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Register for Training Tuesdays

Training Tuesdays returns this month with *The Gray Zone: It's Not WHO is Right, but WHAT is Right in the Workplace*. This webinar will be presented by leadership speaker, trainer, and author John Graci. We live in a culture where everything seems to be "either/or." Us vs. them. For or against. My way or the highway.

This same division and confrontation can be seen in the workplace. Sales vs. service; management vs. workers; baby boomers vs. the younger generations. Through realistic and humorous anecdotes, quips, witticisms, and insights that every workplace, leader, or direct contributor face, John Graci provides, with irresistible logic, gray zone solutions that organizations need to improve relationships and achieve results.

Relationships are built one conversation at a time. Good communication brings out the shades of gray from the polarized black and white. During this course, you will gain an understanding of perceptions that leaders and co-workers have of everyday workplace situations that often lead to deteriorating relationships and lost productivity.

Date: Tuesday, February 15

Cost: \$30

Time: 10:00 – 11:30 a.m., CT

Register: [Click hereto register for this webinar.](#)

Administrative Professionals' Day 2022

Administrative professionals play a vital role in maintaining offices and the flow of work for State government. To celebrate those achievements and offer a chance to relax, Administrative Professionals' Day will return for two events on Tuesday, April 26 in Pierre, and Wednesday, April 27 in Sioux Falls.

This year's events will be headlined by author, trainer, and motivational humorist Desi Payne. Known as "The Attitude Adjuster," Desi has over 25 years of experience as an entrepreneur, patient advocate, customer service and leadership trainer, and award-winning entertainer.

The cost for this event is \$50 per participant. To register or view additional information on this year's event, [please click here.](#)



The Training & Development Digest

February 2022



New Microsoft Classes

Microsoft applications can be an integral part for working in state government. Some need an introductory course, while others may want something more advanced. To meet the demand and answer questions, the Bureau of Human Resources is now offering a slate of new classes designed to meet to answer questions you may have about a number of applications.

Classes include Teams, 365 Accessibility, Cloud Storage, OneDrive, Forms and Planner, One Note, Windows, Excel, Outlook, Word, Power BI, Power Automate, and SharePoint. There will also be Open Office Hours sessions available for anyone who wants to ask questions to the experts.

[Click here to register.](#)



WHAT IS CRUCIAL CONVERSATIONS TRAINING?

Equity & Inclusion ● Engagement & Teamwork ● Decision Making ● Agility & Adaptability

A crucial conversation is a discussion where the stakes are high, opinions vary, and emotions run strong. When handled poorly or ignored, these conversations can lead to strained relationships and dismal results.

Crucial Conversations® for Mastering Dialogue gives people the skills to step into disagreement—rather than over or around it—and turn disagreement into dialogue for improved relationships and results.

This course is now available in three different options.

CRUCIAL CONVERSATIONS – IN PERSON

This traditional in-person class includes twelve-and-a-half hours of classroom learning. Currently formatted for two half days and one full day of instruction. The perfect option for employees who want the full classroom experience and discussions with their classmates.



CRUCIAL CONVERSATIONS – VIRTUAL

This virtual course combines five two-and-a-half hour classes led by an instructor and pre-class prep work. There are also discussions with other class members in break-out rooms.

The best option for employees who do not want to or are unable to attend in person, but still want the instructor-led experience.



CRUCIAL CONVERSATIONS – ON DEMAND

Want to learn on your own time? Crucial Conversations On Demand includes 6-8 hours of instructional time over a 60-day period. Complete the course on your own as time allows. This version is ideal for employees with unpredictable schedules or who otherwise may not be able to attend all virtual or in-person classes.



READY TO LEARN MORE?

Visit the BHR website to learn more or register for an upcoming Crucial Conversations class: <https://bhr.sd.gov/employees/training-courses/professional-growth-training/crucial/>

BHR.SD.GOV/EMPLOYEES/

(Click here to view full size infographic)

Documenting Discipline and Interview & Selection Now Available Virtually

To help meet increased demand, two of our top-tier supervisory level classes will soon be offered virtually as well as in-person.

Documenting Discipline educates managers and supervisors on how to properly document what happens within their ranks. Whether it is sending kudos, drafting disciplinary actions, or tracking comments in CPC or other employee appraisals, proper documentation is a must. This course offers guidance on not only what and where to document, but the difference between feedback, coaching, and discipline.



Interview & Selection takes participants through the process from announcing the position, developing interview questions, to submitting the interview packet. Acting diligently when interviewing and selecting candidates will help address staffing concerns for any organization.



Click here to view these and other training opportunities on the Master Calendar.

Contact Us



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<https://bhr.sd.gov/employees/>



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