

Department of Human Resource Management

Learning and Development Opportunities



Navigating Pathways to Workforce Excellence

www.dhrm.virginia.gov

No matter where you are in your career journey, whether you are just beginning, have a need or interest in learning new skills, are pivoting to a new role, or nearing a transition to retirement, learning and self-development will always be a critical component to success. Wherever you are in your career journey, learning is essential to growth and the ability to evolve.

Learning and development is a pathway to so many things....it can provide growth, help ease transitions from one role or job to another, enrich personal passions and interests, and broaden awareness and perspective. No matter the reason, learning stretches our minds and fulfills our curiosity. And, the wonderful thing about learning is that not only does it help you grow, it also influences others as you pass on and share your learning with colleagues including the next generations who are just beginning their careers.

Learning and development comes in so many different forms that extend beyond traditional training. As a child I remember my grandparents subscribed to the National Geographic magazine that would arrive in the mailbox on a regular basis. With each new magazine, I would spend hours reading the stories of people from lands far away often with very different cultures and norms. Those stories set the stage for my questing spirit and a love for reading, information and learning. It takes a commitment to be a lifelong learner but the rewards and boundaries can be limitless.

The entire DHRM team truly believes in the value of learning and development from training to coaching to on-the-job peer learning. We hope that this learning opportunities catalog can help provide support for you as you embark on or continue your lifelong learning journey.

Emily S. Elliott, Director
Virginia Department of Human Resources Management



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Safety	DHRM-WC - Confined Space Awareness	Human Resources Safety, Risk, & Health Staff Managers Employees	In Person		p. 32
Safety	DHRM-WC - Developing Equipment-Specific Lockout/Tagout Procedures	Human Resources Safety, Risk, & Health Staff Managers Employees	In Person		p. 32
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Safety	DHRM-WC - Facilities Maintenance: Viewing Safety Inside and Out	Human Resources Safety, Risk, & Health Staff Managers Employees	In Person		p. 33
Safety	DHRM-WC - Fall Protection	Human Resources Safety, Risk, & Health Staff Managers Employees	E-learning (self-paced)		p. 33
Safety	DHRM-WC - First Report of Injury - Named HR Approvers	Human Resources Safety, Risk, & Health Staff Managers	E-learning (self-paced)		p. 33
Safety	DHRM-WC - Fundamental Electrical Safety - Don't Be Shocked By It!	Human Resources Safety, Risk, & Health Staff Managers Employees	E-learning (self-paced) In Person		p. 33
Safety	DHRM-WC - General Storage Safety	Human Resources Safety, Risk, & Health Staff Managers Employees	In Person		p. 34
Safety	DHRM-WC - Hand Tools & Machine Guards: Take Safety Into Your Own Hands	Human Resources Safety, Risk, & Health Staff Managers Employees	E-learning (self-paced) In Person		p. 34
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Safety	DHRM-WC - PPE: Are You Making the Best Selection?	Human Resources Safety, Risk, & Health Staff Managers Employees	In Person Virtual		p. 36
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Safety	DHRM-WC - Safety Tips for Teleworkers	Human Resources Safety, Risk, & Health Staff Managers Employees	E-learning (self-paced) In Person Virtual		p. 36
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Safety	DHRM-WC - Supplementary Reports: Accuracy and Timeliness	Human Resources Safety, Risk, & Health Staff Managers	E-learning (self-paced)		p. 37
Safety	DHRM-WC - Understanding Workers' Compensation: What an Injured Worker Needs to Know	Employees	E-learning (self-paced)		p. 38
Safety	DHRM-WC - Vehicle Safety - Take the High Road!	Human Resources Safety, Risk, & Health Staff Managers Employees	In Person Virtual E-learning (self-paced)		p. 38
Safety	DHRM-WC - VLW York Employer Accident Report Portal	Human Resources Safety, Risk, & Health Staff Managers	E-learning (self-paced)		p. 38
Safety	DHRM-WC - Walking & Working Surfaces: A Real Balancing Act	Human Resources Safety, Risk, & Health Staff Managers	In Person Virtual		p. 38
Safety	DHRM-WC - WCS Roadshow	Human Resources Safety, Risk, & Health Staff Managers	In Person		p. 38
Safety	DHRM-WC - What to Look for During Safety Inspections	Human Resources Safety, Risk, & Health Staff Managers	In Person Virtual		p. 38
Safety	DHRM-WC - Workers' Compensation Agency Claim Procedure Manual	Human Resources Safety, Risk, & Health Staff Managers	Job Aid		p. 38
Safety	DHRM-WC - Workplace Safety Awareness	Human Resources Safety, Risk, & Health Staff Managers Employees	In Person Virtual		p. 39

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Safety	DHRM-WC - York Client Portal and Visual Reports Studio	Human Resources Safety, Risk, & Health Staff Managers	E-learning (self-paced)		p. 39
Safety	DHRM-WC - York First Report of Injury - Anonymous Submission	Human Resources Safety, Risk, & Health Staff Managers	E-learning (self-paced)		p. 39
Safety	DHRM-WC - Your Safety Training Toolbox: A Blueprint for Success	Human Resources Safety, Risk, & Health Staff Managers	In Person Virtual E-learning (self-paced)		p. 39
Safety	Hand Tools and Machine Guards: Take Safety into your own Hands	Human Resources Safety, Risk, & Health Staff Managers	In Person Virtual E-learning (self-paced)		p. 39
Safety	Hazcom and the Global Approach (New International Hazardous Material Standard)	Human Resources Safety, Risk, & Health Staff Managers	In Person Virtual E-learning (self-paced)		p. 40
Safety	How to use the WCS Prescription Drug Program-For Injured Workers	Employees	In Person Virtual E-learning (self-paced)		p. 40
Safety	Identifying & Correcting Workplace Hazards	Human Resources Safety, Risk, & Health Staff Managers	In Person Virtual E-learning (self-paced)		p. 40
Safety	16VAC25-220, Final Permanent Standard for Infectious Disease Prevention: SARS-CoV-2 Virus That Causes COVID-19	Human Resources Safety, Risk, & Health Staff Managers	Virtual		p. 40

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Safety	What Happens When Standards Are Not Followed? "Injuries Follow!"	Human Resources Safety, Risk, & Health Staff Managers	In Person		p. 41
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Systems	DHRM - 2 TAL Employee Leave	State Employees *for agencies using TAL	E-learning (self-paced)		p. 42
Systems	DHRM - 3 TAL Employee Timesheet	State Employees *for agencies using TAL	E-learning (self-paced)		p. 42
Systems	DHRM – 4 TAL Supervisor Leave	Managers *for agencies using TAL	E-learning (self-paced)		p. 42
Systems	DHRM - 5 TAL Supervisor Timesheet (For Managers ONLY)	Managers *for agencies using TAL	E-learning (self-paced)		p. 42
Systems	TAL Privileged User Training: Modules 1-4	Human Resources Payroll	E-learning (self-paced)		p. 42
Systems	PMIS PSE029 RESTORE Transaction	Human Resources	E-learning (self-paced)		p. 42
Systems	PMIS User Guides 1. Enhanced Retirement PMIS Keying Guide 2. PMIS Performance Management Guide 3. PMIS Layoff Guide 4. PMIS PSE200 Rollback Transaction 5. PMIS Screen Changes Employee Time Status Guide 6. PMIS Top Ten Transaction Guide 7. Revised PMIS PSE001 Original Appointment	Human Resources	Job Aid		p. 42

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	Transaction 8. PMIS FAQ's				
Systems	COVLC - Email Triggers	Agency Training Staff	Job Aid		p. 42
Systems	Using the SCORM Bulk Import in the Learning Center	Agency Training Staff	Job Aid		p. 42
Systems	COVLC Help Desk and Agency Domain Administrator Training	Agency Training Staff	E-learning (self-paced)		p. 43
<p>The following courses are not provided by DHRM but are required courses that are located in the COVLC. For questions about these courses, please contact the designated agencies who own and maintain course content.</p>					
Other	Virginia State and Local Conflict of Interests Act Training	State Employees *positions requiring completion of Statement of Economic Interest (SOEI)	E-learning (self-paced)	✓	p. 44
Other	OAG - Conflict of Interest Act Training	State Employees	E-learning (self-paced)	✓	p. 44
Other	DCJS - Civilian Response to Active Shooter Events (CRASE)	State Employees	E-learning (self-paced)	✓	p. 44
Other	VDEM - Terrorism Security Awareness Orientation	State Employees	E-learning (self-paced)	✓	p. 44
Other	VDEM - Virginia State Employee Safety & Disaster Awareness Training	State Employees	E-learning (self-paced)	✓	p. 44

Course and Program Descriptions

Professional Skills

Professional Skills are skills that are foundational in our ability to successfully perform our work and work with others. The following Professional Skills learning options provide opportunities for employees to grow these skills to ensure current and future success.

Non-Verbal Communication Skills

93% of communication is nonverbal and this course explores how employees need to be mindful of their nonverbal gestures and tone of voice when conveying workplace messages. Employees learn how nonverbal communication may be perceived by others and how this can impact overall team dynamics and interpersonal relationships in the workplace.

Contact EDR at edr@dhrm.virginia.gov or 1-888-232-3842 for more information. EDR generally requires a group of at least 15 employees to conduct this 1 hour session.

