
Development Training Course Catalog

Updated October 2023



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We are excited to offer online development training classes for employees while in-person training is only minimally being offered due to the pandemic. This program allows all employees to continue enhance their skill set and development in a flexible, customizable way exclusively online.

Additionally, employees in progressions systems may use this training to count towards their training requirements as applicable.

Development Training Contact Information

Our staff is ready and willing to assist you with your training needs. If you have questions, specific development training needs or special requests, please email compclass@cityoftulsa.org.

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The City's progression programs are designed to encourage employees to take initiative, develop their skills and knowledge, and to help them move through their career successfully. This document contains detailed information on current online class options and how training fits into the progression system.

How Training Credits Work

Training credits are the unit of measure applied in progression programs to award employees credit for successfully completing training. The credit amounts are based off the amount of time and effort required to complete each class and are listed in the Development Training Course Catalog below.

It is important to have a clear understanding of what is required in each progression, since different terms are used throughout the progression criteria documents.

Some progression program criteria documents reference training classes or training courses, which can be used interchangeably. Specific training types are also referenced in a variety of ways. For example, specific training requirements are sometimes referred to as "leadership skills", "communications", "HR training", or various safety training.

- Examples of safety training classes include, CPR, OSHA, and Mind, Body & Safety.
- Examples of non-safety online training classes include Business Ethics and Business Professional.
- Examples of non-safety in-person training classes include Diversity, Listening & Dialogue, Six Sigma, and Interviewing Skills for Employees.

Guidelines

To ensure clear understanding, please be aware of the following guidelines:

- Training classes are designated either safety or non-safety.
 - All non-safety training refers to development training.
- Safety training can no longer be substituted for non-safety (development) training and vice versa.
- In order to meet the requirements for training in progressions, employees will need to earn progression credits.
- When a progression criteria document says it requires '1 course', it means it requires 1.00 credit.
- Each credit is weighted based upon the time necessary for an employee to complete the training or coursework.
 - *For example:* A class that requires approximately two (2) hours to complete will be weighted as 0.25 progression credits, whereas a class that requires approximately eight (8) hours to complete will be weighted as 1.00 progression credit.

Credits Based on Estimated Class Length
2-3 hours = 0.25 credits
4-5 hours = 0.50 credits
5-6 hours = 1.00 credit when completed in conjunction with a 0.25 credit class only. Otherwise, 0.50 credits will be awarded.
7-8 hours = 1.00 credit
More than 8 hours = varies by class, but a minimum of 1.00 credit

- Progression credits are only valid if applied within two (2) years of the date of completion of the class.
- Only classes from the Development Training Course Catalog will be awarded credit and each class in the catalog indicates how many training credits the class is worth.
 - Classes must also be pre-approved by management and fit within the designated career path the employee is pursuing. (Management approval does not need to be submitted with the progression paperwork and is managed by departments only, not HR.)



- Employees should request approval from management before enrolling in any online classes for progression credit.
- Discussions about career paths should take place regularly between management and employees but are especially well-suited to PPR sessions.
- Online training should be scheduled with a supervisor just like if an employee were to be attending training at City Hall or Safety Training, and employees must complete progression training during their regular work hours.

To verify online class completion for progression credit, employees must follow these two (2) criteria:

- - **(1) COMPLETE THE TRAINING ACCOMPLISHMENT FORM:** The Training Accomplishment Form must be completed prior to submitting a progression packet for approval and can be found [here](https://forms.office.com/Pages/ResponsePage.aspx?id=4lrVeUggjE2cWYsbfftCBBE8EbGi8BpEsQ-OXFO6vnNUNFFXODNRNzBXSUVU4QIZLSTNHMVc0S0cyRi4u) or by pasting the link below into your browser:
<https://forms.office.com/Pages/ResponsePage.aspx?id=4lrVeUggjE2cWYsbfftCBBE8EbGi8BpEsQ-OXFO6vnNUNFFXODNRNzBXSUVU4QIZLSTNHMVc0S0cyRi4u>
 - Employees should review the Training Accomplishment form before they begin training classes to ensure understanding of the form requirements.
 - For example, employees are required to record the total amount of time spent on each section of the course.
 - **(2) SUBMIT COURSE CERTIFICATE OR COMPLETION VERIFICATION:** The completed course certificate or verification must be submitted with the progression paperwork.

Failure to complete both may delay progression processing and any associated pay increases.

