CPTP Training Coordinator Webinar

December 3, 2019

Guest: Anne-Marie Davis

Course Recruitment

- **Course recruitment slide of courses with low enrollment**
- **Look at the list and pass information to your staff**
- **Pay attention to flyers for those classes in your area**
- **Cost efficiency**

Reminders

- **Continue to remind employees to take their PSH & Ethics courses to avoid the end of the year rush**
- **If you do not receive credit on your transcript after completing a course, wait 24 hours before contacting us.**

Question

- **On-site training?**
  - **Contact Joan Haase at Joan.Haase@la.gov**
- **Number of manual credits given for PSH?**
  - **Numbers are not tracked for manual credit given for PSH**

Updates

- **Issue with registering or attending the TC webinars**
  - **We are aware of OTS issues and trying to learn more about what is going on**
- **Noticed GoTo Meeting is blacklisted**
- **Email Glyn at Glyn.Hays@la.gov specific issues you are having so we can contact GoTo Webinar.**

New Course

- **Updated the Conducting Effective Meetings-WBT course**
- **Incorporated a new design and theme**
- **More fun to take; earn gems for answering questions correctly**
- **Different way of collecting points**
- **This course challenges**
- **Best results if you take this course in Chrome**
- **In LEO now**
- **Course objectives**
  - **Prepare for a meeting**
  - **Lead a meeting effectively**

- o **Use strategies to control difficult participants**

<u>TC Mailbag</u>

- **How do employees know if a course has been cancelled?**
  - o **Cancelled in LEO, you will get an email**
  - o **Policy for weather on our website**
  - o **If need, we will contact each student by email and phone**

- **Chrome for all web-based courses?**
  - o **Depends on technical requirements for a particular course**