Understanding Emotional Intelligence (EI)

Workshop designed for exploring the set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way. EI skills are a significant contributor to job success with up to 27-45% of job success determined by EI. (workshop requires a fee for completion of the EQ-i 2.0 assessment)

Contact Workplace Effectiveness Coaching at deanna.goldstein@dhrm.virginia.gov for more information.

Productivity & Time Management - Escaping The Busyness Trap

Workshop and coaching to identify priorities and introduce time management and workflow changes to increase productivity.

Contact Workplace Effectiveness Coaching at deanna.goldstein@dhrm.virginia.gov for more information.

Handling Workplace Conflict Effectively

In this workshop, participants will undergo individual conflict dynamic assessments in order to learn how to improve upon their conflict management skills, how their hot buttons can trigger conflict in the workplace, and how to have crucial conversations about conflict with colleagues in the workplace. Participants will be introduced to the sources of conflict in the workplace as well as what constructive and destructive responses to conflict they may exhibit. Participants will also obtain strategies for increasing their communication skills to better address a disagreement, dispute, or conflict when it arises with other members of their team. (Please note that there is a cost per individual associated with completion of the assessments to be paid in advance by the employee's agency.)

Contact EDR at edr@dhrm.virginia.gov or 1-888-232-3842 for more information. EDR generally requires a group of at least 15 employees to conduct this 3-5 hour session.

Value-Based Conflict in the Workplace

Through the use of an individual workplace values inventory assessment, participants will gain a better understanding about potential sources of workplace conflict for them. Participants will also learn how conflict works in theory, explore methods for working through conflicting workplace values, and learn how to effectively communicate with others about their workplace concerns.

Contact EDR at edr@dhrm.virginia.gov or 1-888-232-3842 for more information. EDR generally requires a group of at least 15 employees to conduct this 1 hour session.

Intergenerational Conflict in the Workplace

Participants will learn about the various generations that make up today's workforce and how generational differences may lead to workplace conflict. By exploring common ground and workplace values, participants will practice constructive methods for working through their differences and understand the benefits of

embracing diversity and inclusion in a multi-generational workforce.

Contact EDR at edr@dhrm.virginia.gov or 1-888-232-3842 for more information. EDR generally requires a group of at least 15 employees to conduct this 1.5 hour session.

Basic Grievance Hearing Skills

Participants will learn about the grievance hearings process and the role of the advocate in presenting a party's case effectively at a hearing. The training will include discussion and demonstration. Potential modifications to the course can be made based upon the needs of the group, including a longer training with more participant performed duties.

Contact EDR at edr@dhrm.virginia.gov or 1-888-232-3842 for more information. EDR generally requires a group of at least 15 employees to conduct this 3 hour session.

Workplace Effectiveness Coaching

Coaching available for individuals, teams, and leaders to support:

- Leadership Effectiveness & Growth
- Expanding Career Opportunities
- Communication Skills & Effectiveness
- Improving Productivity & Time Management
- Accelerating On-Boarding Into A New Role
- New Leader Integration & On-Boarding
- Work Style Effectiveness
- Improving Work/Life Balance
- Emotional Intelligence (EI) (requires a fee for the EQi-2.0 or EQ360 assessment)

Contact Workplace Effectiveness Coaching at deanna.goldstein@dhrm.virginia.gov for more information.

Conflict Management Coaching

Coaching program designed to help an employee better understand their individual conflict behavior in order to promote more effective workplace conflict resolution.

- Improves awareness about what triggers conflict within and how to

respond to workplace conflict constructively.

- Utilizes either the individual or the 360 Conflict Dynamic Profile (CDP) assessment to identify employee's most problematic areas.
- Conflict Coach helps the employee create a personal action plan which outlines goals and sets target dates.
- Available for professional development or remedial performance management needs in a virtual setting.

Contact EDR at edr@dhrm.virginia.gov or 1-888-232-3842 for more information.

Emotional Intelligence Coaching

Customized individual coaching program designed to help an employee better understand their current level of emotional intelligence and how it can be improved in the workplace.

- Improve employee self-awareness about the ability to better understand their emotional intelligence.
- Discover how others may perceive their emotional intelligence in the workplace and learn where development opportunities exist.
- Utilizes either the individual or the 360 Emotional Quotient (EQi-2.0 or EQ360) assessment tool to identify emotional intelligence.
- Emotional Intelligence Coach helps the employee create a personal action plan which outlines development goals within the development opportunities.
- Available for professional development or remedial performance management needs in a virtual setting.

Contact EDR at edr@dhrm.virginia.gov or 1-888-232-3482 for more information.

Health and Wellness

Health and Wellness are essential to our success as individuals and as employees. These Health and Wellness learning options are designed to support your overall wellness in and out of the workplace.

Health and Wellness Micro-Learning Videos

Employees can access a variety of micro-learning video content designed to support their health and wellness. These videos are available on demand via CommonHealth's video channel. New topics are regularly added to support employee wellness. Topics include:

- Meditation and Relaxation
- Relearn to Relax
- Build a Better Meal
- Better Sleep
- Compassion

[CommonHealth VA Video Channel](#)

Diversity, Equity, and Inclusion

A mission that incorporates diversity, equity, and inclusion supports an inclusive culture, not only in a manner that complies with all applicable laws, but also fosters an environment in which every individual has the opportunity to prosper and contribute to the mission of their agency. The following DEI learning opportunities provide a foundation and understanding of fundamental diversity, equity, and inclusion concepts.

DHRM – The Road to Cultural Competence

This introductory module, The Road to Cultural Competence, is an online, professional learning experience in *Diversity, Equity, Inclusion, and Cultural Competence* (DEI and CC) whose creation was required by the General Assembly through the passage of HB581 in March 2020, and the Code of Virginia 2.2-1201. It is a required learning experience for employees of the Commonwealth of Virginia. New state employees are expected to complete it within 90 days of their start-date with the Commonwealth, and existing employees are expected to complete it within the first six months of its

release, which is June 7, 2021. It is a foundational learning experience that will be a prerequisite for all further learning sessions created by the Department of Human Resource Management (DHRM), and is to be seen as a necessary “first step” toward in-depth learning and development of our state workforce in DEI. The DHRM will be organizing and facilitating sequenced learning experiences and resources for use throughout the Commonwealth in the coming months, as part of an effort to develop a learning community around DEI issues within the state workforce, and to include, affirm, and encourage the contributions and talents of each state employee.

This module is meant to establish fundamental understandings of the terms and concepts of:

DIVERSITY

EQUITY

INCLUSION

CULTURAL COMPETENCE

Through diagrams, narrations, text, and video, participants will explore these ideas, their interconnections, and the reasons they are important for all of our work in the Commonwealth. Participants will also have opportunities for reflection on major ideas, and will be asked to submit a summative reflection toward the end of the module on how these ideas will affect and influence their work.

This 45 minute eLearning module is available in the COVLC. The module may also be delivered in an on-line format with a facilitator in consultation with DHRM's DEI unit.

Contact [DEI Unit - DHRM](#) for more information.

Human Resource Management

State government Human Resource Management professionals support many workplace topics that are essential to supporting agency and employee needs. These Human Resource Management learning opportunities are designed for state government HR professionals to provide instruction and support for identified HR topics.

Human Resources Consulting Services Webinar Series

- Employee Recognition - Recommendations of the Commonwealth Statewide Employee Recognition Workgroup
- Compensation Reboot - Understanding and Using Pay Factors in Compensation Decisions
- Hiring Practices - Taking A Lead In The Race For Talent
- Employment Equity Initiative
- Executive Search Services - A Talent Acquisition Resource For State Agencies
- Agency Innovators - DMAS: Enhancing the Employee Experience
- Public Health Emergency Leave: Agency Guidance for COVID-19
- Safe at Work - DOLI Emergency Temporary Standard
- TAL Privileged User Training: Modules 1-4
- Employment Equity Initiative Instructions for Recruiters
- HR Admin Tool Exit Survey
- Exit Survey Reporting Access
- Think50!
- DHRM Compensation Workshop
- Video Interview Services – Creating Hiring Efficiencies

These recorded webinars are available upon request. Contact policy@dhrm.virginia.gov for access to these recordings.

DHRM - Health Benefits Administration – Active Employees

This two-day course is designed for agency human resources professionals, health benefit administrators and payroll employees whose job responsibilities require specific and detailed

knowledge of the state's health benefits programs. The course provides a review of the policies and procedures for the Active State health benefits and the flexible benefits programs. It also provides an overview of the benefits eligibility system (BES).

Contact OHB at ohb@dhrm.virginia.gov or at (804) 225-3642 in Richmond or 1-888-OHB-4414 (888-642-4414).

DHRM - Health Benefits Administration – Retirement/LTD/COBRA

This one-day course is designed for the human resources or payroll professional that is responsible for the administration of an agency's health benefits program. This course focuses on the Retiree health benefits program (which includes LTD participants and Survivors) and enrollment procedures and provides an in-depth review of Extended Coverage. Also included is an overview of the State Health Plan's HIPAA Privacy Policy.

Contact OHB at ohb@dhrm.virginia.gov or at (804) 225-3642 in Richmond or 1-888-OHB-4414 (888-642-4414).