Accessing Online Training

Universal Class via Tulsa City County Library	
WEBSITE:	https://www.tulsalibrary.org/programs-and-services/online-learning
VIDEO:	How to use Universal Class via Tulsa City County Library: click here or copy and paste into browser: https://thecityoftulsa.sharepoint.com/:v:/s/ITTraining/EV1z3NAt0tdKlsYrLHt2dMB4609H8z750UnY2LwVRRiNQ?e=CrKhAE&nav=eyJyZWZlcnJhbEluZm8iOncicmVmZXJyYWxBcHAIoiJTdHJlYW1XZWJBcHAIcJyZWZlcnJhbFZpZXciOiJTGFyZURpYWxvZy1MaW5rliwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldiYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D
Taking an Alison Class	
WEBSITE:	www.Alison.com
VIDEO:	How to use Alison.com: click here or copy and paste into browser: https://thecityoftulsa.sharepoint.com/:v:/s/ITTraining/EV3wy4tBYrxEqT9Y9KFDYfEBWG0YqUDE9g7pXW0NIOB13g?e=HUQnKP&nav=eyJyZWZlcnJhbEluZm8iOncicmVmZXJyYWxBcHAIoiJTdHJlYW1XZWJBcHAIcJyZWZlcnJhbFZpZXciOiJTGFyZURpYWxvZy1MaW5rliwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldiYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D
GovEx – What Works Cities	
WEBSITE:	https://catalog.cgepi.org/browse/govex
VIDEO:	How to use GovEx: click here or copy and paste into browser: https://thecityoftulsa.sharepoint.com/:v:/s/ITTraining/EbulZZ1ICIFHIMe6cP2Mc5QBxqkn3R5elkzSEhu5KXOnZg?e=jUr9Vj&nav=eyJyZWZlcnJhbEluZm8iOncicmVmZXJyYWxBcHAIoiJTdHJlYW1XZWJBcHAIcJyZWZlcnJhbFZpZXciOiJTGFyZURpYWxvZy1MaW5rliwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldiYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D
Access Code: WWC18TulsaOK	

Keep in mind classes approved for progression credit are subject availability and offerings may change. Always refer to the **current** course catalog, which can be found on the City website at <https://www.cityoftulsa.org/city-employees/resources/training-opportunities/>. If you have questions, please email CompClass@cityoftulsa.org.

Employees are responsible for the accurate completion of progression documentation and for providing the City of Tulsa's Human Resources Department with copies of any transcripts, certifications, or other documentation required to verify progression.

Training and the AIM Plan

The AIM Plan establishes 16 AIMs or goals for the Tulsa community impacted by the services provided at the City of Tulsa. For each AIM, the City has identified strategies and measurable actions for execution of the strategies and achieving community-wide AIMs.

Elected Officials and Senior Leaders will use the Community Performance Indicators and Strategies to allocate resources and measure whether our work is having the intended impact.

Continuing Education and Progressions for City of Tulsa employees directly affects the following portions of the AIM Plan:

- **Education - Foster and encourage completion of education necessary to succeed in a skilled labor market**
- **Core Services - Deliver high quality core services that citizens expect from municipal government**
- **Inside City Hall - Foster a culture that promotes positive morale for employees**
- **Inside City Hall - Responsibly manage resources through continuous improvement and collaborative partnerships**

Continue to page five (5) for course catalog.



DEVELOPMENT TRAINING | COURSE CATALOG

CATEGORY: Business Leadership Skills

What Great Leaders Do	Credits
<i>Estimated Completion Time: 1-2 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Introduction to Strategic Management	
<i>Estimated Completion Time: 2-3 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Diploma in Customer Service	
<i>Estimated Completion Time: 6-8 hours</i> <i>Website: Alison.com</i>	1.00 Credit NEW
Essential Management Skills for the Workplace	
<i>Estimated Completion Time: 2-3 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Business Budgeting 101: How to Plan, Save, and Manage	
<i>Estimated Completion Time: 4 hours</i> <i>Website: TCCL Universal</i>	0.5 Credits
Business Professionalism	
<i>Estimated Completion Time: 5 hours</i> <i>Website: TCCL Universal</i>	0.5 Credits
Organizational Behavior in Business	
<i>Estimated Completion Time: 7 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit
Administrative Assistant 101	
<i>Estimated Completion Time: 8 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit
Community Development	
<i>Estimated Completion Time: 8 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit
Delegation Skills	
<i>Estimated Completion Time: 5-6 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit**
Time Management 101	
<i>Estimated Completion Time: 7 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit

Business Ethics	
<i>Estimated Completion Time: 8 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit
Introduction to Project Management	
<i>Estimated Completion Time: 8 hours</i> <i>Website: Alison.com</i>	1.00 Credit NEW
Lean Management	
<i>Estimated Completion Time: 6-8 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit NEW

CATEGORY: Communication and Interpersonal Skills

Introduction to Communication Skills	Credits
<i>Estimated Completion Time: 2-3 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Communication Skills - Group Work and Networking	
<i>Estimated Completion Time: 2-3 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Communication Skills - Persuasion and Motivation	
<i>Estimated Completion Time: 2-3 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Business Communication - Developing Effective Business Presentation Skills	
<i>Estimated Completion Time: 2-3 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Winning With Communication - Master Your Communication Skills	
<i>Estimated Completion Time: 2-3 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Dealing With Difficult People In Life and Work --- (Condensed Version) ---	
<i>Estimated Completion Time: 2-3 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Dealing with Difficult People --- (Expanded Version) ---	
<i>Estimated Completion Time: 7 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit
Communication with Diplomacy and Tact	
<i>Estimated Completion Time: 5 hours</i> <i>Website: TCCL Universal</i>	0.5 Credits

