

Department of Human Resource Management

Learning and Development Opportunities



Navigating Pathways to Workforce Excellence

www.dhrm.virginia.gov

Learning is essential to almost everything that we do and in a world where things seem to change rapidly, learning is more important than ever. In support of the importance of learning, DHRM continues working to re-imagine and support ways to provide a foundation for strengthening learning in state government.

Shaping the workforce of the future is a significant need expressed by leaders across the globe and across industries, including government. Based upon research from IBM, the global talent shortage of workers with the right skills is expected to continue to increase and to reach more than 85 million people by 2030. Additionally, the half-life of learned skills is currently estimated to be 5 years or less and may continue to shrink even further in the future. With these changing dynamics, workforce development has never been more important in facilitating current learning needs and in preparing for what the future world of work will bring.

Learning is a fundamental part of our lives, including in the workplace. As Peter Drucker said, "We now accept the fact that learning is a lifelong process of keeping abreast of change. And the most pressing task is to teach people how to learn."

It takes us all to create and provide an environment of growth where learning can occur every day through formal training, on-the-job microlearning opportunities, development activities such as mentoring and coaching, learning from each other, and on-the-job experiences. We greatly appreciate all agency, college and university learners and staff who work tirelessly to support our workplace learning throughout state government!



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 workforce.development@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 workforce.development@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 Coaching - CoachVA

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

Leadership Coaching

Provides the support and opportunity for leaders to enhance their leadership competencies and impact with their teams and in their organizations.

A Leadership Coach may help to:

- Enhance leadership effectiveness
- Establish and fulfill strategies
- Manage workplace dynamics
- Adapt as a new or evolving leader

Team Coaching

Provides support for leadership, department, and project teams to unlock the full potential of teams to achieve organizational success.

A Team Coach may help to:

- Guide teams through complex dynamics
- Improve team collaboration
- Enhance team problem solving
- Establish shared goals and commitments

Learn more about leadership and team coaching opportunities at

<https://www.dhrm.virginia.gov/workforce-development#WC>.

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.

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](#)

Health and Wellness Education Programs

A group of employees can request a health education program from the CommonHealth team. A CommonHealth Wellness Consultant can deliver a program on-site at the agency, virtually, or in a hybrid format. Available programs address major factors related to health and wellness. New programs are regularly added. Topics include:

- Stress Management & Relaxation
- Nutrition
- Exercise & Activity
- Sleep Education

These services are available upon request. Contact wellness@dhrm.virginia.gov to schedule a health education program with a CommonHealth Wellness Consultant.

Diversity, Opportunity, and Inclusion

A mission that incorporates diversity, equitable opportunity, 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 D&I learning opportunities provide a foundation and understanding of fundamental concepts of diversity and inclusion in the workplace.

COV - Working Together for Virginia

This introductory module provides a brief overview of Diversity, Equitable Opportunity, and Inclusion. This training was developed to comply with legislation passed by the Virginia General Assembly and is made available to all employees and agencies of the Commonwealth of Virginia. Employees must complete this training within 90 days of commencing or recommencing employment.

This 10 minute eLearning module is available in the COVLC.

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

Courageous and Conscious Conversations Starter Pack

This series of three training modules provides a professional learning experience in Bias, Microaggression, Inclusive Language, and Allyship. It is a foundational learning experience meant to prepare participants to have meaningful and intentional conversations. This is part of an effort to develop a learning community around diversity and inclusion issues within the state workforce and to include, affirm, and encourage the contributions and talents of each state employee. Through an engaging presentation, conversation, and video, participants will explore these ideas, their interconnections, and the reasons they are important for our work in the Commonwealth. Participants will also have opportunities for reflection on major ideas and will be asked to actively participate during the sessions.

These three 1 hour modules are delivered virtually in consultation with DHRM's DEI Unit and the requesting agency.

Contact [DEI Unit - DHRM](#) for more information and about other available Diversity and Inclusion learning opportunities.

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

- Human Resources webinars on a variety of topics including Americans with Disabilities Act, Workforce Planning, and other topics.

