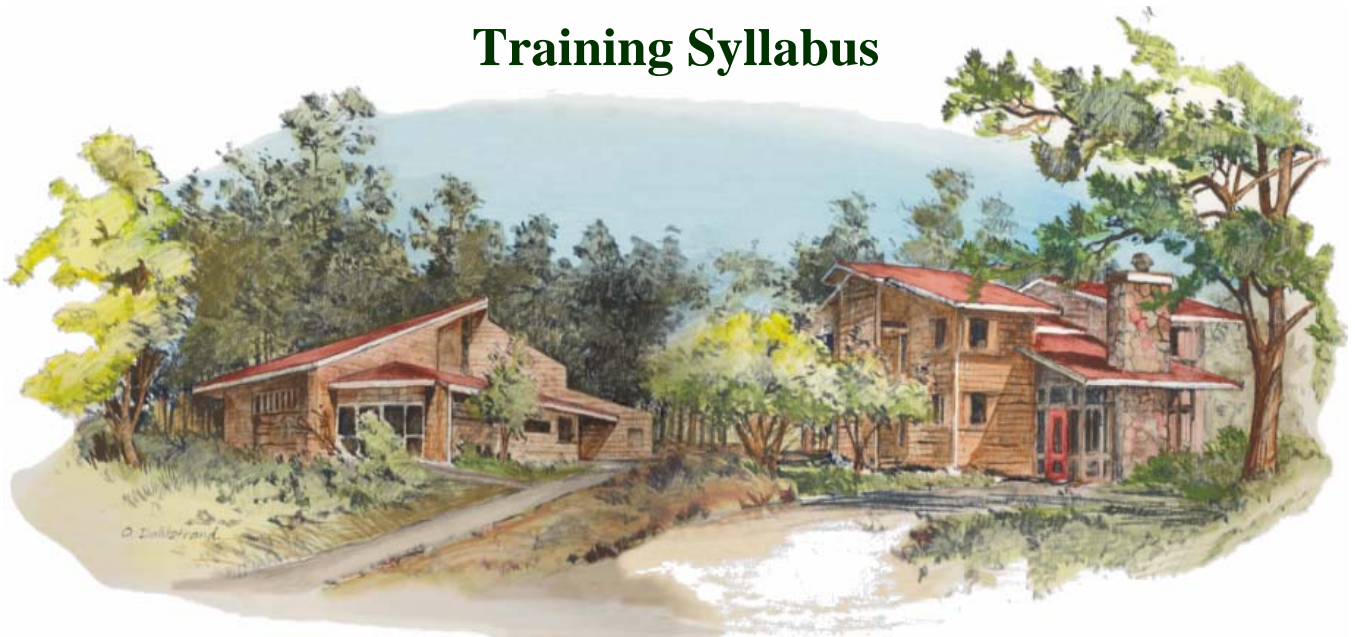


State of California . The Resources Agency . Department of Parks and Recreation

MAINTENANCE LEADERSHIP CONFERENCE

October 23-27, 2006

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: October 2, 2006
To: Supervisor
From: **Department of Parks and Recreation**
William Penn Mott Jr. Training Center
Subject: Employee Attendance at Formal Training
Maintenance Leadership Conference

An employee from your office will soon be attending the formal training program described in the attached. Please insure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work.

You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

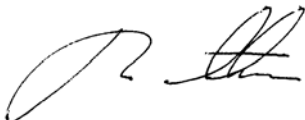
Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

Prior to Three Months Following Training

1. Employee after discussion with the supervisor login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and login to the ETMS to complete the Training Effectiveness Assessment form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Broc E. Stenman
Department Training Officer

Attachment

cc: Participant

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***Mission Statement
Training Office***

***The mission of the Training Office is to improve
organizational and individual performance through
consulting, collaboration, training and development.***

TRAINING CENTER STAFF

Broc Stenman.....Department Training Officer
Michael Green Assistant Department Training Officer
Joanne Danielson Academy Coordinator
Charles Combs Training Specialist
Dave Galanti Training Specialist
Michelle Gardner Cadet Training Officer
Connie Breakfield Cadet Training Officer
Pat Bost Assistant Program Coordinator
Pamela Yaeger Assistant Program Coordinator
Bill Spencer..... Assistant Program Coordinator
Summer Kincaid Assistant Program Coordinator
Brian Petersen Program Assistant

