



Indiana State Personnel Department

IDOH Supervisor Training Catalog

Welcome to the IDOH Supervisor Training Catalog brought to you by INSPD. This catalog has been designed for managers and supervisors to further enhance their professional development or for employees interested in becoming a supervisor. You can find quickstep guides for both LinkedIn Learning and SuccessFactors Learning [here](#). If you have any questions, comments, or suggestions please contact [IDOH Human Resources](#). Review the Table of Contents below to identify training of interest to you or that you may wish to assign to your staff.

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BEST PRACTICES / POLICES

How to Use LinkedIn Learning (Time: 44 minutes)

LinkedIn Learning bridges the gap between the career you want and the skills you need. LinkedIn Learning help the world's professionals achieve more. Learn online, at your own pace, with a library of 5,000+ creative, business, and technology courses, on subjects from art to Zend. To get the most from LinkedIn Learning, check out this short course to get you up and running. Learn how to find the best courses to take using recommendations and search tools, explore learning paths, play and pause training videos, use transcripts and exercise files, and customize your learning experience.

HR Basics for Supervisors / Part 1 (Time: 1 hour 30 minutes) – Click [here](#) to begin

Facilitator: [James Audley](#), INSPD/IDOH Senior HR Business Partner

Join Senior Human Resources Business Partner, James Audley, for part one of a two-part training program on best practices in management including: HR Contacts, Policies, Workplace Harassment, State Employees vs. Contractors, Hiring & interviewing Process, Departing Employees Process. Click to access the recorded presentation.

HR Basics for Supervisors / Part 2 (Time: 1 hour 30 minutes) – Click [here](#) to begin

Facilitator: [James Audley](#), INSPD/IDOH Senior HR Business Partner

Join Senior Human Resources Business Partner, James Audley, for part two of a two-part training program on best practices in management including: Family Medical Leave (FML), Effective Leadership, Performance Management, Coaching/Work Improvement Plans/Disciplinary Action, and Succession Planning. Click to access the recorded presentation.

Soft Skills (Time: 1 hour) – Click [here](#) to begin

Facilitator: [Cody Miles](#), INSPD Learning and Development Consultant

During this training, participants will watch a short video and discuss introductory topics such as communication, interrupting response, listening effectively, problem solving, being a change agent, leadership, and teamwork. Participants will learn how to accumulate these skills as well as develop them in others. They will learn that soft skills are the base of all competencies. This training will set the foundation for future discussions throughout the next few months.

Multi-Generational Workforce (Time: 1 hour) – Click [here](#) to begin

Facilitator: [Cody Miles](#), INSPD Learning and Development Consultant

The current workforce is made up of four generations: Baby Boomers, Generation X, Generation Y and Generation Z. Each generation has unique work styles, communication preferences, and expectations of their employer. This training will offer attendees the opportunity to identify each unique generation, their approach to work, how they interact with their supervisors, colleagues, and customers.

ADA: Americans with Disabilities (Time: 1 hour)

This course provides managers and supervisors with an overview of ADA, defines reasonable accommodation, and identifies employee/supervisor responsibilities.

Family Medical Leave of Absence (FMLA) (Time: 30 minutes)

This Family-Medical Leave pre-recorded webinar provides answers to the most frequently asked questions regarding completing FML requests in PeopleSoft HR, such as: saving and attaching documents, documents that must be submitted, and differences between intermittent and continuous leave.

Personnel Laws, Rules, and Policies (Time: 1 hour)

This training provides a brief overview of the major laws, rules, and standardized policies that govern state employment.

Leading Productive Meetings (Time: 1 hour 4 minutes)

Feel like you're having too many meetings? Wonder if they're as effective as they could be? This course demonstrates a simple, usable framework that can help you get the most from your meetings—turning them into productive avenues for communicating, connecting, and accomplishing real work

New Manager Foundations (Time: 60 minutes)

Learn how to survive your first 30 days, build trust, and develop authority. This course was designed to prepare you to confidently tackle your responsibilities at work and increase your value to the organization while improving operational effectiveness.