DHRM-OHB - HIPAA Privacy

The Health Insurance Portability and Accountability Act (HIPAA) Privacy Regulations impose standards for safeguarding personal, individually-identifiable medical information, also referred to as “protected health information (PHI).” The Rule created significant requirements and limitations in the way that PHI is handled. This course provides an overview of the HIPAA Privacy Rule and broadly describes how the regulation affects the way an employer and the agency benefits office should handle employee health information obtained from the health care plans.

This 30 minute eLearning module is available in the [COVLC](#).

DHRM - SHRM Learning System

This 10-week course is designed to increase HR professional development and to help prepare participants to take the national exam for certification, either as a SHRM - Certified Professional (CP) or a SHRM - Senior Certified

Professional (SCP). The course covers four major modules of the human resources body of knowledge: HR Competencies, People, Organization, and Workplace. Participants will have lengthy reading assignments, be able to take numerous practice quizzes and tests, and have access to a personal SHRM study login site. This class is offered periodically and when offered, will be announced.

NOTE: Participants must purchase the learning system kit and/or already have one that they bring to class. The learning system kit is a separate purchase of \$620 and can be ordered on the SHRM registration form. The SHRM exam is a separate registration process through the SHRM site. Cost of the 10 week class is separate from materials and is \$220. If you are ordering a kit and taking the class, you can make one payment combining both, for a total of \$840.00.

Contact Jon Carpenter
(jon.carpenter@dhrm.virginia.gov) for more information.

Leadership

The development of Leadership skills and abilities is fundamental to employee success in Leadership roles. These Leadership focused learning options are designed to growth and development in Leadership knowledge, skills, abilities and importantly, the application of this knowledge to leadership actions.

DHRM Human Resource Training for Agency Directors

Achieving an agency's mission is possible only through the effective management of its current and future resources. In 2017, the General Assembly recognized the importance of providing Agency Directors with training related to key human resource policies and practices and sound workforce/succession planning. Each Agency Director in the Executive Branch* is mandated to complete a related human resources training program within six months of his/her appointment and at least once every four years thereafter. (See Code of Virginia § 2.2-1209.)

The Agency Human Resource Director must provide subsequent training to the Director on companion policies that apply to the agency's programs and operations.

This module with accompanying hand-outs meets the mandate and provides a springboard for additional dialogue related to workforce development and oversight.

*Higher Education Presidents may designate a substitute for this training mandate.

This 30 minute eLearning module is available in the [COVLC](#).

Best Practices in Employee Discipline and Discharge

Address crucial disciplinary and discharge issues through lecture, discussion and case studies. Topics will include: the role of documentation in disciplinary actions; due process; the essential elements of a pre-disciplinary investigation; selecting the appropriate level of discipline; the need for consistency in applying the Standards of Conduct; and the important role of Human Resources in the disciplinary process.

Contact EDR at edr@dhrm.virginia.gov or 1-888-232-3842 for more information. EDR generally requires a group of at least 15 employees to conduct this 3 hour session.

Enhancing Management's Response to Employee Grievances

Discuss issues and best practices involving the performance of duties of a step-respondent and the agency's handling of grievances.

Contact EDR at edr@dhrm.virginia.gov or 1-888-232-3842 for more information. EDR generally requires a group of at least 15 employees to conduct this 3 hour session.

Essential Topics in Employee Discipline and Grievances

Combines the most critical aspects of EDR Best Practices in Employee Discipline and Discharge and Enhancing Management's Response to Employee Grievances courses that supervisors and managers should know.

Contact EDR at edr@dhrm.virginia.gov or 1-888-232-3842 for more information. EDR generally requires a group of at least 15 employees to conduct this 3-4 hour session.

Cultivating Engagement

Workshop and coaching for supervisors, managers, and leaders to understand how to grow and create team and individual employee engagement

Contact Workplace Effectiveness Coaching at deanna.goldstein@dhrm.virginia.gov for more information.

Effective Communication – What Does It Really Take?

Workshop for supervisors, managers, and leaders providing a foundation in the fundamentals of social neuroscience, exploring the challenge of change, understanding the importance of and challenges of communication, and creating a new communication model to create open dialogue.

Contact Workplace Effectiveness Coaching at deanna.goldstein@dhrm.virginia.gov for more information.

The Science of High Performance Organizations
Workshop for supervisors, managers, and leaders providing an understanding of the fundamentals of psychology and social neuroscience and behavioral influences, the challenges and possibilities of change, research on the foundation of successful teams, and understanding how organizations can grow and change.

Contact Workplace Effectiveness Coaching at deanna.goldstein@dhrm.virginia.gov for more information.

Coaching for Leaders Workshop Series

As a leader, what would be the impact of increased employee engagement, communication models that create the setting for open dialogue, and strategies for enhancing productivity and time management? For most leaders, the outcomes from these strategies is essential in establishing leader, team, and employee effectiveness.

Coaching for Leaders provides a series of workshops and coaching support for supervisors, managers, and leaders to understand and expand essential leadership skills to support employee and team excellence. The series includes: Science of High Performing Organizations, Emotional Intelligence, Creating New Communication Habits, Discovery, Authentic Leadership Model, and Enhancing Productivity & Time Management. The workshops are designed to provide an understanding of the behavioral and neuroscience that supports leadership development in creating a strong and effective leadership presence.

Contact Workplace Effectiveness Coaching at deanna.goldstein@dhrm.virginia.gov for more information.

Managing Virginia Program

Managing Virginia Program

The MVP is a self-paced comprehensive management development e-learning program sponsored by the Department of Human Resource Management for all Commonwealth supervisors and managers. Participants must complete 27 learning activities to complete the program.

MVP Communication Skills

Please note that this course is a prerequisite for the MVP Conflict Management course. This course consists of two modules for improving your communication skills: Module I - Frankly Speaking: Interpersonal communication is the primary supervisory skill you need to have to be successful. This module focuses on a supervisor's communication with his/her employees and looks at the three elements of believability when you speak; identifies things to do and not do when you are speaking to an employee; and identifies critical verbal and non-verbal communication techniques when you are the speaker. Module II – The Art of Listening: Listening is never easy, but it IS a skill that can be learned. This module looks at the four key elements of good listening; identifies filters that hinder communication; identifies blocks to listening; lists aspects of total listening; and identifies and defines the four skills of active listening.

These 1 hour eLearning curriculum is available in the [COVLC](#).

MVP Conflict Management Skills

This course consists of three modules, each focusing on a different aspect of Conflict Management.

Module I – Conflict Management

Concepts: Whenever people work closely together, conflict can occur. This module will help you prevent conflict situations by using good communication and management skills, and know how to handle conflict situations should they occur in the workplace. This module will also help you define conflict, explain what causes conflict, identify appropriate responses to conflict, state the benefits of conflict management, and determine ways to prevent unproductive conflict.

Module II – Conflict Management Process: This module will help you handle conflict situations when they do occur by identifying two aspects of dealing with conflict, explaining the six steps of the Conflict Management Process, and defining interests when negotiating a solution for a conflict.

Module III – Conflict Management

Application: The purpose of this module is to help you apply the concepts taught in the first two Conflict Management modules. It looks at different situations that could occur in the workplace, from the least serious to the most serious, and offers options for dealing with conflict situations in each. By the end of this module, you will be able to choose good active listening responses and apply effective conflict management concepts to work situations.

This 90 minute eLearning curriculum is available in the [COVLC](#).

MVP Customer Service Skills

This course consists of two modules, each designed to improve your customer service skills.

Module I – Basic Skills: This module gives the participant the basics of how to be a person who gives EXCELLENT customer service to both internal and external customers. It covers 15 Key Aspects of Customer Service that provide the foundation for learning what the customer wants and being able to provide service in a successful interaction; how to respond to customers with empathy; and how to diffuse angry customers.

Module II – Managing Customer Service: This module will cover the various aspects a supervisor needs to be aware of in order to manage employees who give customer service. The module includes: Creating an environment where employees are prepared to give excellent customer service; Providing the training and resources needed; Tracking your progress; Adjusting the process of giving customer service; and Rewarding performance for excellent customer service.

This 1 hour eLearning curriculum is available in the [COVLC](#).

MVP Enhancing Employee Performance

This course consists of six sections to enhance your supervisory skills.

Section I – Introduction to Supervision: This module will help the participant develop the skills needed to be a successful, dynamic supervisor.

Section II – Managing the Work Process: This module will help the participant plan and organize the work activities of their unit to achieve the mission of the organization; ask appropriate questions to analyze current work processes; identify the 5 Steps of the Problem Solving Model; and assign work priorities to tasks.

Section III – Delegation: This module will define what delegation is and is NOT; explain the supervisor's role in delegation; identify the 3 Basic Principles of Successful Delegation; and explain the 5 Levels of Delegation.

Section IV – Motivation for Improved Performance: This module will help the participant: Identify Maslow's Hierarchy of Needs; identify common motivators; define preventive management; list reasons employees don't do what they are supposed to do; identify strategies to eliminate reasons for non-performance.

Section V – Coaching: This module will help the participant identify qualities of effective coaches; define 8 styles of coaching; select useful questions for coaching; identify ways to create a positive coaching climate; state effective feedback tips; and prepare for a formal coaching session.