THE MISSION

of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its Training Center. The Department strives to provide you with formal training of the highest quality. This fact demonstrates the commitment your Department has made to you in your service to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** The syllabus is now accessible on the Employee Training Management System (ETMS). You should print a copy of the syllabus to bring with you to class. Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments (other than reading) which involve either individual or group efforts and resources. (Pre-training assignments are listed in the "Training Attendance Requirements" section.)
3. **TRAVEL:** Arrange your travel to and from Sacramento through your District or Office. (No reimbursement for travel expense - including per diem costs - will be approved for travel not specifically authorized in advance by the District Superintendent.) Individuals are entitled to claim the Incidental Allowance as outlined in DAM 0410.5.

4. HOUSING: Register at Lionsgate Inn between 4:00 p.m. and 11:00 p.m. on Monday, October 23, 2006. Housing will be assigned to you on a single room basis. Housing will be available from 4:00 p.m. on the date of arrival to 11:00 a.m. on Friday, October 27th. No per diem allowance for lodging will be authorized. This does not preclude staying someplace else at your own expense. Please advise the Training Coordinator no later than two weeks before your scheduled arrival if you plan to stay at a different location. No animals are permitted. In the event of an emergency, staff must know your room assignment, therefore, you may not switch rooms without staff approval. Overnight guests are not allowed in the buildings unless they are registered. Quiet hours are from 10:00 p.m. – 6:00 a.m.
5. MEALS: You will be responsible for all meals and reimbursed at the state rate after submitting a Travel Expense Claim (STD 262) to the Mott Training Center.
6. CLOTHING: Uniforms are not required for this program. (Special clothing requirements for your program are described in "Program Attendance Checklist" section.)

Because we are staying at a very popular private conference facility with other groups, and the image that we project as park professionals can have a lasting impact on the public, your attire should be appropriate during off duty hours.

7. REGISTRATION: When you arrive at Lionsgate Inn, go directly to the Conference in the Club Ballroom "B" of the main Registration building. Register for your room after Monday's session. Rooms are equipped with a telephone, you may be asked for a personal charge card to secured payment for toll calls or services.
8. COURSE LEADERS: The formal training you will attend is developed and, for the most part, conducted by experienced state park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
9. TRAINING CENTER STAFF: A Training Center staff member has been assigned responsibility for your training group as well as for your training program. During the program, you may be asked to assist Training Center staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.). Center staff will do all within their power to make your training experience pleasant and meaningful.
10. COLLEGE CREDIT: Most Training Center programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.

12. FAX: The Training Center's FAX number is 831-649-2824.
13. TRAINING LOCATION: Training will be conducted Lionsgate Inn, 3410 Westover Street, McClellan, California 95652. Please refer to the location map and directions on the last page of this syllabus.

POST-TRAINING ASSIGNMENT

Ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed). Once you login to the ETMS, you will need to fill out the evaluation form before you will be able to do anything else.

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Center in providing a return on the investment the Department has on training.

PROGRAM ATTENDANCE CHECKLIST

To assist you in preparation for your formal training session at the Lionsgate Inn the following checklist is provided:

1. Read and understand the Maintenance Leadership Conference syllabus prior to your arrival.
2. Complete the attached pre-conference assignment and e-mail it back to chuck@parks.ca.gov by **October 13, 2006**.
3. Bring the following to training:
 - Training syllabus
 - Uniforms are not required - appropriate business attire should be worn
 - Coffee cup

MAINTENANCE LEADERSHIP CONFERENCE - A G E N D A
October 23-27, 2006

Monday
October 23

| | | |
|-----------|--|--|
| 1300-1400 | Welcome Technical Services Division Chief OHV Technical Services Northern Division Chief Southern Division Chief OHV Division Chief | Ortiz Bradshaw Harper Rhodes Perez Jenkins Verardo |
| 1400-1500 | History of Construction and Maintenance of California State Parks | |
| 1500-1540 | Introductions of Participants and Orientation to the Conference Facility | Combs |
| 1540-1700 | Open Forum-Questions and Expectations | Combs |
| 1800- | Reception Sponsored by the Association of California State Supervisors | All |