Note-Taking for Business Professionals (Time: 50 minutes)

Learn to take better and faster notes in business settings. Effective notetaking is a core skill that professionals at all levels can improve upon and this course shows you how.

Proven Tips for Managing Your Time (Time: 15 minutes)

Learn how to make the most of your time at work and get more done. In this short course learn time management tips that help everyone from busy executives to brand-new employees get more productivity out of the busy workday.

Managing Stress for Positive Change (Time: 53 minutes)

In the workplace, stress is often viewed in purely negative terms. It's seen as a response that should simply be minimized or pushed aside; however, it's possible to use stress to fuel positive change. In this course, join instructor Heidi Hanna, PhD as she discusses what stress is, exactly; how you can train yourself to use stress more effectively.

Diversity and Inclusion – Click [here](#) for resources

Resources provided by IDOH HR on topics related to diversity and inclusion in the workplace. We are actively working on building this space so stay tuned for more!

HIRING – click [here](#) for IDOH-specific hiring process guides.**SuccessFactors Recruiting: Approval (Time: 3 hours)**

This Curricula covers the topics of creating a vacancy requisition and managing candidates through the talent pipeline for hiring managers within agencies. Additional quick courses:

- SPD_TA_000012 - Success Factors Recruiting - Add Approver Training
- SPD_TA_000013 -Success Factors Recruiting - Talent Pipeline
- SPD_TA_000015 - Success Factors Recruiting - Creating a Requisition- Approval

Onboarding New Hires as a Manager (Time: 32 minutes) - Click [here](#) to begin

Explore the work you need to do as a manager before a new employee's first day and find out about ways to make their first 90 days and beyond a successful experience.

COMMUNICATION

Having Difficult Conversations (Time: 52 minutes) - Click [here](#) to begin.

Facilitator: [James Audley](#), INSPD/IDOH Senior HR Business Partner

There are many reasons why we avoid difficult conversations. The need to confront difficult issues and topics can seem overwhelming but there is an organizational need to address issues directly with one or more individuals. This training will help attendees understand how to identify the need for a difficult conversation, the stakeholders who should be included and how to facilitate the conversation.

Having Difficult Conversations (Time: 1 hour 7 minutes) - Click [here](#) to begin

Conflict is inevitable—in work and in life. Managers must address performance issues, and colleagues with competing priorities must figure out how to work together.

Having Difficult Conversations: A Guide for Managers (Time: 59 minutes) - Click [here](#) to begin

While inevitable, difficult conversations can be one of the most challenging parts of a manager's job. Avoiding these conversations can be costly for organizations, resulting in absenteeism, poor performance, turnover and even litigation.

Microsoft Teams (Time: 60 minutes) – Click [here](#) to begin

Facilitator: [Cody Miles](#), INSPD Learning and Development Consultant

Microsoft Teams is becoming a new normal as a communication option within our organization. With these updates to how we do business in our everyday lives, Cody Miles, INSPD Learning & Development Consultant, take us on a dive into how we can use Microsoft Teams to our advantage. During this training we will look at the basic functions of how to navigate calls and chats as well as how to collaborate on work projects.

Microsoft Teams Essential Training (Time: 37 minutes)

Discover the core features of Microsoft Teams and see how you can bring together colleagues, create conversations and content, and collaborate more effectively.

Creating Personal Connections (Time: 49 minutes) - Click [here](#) to begin

Learn how to create personal connections—that sense of chemistry, comfort, and confidence—even with new people, in unfamiliar situations and under stressful circumstances.

Skills for Inclusive Conversations (Time: 53 minutes)

Organizations reap the benefits of diversity—when employees bring their whole, authentic selves to work. Diverse teams are more productive, innovative, and engaged. Authenticity at work includes sharing and speaking up about work and life experiences that may be different based on one's identity. Developing the skills to conduct meaningful conversations on potentially polarizing topics such as race, religion, and gender is critical for human resources professionals, managers, and team leaders.