Section VI - Employee Engagement: By the end of this module, you will be able to: Define employee engagement; explain why engagement matters; identify the level of engagement; determine your level of engagement; and determine ways to engage employees.

This 2.5 hour eLearning curriculum is available in the [COVLC](#).

MVP Ethical Decision Making

We are constantly faced with decisions in our job that could be wrong or have the appearance of wrong-doing. All employees are required to conduct themselves in a manner which fosters the respect, trust, and confidence of the public. By the end of this module, you will be able to: define ethics; use the Standards of Conduct Policy as a guide to distinguish between ethical

and unethical behavior; identify the 7-Step Decision-Making Model.

This 30 minute eLearning module is available in the [COVLC](#).

MVP Alcohol and Other Drugs - Supervisor

Have you ever had an employee come to work who you suspected was drunk or under the influence of drugs? Did you know what to do? Do you know what the policy says about how to handle these types of situations? This module will help you: recognize policy violations; identify supervisor's and employee's responsibilities; determine appropriate action to take; and name available resources for help.

This 30 minute eLearning module is available in the [COVLC](#).

MVP - HR Policy and Law - Compensation Policy

This curriculum is comprised of 3 modules: Module 1: Compensation Plan, Module 2: Pay Practices and Module 3: Pay Factors.

This 3 hour eLearning curriculum is available in the [COVLC](#).

MVP HR Policy & Law - Emergency and Security Awareness

This is a basic awareness course designed to provide supervisors in state agencies with the information they need to share with their employees in the event of an emergency. At the completion of this module, you will know what information they need to provide as a supplement to the Terrorism and Security Awareness Orientation, currently required for state employees as stipulated in Executive Order 44. By the end of the module, participants will be able to: Recognize potential emergencies; identify the state's emergency operations structure; state the supervisor's responsibility in preparation for an emergency, and identify the supervisor's responsibility during an emergency.

This 30 minute eLearning module is available in the [COVLC](#).

MVP HR Policy & Law - Employee Selection Procedures

Please note that the Fundamentals of EEO Law is a prerequisite to this course. This course consists of three modules.

- Module I – Before the Interview: Have you ever hired the wrong person, or had to work with someone who just wasn't right for the job? This module looks at what needs to happen before the interview begins and will help the participant determine the importance of making a good hiring selection; identify the stages of the recruitment & selection process; prepare for conducting interviews; choose good interview questions; and select an appropriate panel to conduct the interviews.
- Module II – During the Interview: This module looks at what needs to happen during the interview and will help the participant identify aspects of good listening skills; prepare an appropriate interview opening that will put the candidate at ease; decide what notes to take during the interview; and list aspects to consider when completing an interview summary.
- Module III – After the Interview: This module looks at what needs to happen after the interview and will help the participant identify 2 documents to use in finalizing your selection; determine an appropriate and acceptable salary; address the 13 Pay Factors on the Pay Action Worksheet; and submit a complete recruitment package.

This 1.5 hour eLearning curriculum is available in the [COVLC](#).

MVP HR Policy & Law - Fair Labor Standards Act Overview

This web-based course includes three modules: FLSA Overview, Overtime Compensation Requirements, and FLSA Coverage. By the end of the course, you will be able to: identify four components of the FLSA; define the manager's role in FLSA; identify what records must be kept on non-exempt employees; recognize resources for FLSA questions; identify penalties for FLSA violations, determine when overtime is paid; apply FLSA requirements to work situations, define the terms exempt & non-exempt; identify 3 exemption tests that are used for state

workers; and state the document on which exempt and non-exempt decisions are based.

This 1.5 hour eLearning course is available in the [COVLC](#).

MVP HR Policy & Law - Financial Fundamentals

As a supervisor, you have many tasks that involve financial responsibilities; for example, ordering supplies for your unit, making sure invoices are paid promptly, travel expenses, creating and maintaining a budget. This module is designed to familiarize you with some key information about how to manage your finances within the state system. By the end of this module you will be able to identify the dates of the state fiscal year; identify key financial agencies within the state process; identify mandatory requirements; and find resources for financial questions.

This 30 minute eLearning module is available in the [COVLC](#).

MVP - Freedom of Information Act

As a supervisor, if you were asked by a citizen to turn over your bills and receipts, e-mail correspondence, contracts, or computer records, etc. would you know what to do? Would you know what you have to produce and what you don't have to produce to a requester? Do you know what can happen if you don't produce requested information? By the end of the module, the participant will be able to: define what FOIA is; identify examples of requested information; determine exemptions to FOIA; identify response time required; recognize allowable responses to FOIA requests, and state the consequences of failure to respond to a FOIA request.

This 30 minute eLearning module is available in the [COVLC](#).

MVP HR Policy & Law - Fundamentals of EEO Law

The purpose of most EEO legislation and other anti-discrimination laws is to provide a level playing field for all employees. It gives everyone equal opportunity based on knowledge, skills, and abilities. The fair and equitable treatment of all employees is a goal that supervisors and managers should strive for, regardless of the

legal requirements. By the end of the module, participants will be able to: define the purpose of EEO compliance; identify key areas in which discrimination is forbidden; identify key EEO laws; explain EEO complaint procedure; state resources available for help; and state two main ideas in the selection process.

This 30 minute eLearning module is available in the [COVLC](#).

MVP HR Policy & Law - Leave Policies

What do supervisors need to do when an employee asks to be on leave from work? How does an employee qualify to use the various types of leave? What happens to the employee during different kinds of leave? This module is a brief overview of leave types for covered employees in classified positions. By the end of this module, you will be able to identify the supervisor's role concerning leave; recognize important leave dates, and identify basic leave types.

This 30 minute eLearning module is available in the [COVLC](#).

MVP HR Policy & Law - Managing Teleworkers

Telecommuting or Teleworking is a key initiative for the Commonwealth of Virginia. After completing this module the participant will be able to: state the benefits of Telecommuting; identify key components of the Telecommuting Policy #1.61; determine appropriate Telecommuting positions; identify your role as Tele-Manager; define Results-Oriented Management; and apply the Telecommuting Policy.

This 30 minute eLearning module is available in the [COVLC](#).

MVP HR Policy & Law - Performance Management

This web-based course includes five modules and will help you learn how to get the most out of your work unit and be able to use the state system and forms appropriately in managing your employees. By the end of this course, you will be able to develop an effective Employee Work Profile, document appropriate facts, give constructive feedback, and fairly evaluate an employee's performance. This course also has a

module explaining the supervisor's responsibilities during a new employee's Probationary Period.

This 2.5 hour eLearning curriculum is available in the [COVLC](#).

MVP HR Policy & Law - Return-to-Work

Have you ever had an employee get injured or ill and be out of work for an extended period of time? Did you know that the sooner you allow an employee to return to work, even if they cannot stay the whole day or do the exact same job as before, the quicker their recovery time will be? This course will give you some resources to help you get your employee back to work as soon as possible, so that you can keep the work flowing and so that they can become active and productive sooner.

This 30 minute eLearning module is available in the [COVLC](#).

MVP HR Policy & Law - Standards of Conduct

The purpose of this web-based course is to reinforce and highlight specifics concerning the Standards of Conduct Policy (#1.60), including 4-16-08 revisions. By the end of the course, you will be able to: describe the purpose of the Standards of Conduct policy; distinguish between acceptable and unacceptable workplace behaviors; determine the Group Level and severity of an offense; identify appropriate types of corrective action; apply policy guidelines to work-related situations. The course consists of 2 modules: Module 1 – Policy Basics and Module 2 – Applications.

This 1 hour eLearning module is available in the [COVLC](#).

MVP HR Policy & Law - Understanding State Government

The purpose of this module is to familiarize you with Virginia state government. The module will help you identify the three branches of Virginia government; explain the organizational structure of state government; define the different types of employees listed in the Virginia Personnel Act; recognize the purpose and use of Executive Orders; and explain the state budget process.

This 30 minute eLearning module is available in the [COVLC](#).

MVP Workplace Ergonomics

Have you ever felt like your eyes, wrist, or neck were strained after working on a computer all day, or your body ached after performing the same motion over and over? The goal of Workplace Ergonomics is to fit the working environment to the worker so that employees aren't injured and so these things don't happen. This module will identify what kinds of injuries and illnesses are caused by ergonomic issues; define what ergonomics is and how can it help; list elements of successful ergonomic programs; and identify the most commonly injured body parts and risk factors for injury.

This 30 minute eLearning module is available in the [COVLC](#).

MVP Leadership Styles and Essentials

This web-based course includes three modules: Influencing Others and Building Trust, Leadership Competencies, and Leadership Styles. By the end of the course, you will be able to: Define leadership; state the difference between leadership and management; identify essential characteristics of effective leaders; explain three components of influencing; describe how to build trust; identify leadership competencies/essentials; identify your strengths and weaknesses in your leadership competencies; determine ways to enhance your competencies; discover your own leadership style through a self-assessment instrument; assess your personal leadership style; identify three general leadership styles; explain the effective use of each leadership style; and determine when to use which leadership style.

This 1.5 hour eLearning curriculum is available in the [COVLC](#).