Tuesday
October 24

| | | |
|-----------|--|-------------------------|
| 0800-1000 | Introduction to Leadership Development Situational Leadership | Treanor |
| 1000-1200 | Human Rights Office, Labor Relations, and Personnel | Suber/Popoff/ Sathre |
| 1200-1300 | Lunch | |
| 1300-1400 | Human Rights Office, Labor Relations, and Personnel- <i>continued</i> | Suber/Popoff/ Sathre |
| 1400-1500 | State of Park Operations | Jackson |
| 1500-1600 | State of OHV Operations | Greene |
| 1600-1655 | State of the Department | Coleman |
| 1655-1700 | California State Park Rangers Association | Nowicki |
| 1800- | BBQ Sponsored by CSPRA (Optional-not part of official conference) | |

Wednesday
October 25

| | | |
|-----------|--|----------|
| 0800-1000 | Decision Making | Sturm |
| 1000-1100 | Park Infrastructure Database | Bradshaw |
| 1100-1200 | Park Infrastructure Database-Scoping | Williams |
| 1200-1300 | Lunch | |
| 1300-1400 | Effective Project Writing Techniques | Tilghman |
| 1400-1500 | Project Management-Crystal Cove SP Project | Birkhead |
| 1500-1530 | CDF Inmate Contract | Chancey |

MAINTENANCE LEADERSHIP CONFERENCE - A G E N D A
October 23-27, 2006

Wednesday
October 25

| | | |
|-----------|---|------------------------------------|
| 1530-1600 | CCC | CCC Representatives Belltawn |
| 1600-1700 | Fleet Management Program | |
| 1700-1800 | Equipment Expo (Optional-not part of official conference) | |
| 1800- | Reception Sponsored by the California State Park Foundation (Optional-not part of official conference) | |

Thursday
October 26

| | | |
|-----------|--|---------------------------|
| 0800-0900 | Budgeting 1A-How we get our Department's Budget | Lopez |
| 0900-1000 | Maintenance Budgeting 1B CAT I Allocation Factors, DMP, Capital Outlay Programs, VEP, DBAW, Grants, Maintenance Programs, Roads, Trails | Bradshaw/ Ortiz/Harper |
| 1000-1100 | Maintenance Budgeting 1C-CAMP | |
| 1100-1200 | Succession Planning | TBA |
| 1200-1300 | Lunch | |
| 1300-1330 | ETMS-Employee Training Management System | Combs |
| 1330-1400 | Exams and Exam Processes | Suber/Woolley |
| 1400-1500 | Conducting Interviews (Process, What you can and can't say, etc.) | |
| 1500-1600 | Mock Oral Interview Presentation Demonstration of how an interview should be conducted and presented | All |
| 1600-1700 | ADA-Americans Disability Act | Bielecki |
| 1800- | Celebration-Reception Sponsored by Technical Services Division (Optional-not part of official conference) | |

Friday
October 27

| | | |
|-----------|------------------------|---------------------------------|
| 0800-0900 | Round Table Discussion | District Maintenance Chiefs |
| 0900-1000 | Round Table Discussion | Tech Services/Service Centers |
| 1000-1100 | Round Table Discussion | OHV/ADA/Training |
| 1100-1200 | Closing Discussion | Ortiz/Bradshaw/ Harper/Combs |
| 1200- | Departure | |

MAINTENANCE LEADERSHIP CONFERENCE

WELCOME

Welcome and insight from Department Managers to the Maintenance Leadership Conference.

HISTORY OF CONSTRUCTION AND MAINTENANCE OF CALIFORNIA STATE PARKS

Insight into the Department's proud history as it pertains to the Technical Services program.

INTRODUCTION OF PARTICIPANTS AND ISSUES OF THE GROUP

Participants will register, receive an orientation to the facility and the conference, and be introduced to each another. Share expectations for the training program. In small groups, participants will choose important issues for the group to share.