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

DHRM - Health Benefits Administration – Active Employees

This one-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.

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 that can be ordered on the SHRM registration form. The SHRM exam is a separate registration process through the SHRM website.

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

State Government Essentials for Human Resources

The State Government Essentials for Human Resources curriculum provides an overview and introduction to what agency human resources professionals should know about human resources practices in state government. The curriculum introduces learners to understanding the structure of state government, an overview of the Department of Human Resource Management as the central human resources agency, an overview of agency partners human resources should know, an overview of key Commonwealth systems for human resources, an introduction to essential legislative and administrative resources, and information about key human resources policies and agency expectations. Upon successful completion of this curriculum, learners will receive a certificate of completion.

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

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.

COVA Leading by Design – Empowering Leaders to Inspire Excellence

What if you could unlock higher employee engagement, foster open and productive communication, and master strategies that boost both productivity and time management? Imagine the impact on your team—and your leadership impact.

Program Highlights:

- The Science of High-Performing Organizations: Learn what sets top-tier teams apart and how to replicate their success.
- Creating New Communication Habits: Develop communication strategies that foster trust, transparency, and collaboration.
- Cultivating Employee Engagement: Discover how to inspire commitment and motivation across your team.

- Expanding Productivity & Time Management – Escaping the Busyness Trap: Gain tools to manage priorities, reduce burnout, and lead with efficiency.
- Understanding Emotional Intelligence: Build stronger relationships and navigate challenges with empathy and insight.
- Your Authentic Leadership Model: Define and refine your unique leadership style to lead with confidence.

<https://www.dhrm.virginia.gov/workforce-development#WC>.

Whether you're a seasoned leader or a new leader, this program offers a powerful opportunity to grow your leadership capacity and create a thriving, high-performing team culture.

Enrollment in the COVA Leading by Design Program is available periodically throughout the year. More information about the program and enrollment is available in the [COVLC](#).

For questions about the program, please contact workforce.development@dhrm.virginia.gov.

Workplace Coaching - CoachVA

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Learn more about leadership and team coaching opportunities at

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 Skills Curriculum

MVP – Skills - Communication

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 – Skills - Self-Management Skills

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 - Skills - Conflict Management Skills

This curriculum 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 – Skills - Customer Service Skills

This curriculum 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 – Performance Curriculum

This curriculum consists of courses to enhance your supervisory skills.

MVP – Performance Track - 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. Modules included in this track include:
Performance Management Overview

Developing an Employee Work Profile
Documentation and Feedback Form
Evaluating Performance
Probationary Period

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

MVP – Performance Track – Enhancing Employee Performance

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 – Skills Track

MVP – Skills - 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 – Skills - 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 – Policy Curriculum

MVP - Policy - 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 work environment. We will also discuss how to deal with harassment.

MVP - Policy - 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](#).

MVP – Policy - Alcohol and Other Drugs Policy 1.05

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 - Policy – Recognizing Drug and Alcohol Use in the Workplace

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 - Policy - 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 - Policy- Standards of Conduct

The purpose of this web-based course is to reinforce and highlight specifics concerning the Standards of Conduct Policy (#1.60). 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 - Policy - 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 - Policy - 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 – Compensation Curriculum

MVP - 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 Compensation Track - 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 – Hiring Curriculum

MVP – Hiring Curriculum Track

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 – Laws Curriculum

MVP - Laws - 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 - Laws - Fair Labor Standards Act

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 – Laws - 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 – Leadership Curriculum

MVP – Leadership - 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 - Leadership - Managing Teleworkers

After completing this module the participant will be able to: state the benefits of Teleworking; identify key components of the Teleworking Policy #1.61; determine appropriate Teleworking positions; identify your role as Tele-Manager; define Results-Oriented Management; and apply the Telework Policy. This 30 minute eLearning module is available in the [COVLC](#).