MVP Self-Management

This course consists of three modules on self-management:

- Module I – Time Management: This module will offer the participant some practical tips on ways to gain more control over his/her schedule by: beginning a time management audit; identifying time management

- techniques; making meetings more productive; and avoiding procrastination.
- Module II – Stress Management: This module will: define stress; identify causes of stress; identify physical effects of stress; help you determine your stressors; and identify stress management techniques to help you manage your stress.
- Module III – Emotional Intelligence: Emotions matter a lot, yet managers are very rarely trained how to manage emotions. Becoming an emotionally intelligent manager means learning to identify the data in feelings. By the end of this module the participant will be able to: define Emotional Intelligence and emotional competencies; recognize the benefits of EI; apply Emotional Intelligence to individuals, groups, and organizations; and utilize tools and resources to help increase emotional intelligence.

This 1.5 hour eLearning curriculum is available in the [COVLC](#).

MVP HR Policy & Law - Understanding and Using the Grievance Procedure

Learn the fundamentals of using the grievance procedure to resolve workplace disputes. Required for supervisors.

This 1 hour eLearning module is available in the [COVLC](#).

Policy

Policies form the shared framework from which all state government employees operate. These Policy focused learning options provide information about key policies that create a foundation for successfully achieving workplace goals.

EDR - Workplace Dispute Resolution Services Overview

This program provides an overview of the workplace dispute resolution tools provided by the Office of Employment Dispute Resolution (EDR). Section 2.2-3000(B) of the Code of Virginia requires agencies in the Executive Branch to promote the services of EDR. This program is meant to help agencies familiarize employees with EDR and its services and is required for all employees.

This 20 minute eLearning module is available in the [COVLC](#).

MVP - Alcohol and Other Drugs Policy for Employees

The Commonwealth is committed to maintaining a workplace free from the adverse effects of alcohol and other drugs and one that ensures a highly productive and safe environment for our employees. What can you do if you need assistance with an alcohol or drug problem that is impacting your work? What is your obligation to report a conviction of a drug charge?

This 20 minute eLearning module is available in the [COVLC](#).

MVP - HR Policy & Law - Civility in the Workplace

This training will focus in defining workplace harassment and we will review the different forms of harassment. Participants will learn to differentiate between workplace harassment and hostile environment. We will discuss the use of business filter and also train participants on how to deal with harassment. This class combines previously separated classes 1143 (Staff) and 1144 (Supervisors and Managers). Both groups will train together.

DHRM-HR Policy - Compensation Policy

This training is mandatory for all state employees. Please contact your agency HR department if you have questions

By completing this module, you should be able to:

- (1) distinguish between the Commonwealth's Pay Structure and Job Structure;
- (2) Define 3 categories in the Job Structure;
- (3) Identify the 3 Compensable Factors by which all jobs in the Commonwealth are analyzed and compared; and,
- (4) Be able to locate resources to answer questions about the Compensation Policy and related issues.

This 30 minute eLearning module is available in the [COVLC](#).

This 1 hour eLearning module is available in the [COVLC](#).

Safety

Safety is essential to ensuring that all state government employees work in ways that minimize risk and support safe workplaces. The following Safety learning options provide key information and knowledge for creating and maintaining safe workplaces.

DHRM-WC - 10 Ways to Make Workers Compensation Easier for You

This program offers ten helpful ideas to make handling your workers' compensation claims easier on you and to improve the information flow between you and the MCI claims staff.

This eLearning module is available in the [COVLC](#).

DHRM-WC - Accident Investigation for Supervisors

This course is designed to help agency managers and supervisors understand the importance of conducting workers' compensation claim accident investigations following an incident in the workplace. The course provides helpful tips for the accident investigation process and discusses ways you can help speed the claims process.

This eLearning module is available in the [COVLC](#).

DHRM-WC - Conducting Hazard Assessments

This class is a part of the Virginia Loss Control Academy and will teach you how to do a Personal Protective Equipment (PPE) Hazard Assessment and review all of the applicable PPE information related to that effort.

This eLearning module is available in the [COVLC](#).

DHRM-WC - Confined Space Program Development

- Option 1: This program is designed to educate employees on the hazards and controls associated with Confined Spaces. This course will cover the characteristics that constitute a confined space, requirements for safe entry into

and safe exit from a confined space, rescue requirements and other potential hazards that exist around confined spaces.

This eLearning module is available in the [COVLC](#).

- Option 2: This class builds on the basic Confined Space Awareness course and covers identification and classification of confined spaces (permit-required or non-permit required), the permit system, labeling, equipment, personal protective equipment, and rescue requirements under the OSHA/VOSH standard. Confined space program elements will be discussed and students will take away a sample confined space program template.

Target Audience: Human Resource Professionals; Buildings and Grounds, Facilities Management and Maintenance Managers, Supervisors and staff; Safety and Risk Managers; Safety and Health Coordinators; Safety Committee Members

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Creating Effective Safety Committees

This class is part of the Virginia Loss Control Academy curriculum and will cover elements to consider when constructing or refreshing agency safety committees and will discuss features of successful committees and common safety committee pitfalls.

This 30 minute eLearning module is available in the [COVLC](#).

DHRM- WC - Protecting Employees in Roadway Operations - Online

This class is designed to address the following:

- a. Temporary Traffic control devices and techniques;
- b. Cones/barricades/flares/signs/stop-slow paddles;
- c. High Visibility Vests and garments; d. VA Work Area Protection Manual (2012 edition) and e. State agencies

performing operations in or near roadways – maintenance activities, grounds activities, surveying, emergency and incident response.

This 30 minute eLearning course is available in the [COVLC](#).

DHRM-WC - 10 Ways to Make Workers Compensation Easier for You

This program offers ten helpful ideas to make handling your workers' compensation claims easier on you and to improve the information flow between you and the MCI claims staff.

This eLearning module is available in the [COVLC](#).

DHRM-WC - Accident Investigation

This course is designed to help agency representatives conduct thorough accident investigations and appropriately document the results. We will cover the basic analysis of accident data contained in the OSHA 300 log and the Employers' Accident Report. Topics include: types of accidents, when and how to conduct an audit, interviewing techniques, methods of data analysis (including trend analysis), lost workday index, and accident rates.

Target Audience: HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators; Managers and Supervisors

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Advanced Workers' Compensation University

Join us for Advanced Workers' Compensation University to expand your knowledge of employer interactions necessary to handle your agency's difficult Workers' Compensation claims. The morning session of the 'Advanced' track will be tailored to meet the intermediate practitioner needs dealing with difficult RTW cases, various compensability decisions, suspicious claims and difficult accident investigations. The afternoon will be devoted to a session for seasoned participants and will

involve case studies that an agency may encounter - in both sessions we will include topics such as program changes, the new medical bill fee schedule process, return to work management, loss control program features and teamwork strategies.

Who should attend: Human Resource Managers and Staff; Workers' Compensation Coordinators

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - ANSI Z358.1 Standard for Emergency Eyewashes and Shower Equipment

Hazardous chemical exposure to the eyes and body occur too often in the workplace. The Bureau of Labor Statistics reported for 2008: 27,450 eye injuries with 2,850 where chemical burns resulted in lost work days. This course is designed to educate affected staff in the use and requirements of emergency eyewashes and shower equipment. Who should attend: HR Managers and staff; Safety and Risk Managers; Safety and Health Coordinators; Facilities maintenance and any staff member that wants to increase their knowledge in the topic.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Arc Flash, "Light at the End of the Tunnel"

This presentation will address the essential changes in the Nation Fire Protection Association (NFPA) 70E 2018 edition and provide information and hazard awareness for personnel who work around electrical equipment at state facilities. Topics covered will include safe work practices, warning sign requirements, electrical hazards, and the correct personal protective equipment needed when working around electrical equipment.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Bloodborne Pathogens: Understanding and Preventing Exposures in the Workplace

Do you have employees that are routinely or occasionally exposed to bloodborne pathogens (BBP) or other potentially infectious materials (OPIM)? This class is designed to help employers identify the risks associated with these exposures, how to prevent them, and how to properly dispose of items contaminated with BBPs or OPIMs. Attendees will leave with an overview of BBPs, first aid, tips for addressing contractors and visitors, the key components of an effective exposure control plan, and available resources to assist with creating a comprehensive exposure control plan.

Target Audience:

HR Managers & Staff; Safety and Risk Managers; Supervisors & Managers; Safety and Health Coordinators; Maintenance Employees; Healthcare Professionals; First Responders; Law Enforcement Personnel and Correctional Officers; and any employee that may encounter blood or potentially infectious materials in the work environment.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Business Best Practices: Emergency Planning Management

Is your agency prepared for the unthinkable? Does your staff know what to do in the event of fire, power outage, earthquake, or hazardous material leak? This class will review 'Best Practices' related to emergency planning as you evaluate or develop your emergency plans. Have you considered how you would do your job if a fire or other disaster prevented you from accessing your office? This class will also walk you through the steps of developing a business continuation plan.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Conducting Job Safety Analysis

This course is designed to help agency representatives conduct job safety analysis. The participants will conduct a job safety analysis

and hazard recognition and prevention techniques will be addressed.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Confined Space Awareness

This course is designed to educate employees on the hazards and controls associated with Confined Spaces. The course will cover the characteristics that constitute a confined space, requirements for safe entry into a confined space, rescue requirements and other potential hazards that exist around confined spaces.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Developing Equipment-Specific Lockout/Tagout Procedures

This course will cover the regulations under OSHA 1910.147, Control of Hazardous Energy as well as best practices to employ in facilities to reduce or eliminate the risk of accidental start-up of machinery.

