2, 3, & 4
- Excel 2003—Levels 1, 2, & 3
- Outlook 2003—Levels 1, 2, & 3
- PowerPoint 2003—Levels 1 & 2
- Project 2003—Professional & Web Access
- Word 2003—Levels 1, 2, & 3

### Courses offered in the 2007 Microsoft software package:

- Access 2007—Levels 1, 2, & 3
- Excel 2007—Levels 1, 2, & 3
- Outlook 2007—Levels 1, 2, & 3
- PowerPoint 2007—Levels 1, 2, & 3
- Project 2007—Levels 1 & 2
- Word 2007—Levels 1, 2, & 3

All online courses are available for six months from initial logon. Courses can be accessed on your own time and at your own pace. Lessons can be repeated and demonstrations can be reviewed repeatedly. Participants are provided with a self-assessment exam and a certificate at the end of a course. A printable hard copy of each course manual is available for an extra fee. Upon registration, a 24/7 helpline can be accessed via e-mail, online chat, or phone. **\$299/Package**

## University of Colorado Denver—Certified Public Manager (CPM) Program **NEW!**

The CPM is a nationally accredited management development certification designed for leaders in government and the non-profit sector. The on-line and in-residence sessions provide professionals the opportunity to gain the knowledge and skills necessary to become stronger leaders, managers, and supervisors. The goal of the program is to deliver well-trained public managers into the workforce in order to enhance public service. To obtain the costs and more information about the CPM program, please go to the Professional Development Center's webpage and look for the CPM link (University of Colorado Denver Certified Public Manager Program) under the Mission section. You may also use the following link or go directly to the CPM webpage. **State employees who register by December 2010 and pre-pay in full receive a 10% discount.**  
<http://www.ucdenver.edu/ACADEMICS/COLLEGES/SPA/BUECHNERINSTITUTE/CENTERS/CPM/Pages/default.aspx>

Please visit the Professional Development Center web page for registration, schedule and fee information. Register early; classes fill quickly.

<http://www.colorado.gov/dpa/dhr/pdc>







management, colleagues, and clients, alike. This session approaches service from YOUR point of view, capitalizing on your leadership qualities and maximizing your potential for service excellence. **\$185**

### January 5, 2011

#### CPR: Heart Smart Certified Cardiopulmonary Resuscitation Program

In this half-day class, participants will learn how to perform CPR in a way that stresses the fundamentals and minimizes detailed, technical protocols. After completing the class, participants will be able to: recognize life-threatening emergencies, provide rescue breathing, perform compressions, perform the "Heimlich Maneuver," perform CPR according to the most recent national guidelines, and receive a one-year certification in CPR. The class is limited to 35 participants. **\$30**

### January 6, A.M.

#### Financial Fitness for Colorado State Employees

In this three-hour class, participants learn about short- and long-term

financial management and about how to balance competing financial demands. Participants will receive assistance in mastering personal finances and constructing sound financial plans. **\$50 per Individual/\$75 per Couple**

### January 6, P.M.

#### Financial Fitness for Colorado State Employees-Pre-retirement

In this three-hour class, participants learn how to get their financial houses in order and make informed choices about PERA Pension Payout options, service credit purchases, and insurance concerns. Participants learn about preserving capital and managing retirement savings in varied market situations. All employees are encouraged to attend, especially those within five years of retirement. **\$50 per Individual/\$75 per Couple**

### January 11

#### Smart Choices: A Guide to Making Better Decisions

Decisions shape our experiences, from choosing which job offer to accept, to buying the right car, to selecting a good accountant. How do we know which choice is the smart one? How can we be consistent and confident in our decisions? For anyone caught at a confusing crossroads, the Smart Choices program will improve your decision-making

abilities immediately, and make your life more rewarding and fulfilling. *"The worst thing you can do is wait until a decision is forced on you—or made for you."* So make a smart choice now, and *register today for the 1/11/11 class!*

### January 13

#### Project Management in the Real World

This one-day project management fundamentals workshop is designed to introduce participants of all experience levels to proven techniques, methods, and lessons learned through real-live project examples. Participants will use open, interactive, shared learning techniques, and team exercises to apply what they have learned. Participants learn how to organize their work for improved productivity using project management tools and techniques. (Project Management Certification class.) **\$185**

### January 18

#### Performance Management: Setting Performance Standards

In this one-day workshop, learn how to set up criteria and develop methods to define and use performance standards for your most important processes, practices, and projects, as well as your daily, routine work tasks. **\$125**

*Happy Holidays!*