INTRODUCTION TO SITUATIONAL LEADERSHIP®

An exploration of tools to use in leading your District, Sector, or Park to the next level of effective utilization of human resources. GM, FedEx, IBM and Xerox use this process to achieve results, develop people and contribute to their success using this model.

HUMAN RIGHTS OFFICE, LABOR RELATIONS, AND PERSONNEL

Review the critical aspects of: personnel management, Unit 12 or 13 contract issues, prevention of a hostile work environment, Post and Bid process, and other important and topical issues. This session will be geared to Maintenance Program areas. There will be a Q and A session in the last hour.

STATE OF PARK OPERATIONS

Current information on Technical Services and Park Operations. Where we are as an organization and what to look for in the future.

STATE OF OFF HIGHWAY VEHICLE OPERATIONS

Share the perspective of OHV technical services; the culture, and mystique of the OHV Division.

STATE OF THE DEPARTMENT

Director Ruth Coleman will share her perspective on the many critical aspects of the Department as it relates to the Technical Services Program.

DECISION MAKING

Critical to every level of leadership, decision making is done many different ways. This session will give you tools to make good sound and defensible decisions.

PARK INFRASTRUCTURE DATABASE

The Department is in the first year of the six year Deferred Maintenance program which projects were developed from the PID. This presentation will guide you through this process.

PARK INFRASTRUCTURE DATABASE-SCOPING

Writing a scope properly will relieve many issues early in the process of this program. We will guide and provide a view of great examples of a good scope of a project.

PROJECT MANAGEMENT-CRYSTAL COVE STATE PARK PROJECT

This session will provide an excellent view of a long term, complicated project that was successful.

CDF INMATE CONTRACT

This section will review the new Memorandum of Understanding with the California Department of Forestry and answer questions on how to process this contract.

CCC

California Conservation Corps will give a presentation on their program and new developments with DPR and CCC.

FLEET MANAGEMENT PROGRAM

The new Fleet Manager will discuss the Schedule 9, new parts of the program and where he sees the program going. At the end of the program, you will have tools to complete your Schedule 9 requests on equipment replacement.

EQUIPMENT EXPO

A demonstration of some of the unique equipment that the Department has that is available for loan.

BUDGETING 1A-HOW WE GET OUR DEPARTMENT'S BUDGET

The Department's new Financial Officer will explain the basics of how we receive the budget and how it is allocated to the field operations.

MAINTENANCE BUDGETING 1B

This discussion will explain how the districts receive ongoing maintenance funds, and road allocations.

MAINTENANCE BUDGETING 1C

This section will explain the relationship between the budget and CAMP.

MAINTENANCE BUDGETING 1D

In this section, other program areas such as tracking, seasonal, grants and developing sound budgets for your section will be discussed.

SUCCESSION PLANNING

How do we plan to accomplish our jobs when personnel with key experience move on? Help on establishing a plan to keep the operation going in the future.

EMPLOYEE TRAINING MANAGEMENT SYSTEM

A short demonstration of the new version of ETMS and what you are expected to do as a supervisor. Discussion will also include information about the new maintenance Training Review Team and their progress.

EXAMS AND EXAM PROCESSES

Discussion about the exam process, application appraisal, for not only taking an exam but for your help on a QAP panel.

CONDUCTING INTERVIEWS

What happens during a QAP interview and what should happen during a hiring interview? Receive tools to help you with taking an interview, and for conducting a hiring interview.

MOCK ORAL INTEVIEW PRESENTATION

Scenarios featuring good and bad techniques for interviews.

AMERICAN DISABILITY ACT

Accessibility unit will discuss this program, from it's inception to what we are doing now and what the future holds.

ROUND TABLE DISCUSSION-MAINTENANCE CHIEFS

This time will be for questions on different subjects as they relate to District Maintenance Chief operations. All the Department's District Maintenance Chiefs will be on hand to give their perspective from their difficult operations.