MVP – Safety Curriculum

MVP – Safety - 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 – Safety – Risk Assessment

Workplace accidents can be traumatic to both workers and fellow employees. Prompt, thorough accident investigations are an important part of agency efforts to create a safer workplace, prevent future accidents, and reduce the cost of workers' compensation claims. You, the supervisor of the injured worker, are the initial investigator. This module will cover why investigations are needed; the supervisor's role in investigations; basic elements of accident investigation; and resources for help in this process. This 30 minute e-learning course 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 – Policy - Alcohol and Other Drugs Policy 1.05

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 - Policy - 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 work environment. We will also discuss how to deal with harassment.

MVP - 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 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 - 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-OWC - Conducting Hazard Assessments

Hazard assessments are a fundamental part of all safety and prevention programs, but is your program adequate? OSHA/VOSH requires hazard assessments for all job positions to determine if personal protective equipment should be used and to determine what type of protective equipment employees need. This class will provide an in-depth training on hazard assessments for determining the need for and the proper selection of personal protective equipment.

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

DHRM – OWC – Conducting a 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-OWC - Confined Space Awareness

- Option 1: 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. Intended Audience: Safety and Risk Managers, Safety and Health Coordinators, and employees exposed to confined spaces, Supervisors and Management Staff.

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

- Option 2: 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.

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 – OWC – 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.

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

DHRM-OWC - 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.

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

DHRM – OWC – General Safety Topics “Safety in the Unknown”

This course covers topics, systems, and hazards that are specific to many agencies of the Commonwealth. These topics are rarely taught as a standalone course due to the limited amount of time needed. These topics, however, are very important for the safety officer to understand what standards and hazards that apply to these topics. Topics covered include dust hazards, pedestrian hazards, warehouse hazards, boiler plants, and working with contractors.

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

DHRM- OWC - Protecting Employees in Roadway Operations - Online

Option 1: 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](#).

Option 2: 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](#); and
- e. State agencies performing operations in or near roadways – maintenance activities, grounds activities, surveying, emergency and incident response.

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

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 – OWC – Establishing a Workplace Injury and Illness Program

This is a way for employers to address management responsibilities, employee participation, education and training, and overall safety program evaluation and improvement. This program will provide an overview of the proposed OSHA rule that will require employers to implement injury and illness prevention programs and provide guidance on how to develop and implement an injury and illness prevention program for your agency and/or facility.

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

DHRM-OWC - 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 – OWC – Near Misses, Can we Predict the Future?

This course defines what a near miss is and what is a near miss program. It will demonstrate how an effective Near Miss program can prevent catastrophic incidents, taking your safety program from reactive to proactive. In addition, you will learn how an effective near-miss program can lower your incident rate and boost worker morale by making your workplace safer.

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

Option 1: This presentation has been created to give you, the student, a basic knowledge of the American National Standards Institute (ANSI) Z358.1 standard for emergency eyewashes and shower equipment. This standard covers emergency eyewash and shower stations in the workplace.

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

Option 2:

Hazardous chemical exposure to the eyes and body occur too often in the workplace. This course is designed to educate affected staff in the use and requirements of emergency eyewashes and shower equipment.

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

DHRM – OWC – Laboratory Safety

Commonwealth of Virginia agencies house a variety of laboratory environments, including educational, product testing, biohazard testing, and research. This class covers OSHA/VOSH requirements for laboratory operations including laboratory safety and chemical hygiene plans. Class discussion will include personal protective equipment, eyewashes and emergency showers, SDSs, evacuation, and use and storage of consumables.

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-OWC - 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-OWC - 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-OWC - 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.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

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

Option 1: 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](#).

Option 2: 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 – OWC – Burns, Fractures, and Lacerations. Ouch!

Burns, fractures, and lacerations are some of the most common injuries the average worker experiences. These injuries occur in a multitude of work situations and Commonwealth of Virginia employees are no different in this respect. This training course will address ten case studies where a worker has experienced one or more of these injuries. We will cover the work activity at the time of injury, the mechanism of injury, the different possible outcomes of the individual cases, and how the injury could have been prevented.

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 – Officer Safety – It's a Jungle in There!