Listening Skills 101	
<i>Estimated Completion Time: 5 hours</i> <i>Website: TCCL Universal</i>	0.5 Credits
Motivational and Public Speaking 101	
<i>Estimated Completion Time: 8 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit
Assertiveness Training	
<i>Estimated Completion Time: 8 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit
Conflict Resolution 101	
<i>Estimated Completion Time: 7 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit
Interpersonal Skills - Introduction to Soft Skills	
<i>Estimated Completion Time: 4 hours</i> <i>Website: Alison.com</i>	0.5 Credits NEW
Interpersonal Skills - Advanced Soft Skills	
<i>Estimated Completion Time: 4 hours</i> <i>Website: Alison.com</i>	0.5 Credits NEW

CATEGORY: Computer Skills	
Computer Literacy Level 1 - Computer Basics	
<i>Estimated Completion Time: 6-8 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit NEW
Computer Literacy Level 2 - Internet Basics	
<i>Estimated Completion Time: 6-8 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit NEW
Computer Literacy Level 3 - Living and Working Online	
<i>Estimated Completion Time: 6-8 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit NEW
Touch Typing Training (keyboarding 101)	
<i>Estimated Completion Time: 6-8 hours</i> <i>Website: Alison.com</i>	1.00 Credit NEW
Business Communication - Fundamentals of Business Writing	
<i>Estimated Completion Time: 2-3 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Microsoft Outlook 2013 for Beginners - Master Your Inbox	
<i>Estimated Completion Time: 2-3 hours</i> <i>Website: Alison.com</i>	0.25 Credits
Microsoft Excel 2019 Beginners	

<i>Estimated Completion Time: 4 hours</i> <i>Website: Alison.com</i>	0.5 Credits NEW
Microsoft Word 2019	
<i>Estimated Completion Time: 7 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit

CATEGORY: Leveraging Data

Getting started with Data Inventorying	
<i>Estimated Completion Time: 2 hours</i> <i>Website: GovEx</i>	0.25 Credits
Getting Started with Data Management	
<i>Estimated Completion Time: 2 hours</i> <i>Website: GovEx</i>	0.25 Credits
Getting Started with Data Standards	
<i>Estimated Completion Time: 2 hours</i> <i>Website: GovEx</i>	0.25 Credits
Getting Started with Performance Analytics	
<i>Estimated Completion Time: 2 hours</i> <i>Website: GovEx</i>	0.25 Credits

CATEGORY: Development for Personal Growth

Emotional Intelligence and Career Engagement in the Workplace	
<i>Estimated Completion Time: 4 hours</i> <i>Website: Alison.com</i>	0.5 Credits NEW
Anger Management 101	
<i>Estimated Completion Time: 5 hours</i> <i>Website: TCCL Universal</i>	0.5 Credits
Anxiety Therapy	
<i>Estimated Completion Time: 5 hours</i> <i>Website: TCCL Universal</i>	0.5 Credits
Developing Great Social Skills	
<i>Estimated Completion Time: 5 hours</i> <i>Website: TCCL Universal</i>	0.5 Credits
Habits of Millionaires	
<i>Estimated Completion Time: 5 hours</i> <i>Website: TCCL Universal</i>	0.5 Credits
Confidence Building	
<i>Estimated Completion Time: 6 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit
Managing Your Career	
<i>Estimated Completion Time: 6 hours</i> <i>Website: TCCL Universal</i>	1.00 Credit

CATEGORY: Safe & Respectful Workplace

Diversity Training 101		Credits
<i>Estimated Completion Time: 5 hours</i>		0.5 Credits
<i>Website: TCCL Universal</i>		
Diversity and Inclusion Training		
<i>Estimated Completion Time: 7 hours</i>		1.00 Credit
<i>Website: TCCL Universal</i>		
Generational Diversity in the Workplace		
<i>Estimated Completion Time: 6 hours</i>		1.00 Credit**
<i>Website: TCCL Universal</i>		
Gender Sensitivity Training		
<i>Estimated Completion Time: 7 hours</i>		1.00 Credit
<i>Website: TCCL Universal</i>		
Workplace Sexual Harassment in the #MeToo Era		
<i>Estimated Completion Time: 7-8 hours</i>		1.00 Credit
<i>Website: TCCL Universal</i>		NEW
Workplace Violence: A Guide to Responding and Preventing		
<i>Estimated Completion Time: 7-8 hours</i>		1.00 Credit
<i>Website: TCCL Universal</i>		NEW

****Additional Course Required:** These courses must be taken in conjunction with one of the courses worth 0.25 credits in order for the employee to be awarded 1.00 credit.

IMPORTANT: Please note that some progressions require Safety training which is different than the Development training listed above. Safety training is not offered online so please go to the Employee page of the City of Tulsa website at <https://www.cityoftulsa.org/employees> to view the in-person training schedule. Once on the Employee page, scroll down to the Human Resources section to find the schedule linked.