Enroll in this class in the [COVLC](#).

DHRM-WC - Driver Safety: A Crash Course In Accident Prevention

This program is designed to provide a refresher on safe driving techniques and crash prevention strategies. The goal is to reduce the frequency of vehicle crashes and worker injuries.

This 1 hour eLearning module is available in the [COVLC](#).

DHRM-WC - Driver Safety: A Crash Course in Accident Prevention: Train-the-Trainer

This "Train the Trainer" program is designed for agency personnel who are responsible for training and/or supervising employees who drive regularly for business reasons. The program is designed to be used at agency facilities to review strategies and tactics for safe drivers and provide tips on how to prevent vehicle crashes. In addition to safe driving techniques, the program also reviews how to safely handle

various types of roadway emergencies and facilitates discussion about various driving dilemmas. Participants will be given copies of the training material for use within their own facility. Remember, you might be a safe driver but you still have to share the road with plenty of unsafe drivers. We can all benefit from a review of driver safety and crash prevention strategies.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Effective Detectives

This program will explore effective methods of investigating a Workers' Compensation claim once it has occurred. We will provide tools and tips for you to use in order to gather pertinent facts when reporting the claim with the ultimate goal being a quick determination of compensability for your injured employee.

This eLearning module is available in the [COVLC](#).

DHRM-WC - Emergency Action Training

Emergency Action Training is intended to provide guidance and information to employees on providing for their own safety in an emergency.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Ergonomic Tools for Any Job

This training program is designed to introduce an overview of ergonomics and provide a broad understanding of how ergonomics plays a role in almost every daily work environment. Although ergonomics is often related to computer workstation setup, ergonomics also plays a role in other types of jobs. Any job task involving lifting, pushing, pulling, twisting, repetition, reaching, climbing, manual material handling, or other body movement can benefit from analysis of ergonomic factors as they affect the employee. This session will explore ergonomics in more detail and will prepare the participant to evaluate any type of work task for proper ergonomic design.

Enroll in this class in the [COVLC](#).

DHRM-WC - Facilities Maintenance: Viewing Safety Inside and Out

Are you aware of all the hazards your employees are exposed to during facilities maintenance operations? This program will educate employers, supervisors, safety professionals and workers on hazards and situations that they may be exposed to daily, yet not recognize.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Fall Protection - Don't Let Working from Heights Get You Down

Falls continue to be a leading cause of employee injuries for the Commonwealth. A significant category of these claims involves falls from ladders, platforms and scaffolds. This four part course covers the requirements of the OSHA/VOSH Fall Protection Standard, including employer responsibilities, fall protection for employees working at heights on ladders, scaffolds, manlifts and roofs, inspection procedures and training requirements.

This 30 minute eLearning module is available in the [COVLC](#).

DHRM-WC - First Report of Injury - Named HR Approvers

The York Employer Accident Report portal is the former VLW or first report of injury portal used for reporting Commonwealth of Virginia workers' compensation claims. This program will give you a basic understanding of how the portal works and guide you through the reporting process. This program is for named users who submit to the portal.

This eLearning module is available in the [COVLC](#).

DHRM-WC - Fundamental Electrical Safety - Don't Be Shocked By It!

Are your employees protected from electrical injury? This course covers common electrical hazards and their effects on the human body.

Class discussion will include risks associated with office equipment and a variety of other work environments including facilities management, buildings and grounds, and warehousing. Participants will learn to recognize electrical hazards and avoid associated injuries and will take away a variety of resources including an electrical hazard checklist and a sample lockout/tagout program developed by the Department of Labor and Industry.

This 30 minute eLearning module is available in the [COVLC](#).

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information about in person classes.

DHRM-WC - General Storage Safety

Improper storage of materials and chemicals can lead to injuries to staff members as well as property damage. This course will identify common storage problems and demonstrate the proper way to store material and chemicals. This course is based on relevant standard information found in the 29 CFR 1910 General Industry standards.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Hand Tools & Machine Guards: Take Safety Into Your Own Hands

Does your agency have a shop or other maintenance facilities? Do you work with hand tools and other machines? If so, you may be at risk for injury, amputation or even death. Hand and power tools, both floor mounted and hand or portable, are widely used in the agencies of the Commonwealth. Proper inspection, care, maintenance and guarding of these tools along with up-to-date OSHA/VOSH programs can help reduce or prevent occurrences of machine malfunction or misuse. This course will cover elements of the OSHA/VOSH standards including machine guarding, Personal Protective Equipment requirements, inspections, maintenance, and safety policy.

This course is part of the Virginia Loss Control Academy curriculum and will cover elements of the OSHA/VOSH standards including machine

guarding, Personal Protective Equipment requirements, inspections, maintenance, and safety policy.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

This 30 minute eLearning module is available in the [COVLC](#) for online training.

DHRM-WC - Hearing Conservation Programs

In this course we will cover hazards for employees exposed to loud noise; mechanics of hearing loss; identifying high noise levels in work areas; OSHA hearing conservation program regulations; reducing high noise levels through engineering; and controlling high noise levels with Personal Protective Equipment (PPE). This program is part of the Virginia Loss Control Academy curriculum.

This eLearning module is available in the [COVLC](#) for online training.

DHRM-WC - Identifying and Correcting Workplace Hazards

This course is part of the Virginia Loss Control Academy curriculum and is designed to help participants identify hazards in the workplace and take necessary steps to correct the hazards through the use of tools such as Job Safety Analysis and accident investigation. Participants will learn how to conduct a facility inspection and develop corrective actions.

This 30 minute eLearning module is available in the [COVLC](#) for online training.

DHRM-WC - Injury/Illness Classification and its Usefulness

This class is designed to provide information about the importance of correctly classifying injuries and illnesses occurring in the Commonwealth of Virginia. Agency staff, loss control staff, and benefit coordinators depend on the accuracy of the information input into Visual Reports Studio (VRS) for a variety of reasons. Correct assignment of injury categories provides the opportunity for accurate injury analysis and the development of loss control and safety strategies to positively impact the appropriate categories of loss identified.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Lockout/Tagout Programs and Controls

This program will cover the regulations under OSHA 1910.147, Control of Hazardous Energy as well as best practices to employ in facilities to reduce or eliminate the risk of accidental start-up of machinery.

This 1 hour eLearning module is available in the [COVLC](#) for online training.

DHRM-WC - Material Handling

This program will talk about ways to avoid one of the most common injuries encountered by state employees, and is part of the Virginia Loss Control Academy curriculum. Material handling is one of the leading causes of employee injury for the Commonwealth of Virginia. This course is designed to educate employees on the proper lifting techniques in order to avoid back and shoulder injuries. This course will cover risk factors for back injuries, proper lifting techniques, and exercises to strengthen the back.

This 30 minute eLearning module is available in the [COVLC](#) for online training.

DHRM-WC - New Safety Officer Training

This full day course is designed to provide all the basic skill training needed by agency personnel newly assigned to the duties of Agency Safety Officer. Topics included will be the basics of safety, an introduction to the OSHA Act and how it affects state agencies, how to set priorities and goals using trend analysis, conducting safety audits, and accident investigations. Program participants will take away a variety of resources including OSHA program templates.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - New Technology for the Safety Specialist

With new technology utilized in almost every industry, the safety profession is no different.

This course will identify new technology, including hardware, apps and other software designed to aid the safety specialist in achieving and maintaining a safe workplace.

From apps used on smartphones that notify key personnel when accidents occur to sound level meters, apps currently exist for almost any component of a safety program. Some safety personnel are utilizing new tablets, industrial hygiene testing equipment and training simulators to enhance their safety programs. This training program will explore some of the new technology available for safety specialists.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - OSHA General Industry Outreach - 10 Hour

This 1 1/2 day course provides a short version of the national curriculum developed by the OSHA training institute. Topics vary, depending on the needs of the attendees, but will include OSHA compliance and recordkeeping, personal protective equipment, hazcom, and emergency preparedness.

This workshop is free to state employees; the registration fee is \$180 for all others. The 'No Show' and cancellation fee is also \$180 if registration is cancelled less than ten days prior to the class.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - OSHA General Industry Outreach - 30 Hour

This course is based on a national curriculum developed by the U.S. Department of Labor - OSHA, and specially adapted for the needs of employees of the Commonwealth. It is a 30-hour course that will be offered over a 4 day period. Emphasis will be placed on learning how to interpret, understand, and implement OSHA requirements at the agency level. Topics range from a discussion of how the Virginia OSHA Program (VOSH) regulates state agencies to technical topics of interest in a variety of work situations.

\$540 for Local Government and Private Industry - ***Free to State Government*** Failure to attend class or cancel registration at least 10 business days prior to the class will result in a \$540 charge to the agency.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - OSHA Program Development

This session is designed to provide an overview of the key components of written programs and policies required by the Virginia OSHA General Industry Standards. Topics include bloodborne pathogen program, confined space entry program, emergency action and fire prevention plans, fire extinguisher program, hazard communication program, hearing conservation program, lockout-tagout program, personal protective equipment and respiratory protection program.