Interpersonal Communication (Time: 37 minutes)

Communicating effectively isn't an innate talent that some people have and others don't—it's something that anyone can learn and practice. In this course, learn strategies that can help you hone and master your interpersonal communication skills.

Use Examples to Demonstrate Your Key Points (Time: 3 minutes) - Click [here](#) to begin

This tutorial discusses how to use specific examples when providing feedback to support your assessment of behavior and performance.

Speaking Confidently and Effectively (Time: 22 minutes)

The ability to present yourself and communicate well is important in any work environment. In this course, adapted from the podcast *How to Be Awesome at Your Job*, learn how to build on your presentation skills to gain a competitive advantage in your career.

GOAL SETTING – Best Practices

SMART Goals (Time: 1 hour) – Click [here](#) to begin

Facilitator: [James Audley](#), INSPD/IDOH Senior HR Business Partner

This presentation explains the fundamentals of SMART goals. The audience will gain a better understanding of how and why SMART goals are an effective tool to manage staff performance. Join James Audley, IDOH HR Business Partner, who will provide an explanation of the SMART process and give attendees an opportunity to write SMART goals as well.

Defining and Achieving Professional Goals (Time: 33 minutes)

This course will help you identify what elements are most important to your personal and professional life, recognize the ideal number of goals you should have and understand the difference between goals and tasks.

Goal Setting: Objectives and Key Results (Time: 34 minutes)

Get started with objectives and key results (OKRs), the popular management methodology for goal setting that can encourage collaboration and alignment, clarify priorities and empower employees to do their best work.

How to use SMART Goals (Time: 2 minutes) - Click [here](#) to begin

When you go to set goals, I'll suggest you try to set SMART goals. SMART is an acronym. It stands for Specific, Measurable, Achievable, Relevant and Time-bound. These are the key characteristics of a good goal.

Making Big Goals Achievable (Time: 19 minutes) - Click [here](#) to begin

In this course, productive leadership expert Dave Crenshaw shares a proven seven-step process and detailed planning worksheet anyone can use to make goal achievement a part of their daily agenda.

Outline Activities to Achieve Goals (Time: 3 minutes) - Click [here](#) to begin

In this brief video the presenter outlines how to link goals and behaviors to business strategies and benchmarks to achieve a goal.

Performance Management: Setting Goals and Managing Performance (Time: 19 minutes)

In this short course, the first installment in the Performance Management series, the instructor digs into the manager's role in managing performance, helping you master both goal setting and performance management.

Successful Goal Setting (Time: 24 minutes)

In this course, learn top tips on setting—and achieving—goals, explaining how to take small steps that can help you make your bigger plans a reality.

When to Review Goals (Time: 3 minutes) - Click [here](#) to begin

This tutorial explains when to review and realign goals to ensure the goals remain conducive with organizational goals and strategies.

GOAL SETTING – SuccessFactors Performance & Goals processes

Performance & Goals: Goal Setting & Tracking for Managers (Time: 30 min)

This training is designed to help Managers understand the best practices of Performance Management within SAP SuccessFactors. This module takes Managers through a series of explanations and demonstrations to support their goal setting and tracking activities. NOTE: Only staff who supervise can self-enroll in this training.

Performance & Goals: Goal Setting & Tracking for Employees (Time: 30 min)

This training is designed to help Employees understand the best practices of Performance Management within SAP SuccessFactors. This module will take Employees through a series of explanations and demonstrations to support their goal setting and tracking activities.

Quick SF Goal Setting demonstrations (via INSPD YouTube)

- How to Cascade Goals (Time: 3 minutes) - Click [here](#) to begin
- Goal Plan Overview/Display Options (Time: 5 minutes) – Click [here](#) to begin
- How to Add Goals from a Previous Goal Plan (Time: 2 minutes) – Click [here](#) to begin

PERFORMANCE MANAGEMENT – Best Practices

Effective Evaluation at the Interim Review (Time: 60 minutes)

The Interim Review is your opportunity to measure progress, recognize good success, and correct performance issues – but did you know it can save you time (and headaches) during the Performance Appraisal process? You will learn how to efficiently evaluate success using the Interim Review and regular performance conversations.