Many snapshot surveys conducted by the Commonwealth of Virginia's (COV) Loss Control consultants have identified some potential hazards in the COV state offices. This course is designed to give Commonwealth of Virginia employees strategies and solutions to create a safe office work environment.

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

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-OWC - 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 – OWC – Shop Safety

Shop Safety is designed to assist employees that work in the shop environment to navigate the inherent hazards found in most workshops. The course will give information on how to set up a workshop, cover the most common power tools used in workshops, and address standards that pertain to workshops. These include fire protection, exits, ventilation, and more.

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

DHRM – OWC – Welding, Cutting, and Brazing Safety: Just the Spark You Need

Many agencies currently have employees performing welding, cutting, and brazing

activities on-site. These activities present a variety of safety and health risks to the employees performing welding tasks. This class will educate the participants about the typical safety and health hazards they may encounter and will include various strategies and safe work practices they should follow to help control these hazards. Some of the topics to be discussed include: fire safety, compressed gases, toxic fumes, and personal protective equipment. We will review the requirements of the Occupational Safety and Health/ Virginia Occupational Safety and Health (OSHA/VOSH) standards as well as best practices.

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

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

Option 1: 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.

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

DHRM – OWC – The Ultimate Bucket List: Aerial Lift and Bucket Trucks

Does your agency have a bucket truck or aerial lift? Do you have questions related to fall protection when using it? Then this class is for you!!! This program will answer all those questions and more. Learn everything that is required when working on, around, and near this equipment.

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

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!

Option 1: 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.

Option 2: 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.

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

DHRM-OWC - 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-OWC - 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.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

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 – OWC – Hearing Conservation: Can You Hear Me Now?

Hearing loss not only affects the employee while at work but will also affect the employee's personal life for years to come. This course will provide participants with an understanding of factors that contribute to employee hearing loss including work with heavy equipment, power plant machinery, groundskeeping tools, and

other sources of high decibel noise. Attendees will learn how to identify hazardous environments and options available to protect employees for various decibel ratings.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-WC - Identifying and Correcting Workplace Hazards

This course 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. Attendees will take away a facility inspection checklist to be used as a starting point for their facility-specific inspections.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM – OWC – Root Cause Analysis

This presentation will reveal how to find and correct causative factors as they pertain to accidents in the workplace. Rarely one root cause is the culprit in a given accident. To properly correct and prevent future incidents all root causes must be identified and corrected. The participants in this presentation will work with case studies and work through the process to identify all root causes.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

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-OWC - Material Handling

Option 1: 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.

Option 2: 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.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM-OWC - 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-OWC - 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-OWC - 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 – OWC – Basic Safety Officer Certification

This course will introduce Occupational Safety and Health Administration (OSHA) and explain how the OSHA standards work in unison with the Virginia Occupational Safety and Health (VOSH) standards and is designed for entry-level employees who have been assigned safety responsibilities or experienced professionals that would just like a refresher.

The course will also cover the most common safety topics frequently found in the Occupational Safety and Health Administration's (OSHA) annual top ten most violated OSHA standards, including practical applications in workstation ergonomics and accident investigation. Furthermore, the course will provide practical application sessions for ergonomic assessments and accident investigations.

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

DHRM-OWC - 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 – OWC – What to Expect During an OSHA/VOSH Inspection “Are You Prepared?”

Unannounced, except in special circumstances, these unplanned visits may upset normal business operations. One way to reduce the anxiety is through knowledge. Understanding the process and what your rights are will help you to navigate through an OSHA inspection. This course is designed to inform participants of what to expect before, during, and after an OSHA/VOSH inspection. Optional handouts will be provided to enforce the presentation.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information

DHRM-WC - OSHA Recordkeeping and Reporting

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

DHRM-OWC - 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-OWC - 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?

Option 1: 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.

Option 2:
This half day class will go indepth on the OSHA/VOSH standards for issuing, wearing and the maintenance of respirators.

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

DHRM-OWC - Safety Tips for Teleworkers

This presentation will review the typical safety hazards encountered while working from an alternative work location, your home. We will review setting up an ergonomically correct workstation. We will also cover how to determine whether an injury at home is reportable to VOSH /OSHA.