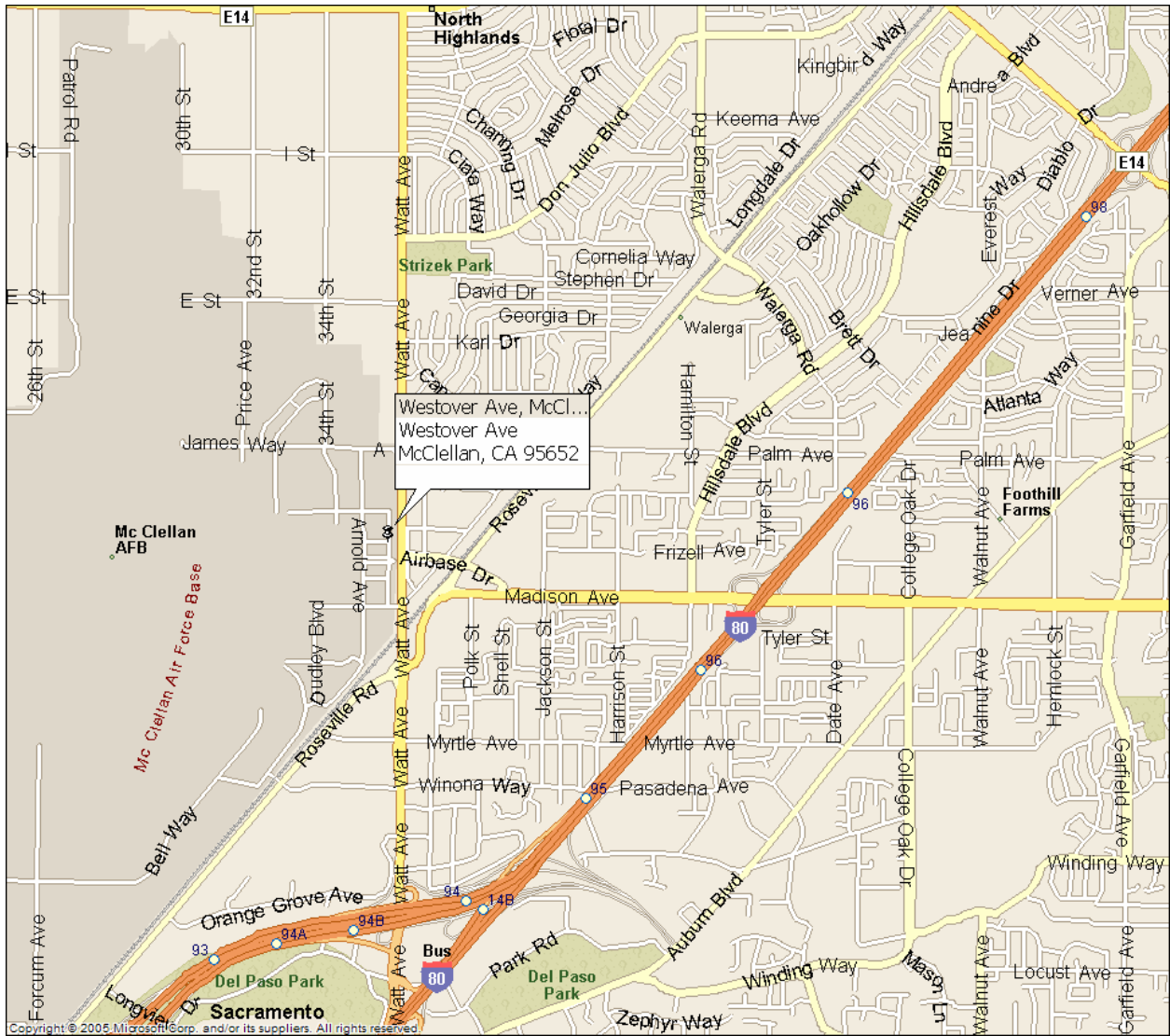
ROUND TABLE DISCUSSION-TECH SERVICES/SERVICE CENTERS

This time will be for questions about anything on a statewide level. Also, included on the panel will be Service Center managers, who can give you their perspective on your questions.

ROUND TABLE DISCUSSION-OHV, ADA, AND TRAINING

This time will be for OHV, ADA and Training to be on the panel to answer questions on various parts of their respective programs.

LOCATION MAP



LIONS GATE MAP

