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| <b>Approved by:</b> Juan Williams, Commissioner   | <b>Policy Number:</b> 12-050 (Rev. 10/01/20) |
| <b>Signature:</b>  | <b>Supersedes:</b> 12-050                    |
| <b>Application:</b> Human Resources Officers, State Employees                                       | <b>Effective Date:</b> October 3, 2012       |
| <b>Authority:</b> T.C.A. § 8-30-104, T.C.A. § 8-30-105, T.C.A. § 8-30-313                           | <b>Rule:</b> 1120-08                         |

## Mandatory Learning and Development Workshops

The purpose of this policy is to outline mandatory professional and employee development workshops required for all employees, managers and supervisors within the Executive Branch of State Government. This policy sets forth the State’s commitment to ensuring compliance with state and federal laws, while developing and sustaining a high performing workforce to achieve the State’s strategic business goals and objectives.

### Mandatory Courses for Employees

It is the policy of the Department of Human Resources that all employees are required to participate in the following learning and development workshops.

All employees shall complete the following required courses within three (3) months of hire:

- Respectful Workplace for Staff (non-supervisory personnel);
- Documenting Performance;
- Open Records and Open Meetings (online);
- Performance Management 2.0 Webinar for Employees (online); and
- G.R.E.A.T. Customer Service.

All employees shall complete the following required courses within six (6) months of hire:

- G.R.E.A.T. Customer Service Phase Two: STAR Principles of Service (online).

The following course is required for all employees participating in alternative workplace solutions (AWS) and should be completed prior to participating in the AWS arrangement:

- Alternative Workplace Solutions (AWS) Awareness Information for Employees (online).

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| <b>DOHR Policy:<br/>Mandatory Learning and Development</b> | <b>Policy Number: 12-050<br/>(Rev. 10/01/20)</b> |
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The State of Tennessee is committed to ensuring that all employees are kept abreast of any changes under state and federal discrimination and harassment laws. To maintain the highest level of compliance, employees are required to annually complete:

- Respectful Workplace Refresher Training (online).

### **Mandatory Courses for Managers/Supervisors**

All managers and supervisors shall complete the following required workshops within three (3) months of hire or promotion:

- Respectful Workplace for Managers;
- Documenting and Rating Performance;
- Sexual Harassment (online);
- Proactive Onboarding (online);
- Open Records and Open Meetings (online);
- Performance Management 2.0 Webinar for Supervisors (online)<sup>1</sup>;
- S.M.A.R.T. Performance Planning; and
- G.R.E.A.T. Customer Service.

All managers and supervisors shall complete the following required workshops within six (6) months of hire or promotion:

- Performance Coaching;
- Get SMARTer: Coaching for Higher Performance;
- Developing Direct Reports and Others
- Supervisor Essentials; and
- G.R.E.A.T. Customer Service Phase Two: STAR Principles of Service (online).

Managers and supervisors who have at least one (1) employee participating in AWS shall complete the following courses prior to the start of the AWS arrangement:

- Alternative Workplace Solutions (AWS) Awareness Information for Supervisors (online);
- AWS Change Management;
- Effective Communication;
- Change Leadership for AWS; and

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<sup>1</sup> This course will fulfill the requirement for Performance Management 2.0 Webinar for Employees (online).

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- Teaming and Engaging in the AWS Culture.

If an agency has already started the AWS arrangement, supervisors shall complete the courses within six (6) months of the initiation of the AWS arrangement.

The State of Tennessee is committed to ensuring that all managers and supervisors are kept abreast of any changes under state and federal discrimination and harassment laws. To maintain the highest level of compliance, managers and supervisors are required to annually complete:

- Respectful Workplace Refresher Training (online).

Questions regarding this policy may be directed to the Learning and Leadership Development division.