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

DHRM-OWC - 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 – OWC – Cold Weather Safety and Winter Preparations

Winter weather has a way of sneaking up on you and staying far longer than most desire. While watching the snow on the outside may be fun, some must work on the outside to ensure the safety of employees and prospective patrons. As seen with the winter storms of 2014, some may even be caught in it for extended periods of time. This training class is designed to provide information, tools, and strategies to protect both people and equipment that may be exposed to all that winter has to offer. This program will also cover items one should have on hand in vehicles, at work, or at home. Ideas for the contents of a "winter storm kit" will also be discussed.

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

DHRM – OWC – Outdoor Worker Safety – A Natural Approach

This course is designed to help employees identify and recognize hazards while performing various outdoor job tasks. Class participants will be given guidance on various hazards such as working alone at remote work sites, dangerous environmental conditions, unstable terrain, poisonous plants, and dealing with animals and insects. Loss control strategies for dealing with these exposures are discussed.

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

DHRM – OWC – Safety Training on Tick of Virginia

This presentation will give the participant usable information on how to protect oneself and reduce tick-borne diseases. The presentation will cover essential tick identification and illnesses associated with individual tick species—the life cycle of ticks and stages of development. Prevention techniques will include proper clothing and EPA-registered insecticides and how to identify tick habitats.

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

DHRM-OWC - 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 – OWC – ANSI Z10: Integrating Safety into Business Management Systems

This training class will provide an overview of the provisions of the American National Standard Institute (ANSI) Z-10-2005 standard and provide helpful tips on how an agency can assess their current compliance level and then measure progress as they work toward full compliance. ANSI Z10 principles are compatible with standards such as International Standards Organization (ISO) and they provide organizations with an effective tool for continual

improvement of their workplace safety and health systems.

Contact
dhrmriskmanagement@dhrm.virginia.gov for more information

DHRM-OWC - 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.

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 – OWC – Sharing the Road: Vehicle Safety for Non-Traditional Transportation

This class is designed to provide safety tips for operators of non-traditional vehicles as listed below, as well as awareness training for those sharing the road with these vehicles. Pre-operation inspections, proper signage, safety

components (governors, fire extinguishers, etc.) and road rules will also be covered. Non-Traditional Vehicles: Golf Carts, Gators, ATV/UTV, Bicycles, and Mowers

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information

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-OWC - 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-OWC - 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 - 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-OWC - 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. Each participant will take away a set of basic training materials, including General Workplace Safety; Accident Investigation; Slips, Trips, and Fall Prevention; and Strain Prevention. These materials may be customized to meet individual agency needs..

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-OWC - Identifying and Correcting Workplace Hazards

This course 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. Attendees will take away a facility inspection checklist to be used as a starting point for their facility-specific inspections.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM – OWC – Workplace Fire Safety: Don't Get Burned

The Bureau of Labor Statistics reports that fires and explosions accounted for 3% of workplace fatalities in a recent year. This program addresses strategies and tactics for the prevention of fire-related injuries in all workplaces. Common workplace fire hazards will be identified and recommendations for control of these hazards will be discussed. Some specific topics covered in the program include compressed gases, flammable and combustible liquids, hazardous chemical storage and handling, fire protection equipment and fire prevention procedures. The goal is to help students readily identify common fire hazards, evaluate the controls in place and make recommendations to prevent fires in their workplace in order to prevent worker injuries.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM – OWC - 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.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM – OWC – 1910 vs 1026, How Does it Apply to My Agency

The OSHA 1910 Occupational Safety and Health Standards VS. 1926 Safety and Health Construction Standards course is designed for employees responsible for correctly applying the

mandatory OSHA/VOSH standards within their agency.