Coaching and Developing Employees (Time: 54 minutes)

Learn how to shift from a command-and-control style of management to a manager-as-coach style of leadership to transform employee engagement and bottom-line results.

Coaching Skills for Leaders & Managers (Time: 34 minutes)

This course offers an introduction to the basics of coaching, common challenges, different coaching models, and coaching skills. The skills section focuses on listening, providing feedback and setting goals.

Performance Management: Conducting Performance Reviews (Time: 28 minutes)

In this short course, the second installment in the Performance Management series, learn how to prepare for and conduct fair, productive, and impactful performance reviews.

Defensiveness, Surprise, Anger, or Tears During Reviews (Time: 4 minutes) - Click [here](#) to begin

This tutorial guides managers through best practices when dealing with employees who may experience strong emotions during a review.

How to Decide if you Should Share the Review in Advance (Time: 3 minutes) - Click [here](#) to begin

This tutorial discusses the decision on whether to share performance reviews prior to the meeting to discuss the review.

Managing Employee Performance Problems (Time: 58 minutes)

This course is designed to add knowledge, tactical actions, and communication strategies to your management toolkit, so you can proactively manage employee performance.

Managing Virtual Teams (Time: 56 minutes) - Click [here](#) to begin

In this course you will be provided with a clear approach for getting the most out of your remote workers. The program zeros in on the key factors that will ensure productivity, engagement, and growth, as well as a manager's role in building trust, removing roadblocks, nurturing connections with team members, and setting clear goals.

Motivating & Engaging Employees (Time: 46 minutes) - Click [here](#) to begin

Your leadership style directly impacts engagement in your organization. Why does it matter? Higher engagement leads to greater productivity, customer loyalty, employee retention, and profits. In this course you can learn what employees need in order to do their best work and how to provide them with purpose, meaning, and control.

PERFORMANCE & GOALS – SuccessFactors processes

Performance & Goals: Feedback Online Training (Time: 30 minutes)

This training is designed to help you understand the best practices of Performance Management within SAP SuccessFactors. This module will take you through the steps of giving and receiving feedback more effectively through a variety of best practices, tips, and tricks. You will also have a better understanding of the impact that quality feedback can have on an individual and/or organization.

Performance & Goals: Performance Management Coaching

The module shares the best practices and tools necessary to develop a successful coaching culture within your organization. Upon completion, learners will be able to: Define Coaching, Identify Different Types of Coaching Conversations, Identify Steps to the G.R.O.W. Coaching Model, Navigate Barriers to Successful Coaching

Performance & Goals: Technical Demo - Performance Progress for Employees

This module looks at the features and processes of the Performance Progress Review. Learners will view video demonstration of the steps to complete the form, as well as a quick overview of the entire Performance Progress process.

Performance & Goals: Technical Demo - Performance Progress for Managers (Time: 8 minutes)

This course gives managers a demonstration of the 30, 60, 90 Goal-Setting & Tracking Process to assign training/onboarding goals for new employees.

Performance & Goals: Interim Review Online Training (Time: 1 hour)

The interim review eLearning is intended to provide managers and employees a look at the interim review process.

Performance & Goals: Performance Appraisal Online Training for Managers (Time: 3 hours)

This training is designed to inform Managers on the steps of the Performance Appraisal process, support their ability to solicit and provide effective written feedback, and demonstrate how to utilize SuccessFactors to complete the appraisal.

Performance & Goals: Performance Appraisal Online Training for Employees (Time: 1 hour)

This training is designed to inform Employees on the steps of the Performance Appraisal process, support their ability to provide effective written feedback, and demonstrate how to utilize SuccessFactors to complete the self-assessment and acknowledgment.

Performance & Goals: Performance Improvement Plans (Time: 1 hour)

Brief overview explaining the content & purpose of a work improvement plan (WIP) Supervisors will learn when a WIP is the appropriate course of action. There are tips for writing an effective plan & information about possible outcomes. NOTE: Only staff who supervise can self-enroll in this. Supervisors can assign to their staff.