Enroll in this class in the [COVLC](#).

DHRM-WC - OSHA Recordkeeping and Reporting

This on-line course covers Subparts A through G of the Occupational Safety and Health Administration standard, 29 CFR 1904 Recording and Reporting Occupational Injuries and Illness. This course is designed for agency representatives who have responsibility for recording injuries and illnesses on OSHA's end-of-year summary. Content includes discussion of the OSHA 300 log and summary.

This eLearning module is available in the [COVLC](#) for online training.

DHRM-WC - Powered Industrial Trucks: Train-the-Trainer

This half-day course covers the classroom portion of powered industrial truck training for people who will be required to train agency employees to operate powered industrial trucks. The class focuses on OSHA requirements and technical knowledge required for forklift training.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - PPE: Are You Making the Best Selection?

Do you know what personal protective equipment is appropriate for your employees? What exactly will this equipment protect them from? Are there multiple hazards to be considered? How do you select what BEST protects employees? Even if you don't purchase PPE for employees, do you make recommendations to help them protect themselves from workplace hazards like slips? What factors should be considered when making PPE selections? If any of these questions have ever crossed your mind or if they've been asked within your agency, this class is for you. Cost effective solutions that provide the best for your employees, while working within budget restrictions, is achievable.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Respiratory Protection: Is Your Program the Right Fit?

Many employees work in positions that require them to wear respirators to protect them from vapors, fumes, dust or other air contaminants. Respiratory Protection is a major requirement of the OSHA/VOSH standards and an up-to-date program is essential for any agency that requires employees to wear respirators. This class will provide a highlight of the respiratory standard and will focus on care and maintenance of respirators.

E-learning: This 30 minute eLearning module is available in the [COVLC](#) for online training.

In Person: Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Safety Tips for Teleworkers

This program will help educate teleworkers on typical safety hazards encountered while working from an alternative work location.

E-learning: This 30 minute eLearning module is available in the [COVLC](#) for online training.

In Person: Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Seasonal Safety

Seasonal safety will cover the four seasons from the employee's perspective. Each season has safety concerns relevant to agency employees. This course is designed to give the participants useful information concerning potential hazards to avoid while working outdoors and indoors in each of the four seasons.

Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Selling the Safety Investment

Management has to identify priorities depending on their mission and the financial situation of the agency. Most management decisions are based on the financial position of the agency. Limited funding may be available, and the safety officer has to be able to compete for his/her share. To compete for these dollars, the safety officer should be able to speak to management in financial terms and prioritize needs that provide the most benefit for the least amount of economic impact. This course will give the participants strategies that will help raise awareness of the economic benefit of supporting a strong safety effort.

Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Silica: The Hidden Danger

Respirable crystalline silica is a common material found in many materials that state employees work on or use on a day-to-day basis. Silica is found in materials such as pottery glaze, wallboard, mortar, and concrete. Respirable crystalline silica can cause Silicosis, lung cancer, chronic obstructive lung disease (COPD), and kidney disease. This course will educate participants on the hidden dangers and how to identify exposures and create controls to protect exposed employees.

Enroll in this class in the [COVLC](#).

DHRM-WC - Slip, Trip, and Fall Prevention

This program is designed to help you understand how to prevent slip, trip, and fall accidents in your workplace. Slips, trips and falls injuries are one of the leading causes of employee injury for the Commonwealth of Virginia. This course is designed to educate employees on the prevention of injuries associated with slips, trips and falls. This course will define the difference between a slip, trip and fall, risk factors associated with each group, prevention techniques and ladder safety.

E-learning: This 1 hour eLearning module is available in the [COVLC](#) for online training.

In Person or Virtual: Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Supervisors - What You Need to Know When an Injury Occurs

This presentation is intended to assist the supervisor with the necessary steps to take when an employee is injured at work. The course highlights all you need to know - from the first days out of work, prescription cards, to transitional duty.

This eLearning module is available in the [COVLC](#) for online training.

In Person or Virtual: Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Supplementary Reports: Accuracy and Timeliness

Supplementary Reports are an integral component to the claims reporting workflow between the agency and Managed Care Innovations. These reports identify when an injured worker loses time from work for either entire periods or intermittent dates and hours and are also used to report every type of return to work so that files are coded properly, lost days tracked properly and reimbursement to the agency is accurately and timely made to the

agencies or injured workers. As we explore the Supplementary Report throughout the training you will see how vitally important these forms are and appreciate the urgency of timely submission and accuracy of the form.

This eLearning module is available in the [COVLC](#) for online training.

DHRM-WC - Understanding Workers' Compensation: What an Injured Worker Needs to Know

What an Injured Worker Needs to Know is intended to assist Virginia state agency employees understand the process of a workers' compensation claim.

This 1 hour eLearning module is available in the [COVLC](#) for online training.

DHRM-WC - Vehicle Safety - Take the High Road!

The object of this class is to educate agency personnel on the safe operation of motor vehicles and how to implement strategies to avoid these hazards. This class encourages agencies to implement strategies to assure safe operation of state vehicles.

This 1 hour eLearning module is available in the [COVLC](#) for online training.

DHRM-WC - VLW York Employer Accident Report Portal

WCS and MC Innovations are pleased to announce the launch of a new and improved Employer Accident Report Portal (VLW). This training is to introduce you to the redesigned Visual Liquid Web portal and its features.

This eLearning module is available in the [COVLC](#) for online training.

DHRM-WC - Walking & Working Surfaces: A Real Balancing Act

Slip, trips, and falls continue to be one of the leading causes of employee injury for the Commonwealth of Virginia. This course is designed to educate those responsible for managing or maintaining buildings and grounds owned or leased by the Commonwealth of Virginia on methods of preventing slip, trip, and

fall injuries. Class participants will learn to identify slip, trip, and fall hazards and will take away information addressing appropriate controls for various hazard scenarios including winter weather and other inclement weather conditions.

Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - WCS Roadshow

The WCS Roadshow is designed to provide agency Workers' Compensation representatives an overview of new Workers' Compensation Program features, followed by session topics for both new and seasoned workers' compensation coordinators.

Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - What to Look for During Safety Inspections

Safety inspections and observations are a cornerstone of a good safety program. They help to identify potential hazards and help the person doing the inspections to gain the trust of management and other employees. The class covers the types of safety inspections and the information that is required by regulatory agencies. Course handouts will include templates that may be used to design a site-specific inspection checklist.

Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Workers' Compensation Agency Claim Procedure Manual

This Workers' Compensation Claim Procedure Manual is designed to provide the agency representative with basic information on how to manage workers' compensation claims. The following procedures may be changed based on regulatory and efficiency requirements. Your agency may also have requirements that need to be addressed in addition to those specified in this manual. The current claims administrator is Managed Care Innovations (MCI).

This user guide is available in the [COVLC](#).

DHRM-WC - Workplace Safety Awareness
Workplace Safety Awareness will cover the following topics;

Workplace Safety Awareness; What is a workplace; Workplace Personal Safety; Suspicious Person in the Workplace; Threatening Communications; Workplace Violence and Warning Signs; Confrontational or Threatening Customers; How to Respond to Disgruntle Customers.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Workplace Violence Awareness and Prevention

Workplace violence prevention not only addresses the end result, the violent act, but the THREAT of violence. Threats, vandalism, or personal attacks from employees, customers, clients, or personal relationships may occur in any agency and at any time. Can you recognize when a person is behaving inappropriately? Do you have the resources and skills available to protect your agency's employees? Are you prepared to react appropriately? Are you able to coach agency employees to respond to violence and threats of violence safely?

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - York Client Portal and Visual Reports Studio

Looking for a way other than emailing or calling the MCI office, to get some basic claim information? Things like who is assigned to a particular claim, has the claim been accepted, or whether a medical bill has been paid. If so, these two reports, "My Open Claim List" and "Claim Detail Search" may give you the information you are looking for.

This 30 minute eLearning module is available in the [COVLC](#).

DHRM-WC - York First Report of Injury - Anonymous Submission

The York Employer Accident Report portal is the former VLW or first report of injury portal used for reporting Commonwealth of Virginia workers' compensation claims. This program will give you a basic understanding of how the portal works and guide you through the reporting process. This program is for anonymous users who submit to the portal.

This eLearning module is available in the [COVLC](#).

DHRM-WC - Your Safety Training Toolbox: A Blueprint for Success

This class is designed to familiarize participants with techniques for the development, delivery, and tracking of employee safety training. Materials will include Occupational Safety and Health annual training requirements. This course is part of the Virginia Loss Control Academy curriculum.

This class is designed to familiarize participants with techniques for the development, delivery, and tracking of employee safety training. Materials will include Occupational Safety and Health annual training requirements.

E-learning: This eLearning module is available in the [COVLC](#) for online training.

In Person: Contact
dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Hand Tools and Machine Guards: Take Safety Into Your Own Hands

Does your agency have a shop or other maintenance facilities? Do you work with hand tools and other machines? If so, you may be at risk for injury, amputation or even death. Hand and power tools, both floor mounted and hand or portable, are widely used in the agencies of the Commonwealth. Proper inspection, care, maintenance and guarding of these tools along with up-to-date OSHA/VOSH programs can help reduce or prevent occurrences of machine malfunction or misuse. This course will cover elements of the OSHA/VOSH standards including machine guarding, Personal Protective Equipment requirements, inspections, maintenance, and safety policy.