Depending on the activity, the 1926 construction standards must be followed even in an agency covered by the 1910 general industry standards. This course will explore and explain when the 1926 construction standard is applicable and must be followed in the general industry environment.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM – OWC – Virginia Tree Trimming Standard: Are you in Compliance

This standard is based on the American National Standards Institute (ANSI) Z133.1-2006-Safety Requirements for Arboricultural Operations (With Modifications) for Application to Tree Trimming operations. The standard addresses non-logging, tree-trimming and cutting operations on residential and commercial work sites. This class will cover general safety requirements; electrical hazards; safe use of vehicles and mobile equipment; portable power hand tools; hand tools and ladders; work procedures; training, how it applies to state agencies and resources on the VOSH website.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM – OWC – Portable Outdoor Equipment Safety: Lawnmowers, and Trimmers and Snow Blowers, OH MY

There are so many types of portable outdoor equipment being used today by trades employees in various agencies that this translates to an enormous hazardous exposure. Whether powered or manually operated, knowing how to use the equipment, its limitations, and safety features are the first step to being safe. This program will suggest ways to prevent lacerations, eye injuries, strains, hearing damage and struck by objects type worker injuries.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM – OWC – The Unique Standards of Virginia

The Unique Standards of Virginia was developed to educate new safety officers and others on the Unique Standards of the Commonwealth of Virginia. These standards are not found in the Federal Occupational Safety and Health Standards (OSHA).

These standards were developed in response to the needs of the Commonwealth with the goal in mind of reducing injuries and fatalities in high-risk industries that OSHA does not address in the Federal Safety and Health Standards.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHRM – OWC - 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.

Contact

dhrmriskmanagement@dhrm.virginia.gov for more information.

DHR – OWC – Lead Safety Awareness Training for Law Enforcement

This general awareness presentation for lead is designed for all Commonwealth agencies certified to use firearms. The presentation will address the hazards of lead exposure in the daily use of weapons, utilizing lead-containing ammunition.

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.

User Guides for Agency Administrators – Commonwealth of Virginia Learning Center
These user guides are available in the [COVLC](#).

[DHRM - COVLC - How to Manually Create an Account in the COVLC \(Job Aid\)](#)

[DHRM - COVLC How to Remove a User From a Role](#)

[DHRM - COVLC How to Remove a User From a Role](#)

[DHRM - COVLC How to Search All Domains for a User](#)

[DHRM - COVLC How to Search All Domains for a User](#)

[DHRM-COVLC How to Waive a COVLC Course](#)

[DHRM – COVLC How to Make COVLC Content Inactive](#)

[DHRM – COVLC Creating Surveys in the COVLC](#)

[DHRM – COVLC How to Update the Default Contact](#)

[DHRM – COVLC Cheat Sheet for Comparing Bundles, Curriculums, and Certifications](#)

[DHRM – COVLC Role Explanation Table](#)

[DHRM – COVLC Self Registration for External Users](#)

[DHRM – COVLC Virtual Teams Meeting Connection](#)

[DHRM – MVP Curriculum and Naming Reference Guide](#)

[DHRM – COVLC Using User Groups to Assign New Hire Training](#)

[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:

[DHRM – COVLC - Overview](#)

Welcome to the newest version of the Commonwealth of Virginia Learning Center or COVLC. The COVLC is the Commonwealth of Virginia Learning Management System or LMS. This video will provide you with a brief overview of: How to Login to your domain and will provide of a brief tour of the COVLC.

[DHRM – COVLC - Managing People in the COVLC](#)

In this session we will review the functions related to managing user accounts.

[DHRM – COVLC - Creating Courses in the COVLC](#)

In this session we will review functions related to creating SCORM and classroom courses as well as how to assign mandatory training.

[DHRM – COVLC - Reports Console in the COVLC](#)

This course will provide an introduction to the Reports Console in v22 of the COVLC.

[DHRM – COVLC - Email Management and Role vs. User Groups in the COVLC](#)

This session will focus on Email Management and Roles vs. User Groups in v22 of the COVLC.

[DHRM – COVLC - Branding and Customization](#)

This program will look at branding and customizing your domain. By the end of this training, you will know how to apply themes to your domain; how to customize your domain's homepage; how to create and utilize homepage feeds; and how to create and use a custom block.

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