E-learning: This 30 minute eLearning module is available in the [COVLC](#) for online training.

In Person: Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Hazcom and the Global Approach (New International Hazardous Materials Standard)

This class is designed to educate state agencies on the new OSHA/VOSH proposal related to the Hazard Communication Standard. The upcoming changes to the Hazard Communication Standard are related to the Globally Harmonized System of Classification and Labeling of Chemicals (GHS). Changes to the current standard include hazard classification, labels, standardized safety sheets, and training.

E-learning: This 30 minute eLearning module is available in the [COVLC](#) for online training.

In Person: Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - How to use the WCS Prescription Drug Program-For Injured Workers

WCS Prescription Drug Program for the Injured Worker - The Commonwealth of Virginia offers you a discounted pharmacy benefit program through MC Innovations and First Script Network Services, for your work-related injuries. This training module contains some highlights of the First Script Pharmacy Benefit Program in order to help make your understanding of the process clearer.

This eLearning module is available in the [COVLC](#).

DHRM-WC - Identifying and Correcting Workplace Hazards

This course is part of the Virginia Loss Control Academy curriculum and is designed to help participants identify hazards in the workplace and take necessary steps to correct the hazards through the use of tools such as Job Safety Analysis and accident investigation. Participants will learn how to conduct a facility inspection and develop corrective actions.

E-learning: This 30 minute eLearning module is available in the [COVLC](#) for online training.

In Person: Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

16VAC25-220, Final Permanent Standard for Infectious Disease Prevention: SARS-CoV-2 Virus That Causes COVID-19

This presentation is based on the final standard that was approved by the Governor of the Commonwealth. It is designed to raise awareness and to help employees of the Commonwealth understand the requirements of the new 16VAC25-220, Final Permanent Standard, Infectious Disease Prevention: SARS-CoV-2 Virus That Causes, COVID-19.

To help clarify the changes, a handout titled "Summary: Significant changes" has been added for those that wish to make a detailed comparison. Also, a copy of the final standard will be made available to registered participants.

Virtual: Registration for this course is available in the [COVLC](#). Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

Letters Of Interpretation, So That Is What That Means?

Ever read an OSHA standard only to become more confused than before you read the standard? Most of us have. OSHA has a solution to this confusion. And it is in the form of "Letters of Interpretation.," Anyone who is covered by OSHA standards may submit a letter to OSHA requesting clarification on a given standard. This course will teach the participant where to find, use, and submit questions to OSHA. This course will also cover 29 CFR 1910.6, Incorporated by Reference, and how this standard affects compliance within your agency.

In Person: Registration for this course is available in the [COVLC](#). Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

What Happens When Standards Are Not Followed? "Injuries Follow!"

This course covers the ten most commonly violated standards in General Industry and discusses the injury types/patterns that workers experience when safe work practices and OSHA/VOSH standards are not enforced. This course covers both management and employee responsibilities. Occupational Safety and Health Administration and Virginia Occupational Safety and Health (OSHA/VOSH) Weekly Fatality Report will be addressed and used as a reference to enforce the seriousness of the failure by not following safe work practices and required standards.

In Person: Registration for this course is available in the [COVLC](#). Contact dhrmriskmanagement@dhrm.virginia.gov for more information.

Systems

Systems are often a key foundation for helping us to efficiently and effectively perform our work. The following Systems related learning options provide essential information for using core systems that support Human Resource Management related activities in state government.

TAL Overview

This module provides an overview of the Time, Attendance, and Leave system. The system is referred to by its acronym: TAL.

This 30 minute eLearning module is available in the [COVLC](#).

TAL Employee Leave

This module provides an overview of employee leave tasks in the Time, Attendance, and Leave (TAL) system.

This 30 minute eLearning module is available in the [COVLC](#).

TAL Employee Timesheet

This module provides an overview of employee timesheet tasks in the Time, Attendance, and Leave (TAL) system.

This 15 minute eLearning module is available in the [COVLC](#).

TAL Supervisor Leave

This module provides an overview of supervisor leave tasks in the Time, Attendance, and Leave (TAL) system.

This 30 minute eLearning module is available in the [COVLC](#).

TAL Supervisor Timesheet

This module provides an overview of supervisor timesheet tasks in the Time, Attendance, and Leave (TAL) system.

This 30 minute eLearning module is available in the [COVLC](#).

TAL Privileged User Training: Modules 1-4

These recorded modules provide guidance for agency HR and payroll staff for completing required TAL functions and processing.

Contact policy@dhrm.virginia.gov for access to these eLearning modules.

PMIS PSE029 RESTORE Transaction

Describes how to use the DHRM - PMIS PSE029 Restore Transaction.

This 15 minute eLearning module is available in the [COVLC](#).

PMIS User Guides

A set of user guides to support Human Resources staff ability to complete various transactions in PMIS. User guides include:

- Enhanced Retirement PMIS Keying Guide
- PMIS Performance Management Guide
- PMIS Layoff Guide
- PMIS PSE200 Rollback Transaction
- PMIS Screen Changes Employee Time Status Guide
- PMIS Top Ten Transaction Guide
- Revised PMIS PSE001 Original Appointment Transaction
- PMIS FAQ's

These user guides are available in the [COVLC](#).

COVLC - Email Triggers

COVLC Global Email Triggers document.

This user guide is available in the [COVLC](#).

Using the SCORM Bulk Import in the Learning Center

User guide describing how to use the SCORM Bulk Import option in the COV Knowledge Center to import a large number of SCORM courses into the Learning Center. You can also use this process to load a very large SCORM course that you can't otherwise load into the Learning Center.

This user guide is available in the [COVLC](#).

COVLC Domain Administrator Training

This training is a requirement for new Agency COVLC Administrators and it is recommended as a refresher for existing Agency COVLC Administrators. This curriculum includes the following modules:

Help Desk Administrator Level 1

COVLC – Role of the Help Desk Administrator

Domain Administrator Level 2 - Introduction

COVLC-V16.01 Introduction to the Role of the COVLC Domain Administrator

Domain Administrator Level 2 - User Management

COVLC-V16.01 Using the Manage Users Console

COVLC-V16.01 How to Update a Transcript Event

COVLC- V16.01 Create a New User Account

COVLC-V16.01 How to Search All Domains for a User

COVLC-V16.01 How and When to Remove a User From Your Domain

COVLC-V16.01 How to Remove a User From a Role

COVLC-V16.01 Domain Administrator Training Assessment

Domain Administrator Level 2 - Training Management

COVLC-V16.01 Creating a Classroom Course Online 0.5 Credit Hours

Domain Administrator Level 2 - System Management

COVLC-V16.01 Manage System Emails/Events

This eLearning curriculum is available in the [COVLC](#) for Agency COVLC Domain Administrators.

Other

The following courses are not provided by DHRM but are required courses that are located in the COVLC. For questions about these courses, please contact the designated agencies who own and maintain course content.

COV - State Officer and Employee Conflict of Interests Act Training

This offering is an overview of the State and Local Government Conflict of Interests Act and how it applies to state officers and employees.

This 1 hour eLearning module is available in the [COVLC](#).

OAG - Conflict of Interest Act Training

This course is intended to ensure certain state officers and employees gain an understanding of the Conflict of Interests Act, the Procurement Act, and their respective prohibitions. By having a working knowledge of these prohibitions, state officers and employees will recognize potential conflicts and learn how to seek advice on the appropriate measures to take. The course should be completed in its entirety.

This 1 hour eLearning module is available in the [COVLC](#).

DCJS - Civilian Response to Active Shooter Events (CRASE)

In the past two decades, mass shootings have been thrust into public consciousness. Mitigating the effects of these events is the responsibility of those who serve in our communities' public safety organizations. The public expects an effective and swift response to these attacks. Research has shown, however, that many of the attacks, or active attack events, are over before law enforcement arrives. Civilians who find themselves embroiled in such an event must be prepared to take immediate action to save their own lives before interdiction. The average response time for police response to an active attack event is THREE minutes. This course has been designed to improve the safety and survivability of victims of active attack and mass shooting events through introduction of the Avoid, Deny, Defend (ADD) strategy.

This 1 hour eLearning module is available in the [COVLC](#).

VDEM - Terrorism and Security Awareness Orientation

This course is designed to familiarize state employees with terrorism and other security related concerns. It is intended to provide basic prevention and protection information. It is not intended as a discussion of religious, political or cultural issues. Executive Order 41 (2011) that specifies that all state employees must complete this course or equivalent (see below) within 90 days of employment. Individual agencies that have created their own course that has "extra" agency specific information to supplement this course version, but still are considered as equivalent for compliance with EO #41. There is no requirement to repeat the course annually or otherwise.

This 45 minute eLearning module is available in the [COVLC](#).

VDEM - Virginia State Employee Safety and Disaster Awareness Training

VDEM General All-Hazards Emergency Preparedness Training Video. This training is required annually.

This 30 minute eLearning module is available in the [COVLC](#).