



## TRAINING NEWSLETTER

April 2007

### STARTLING RESEARCH ABOUT MEETINGS

Did you know approximately 11 million meetings occur in the U.S. each and every day? Most professionals attend a total of 61.8 meetings per month and research indicates that over 50 percent of this meeting time is wasted. Assuming each of these meetings is one hour long, professionals lose 31 hours per month in unproductive meetings, or approximately four work days. Considering these statistics, it's no surprise that meetings have such a bad reputation.

Unproductive meetings:

- Are longer, less efficient and generate fewer results
- Require more meetings to accomplish objectives
- Cause frustration at all staff levels
- Cost organizations billions of dollars each year in otherwise productive employee work time

Most individuals have never experienced or witnessed the power of a truly effective meeting and, therefore, don't recognize the importance of having better meetings. The first step for improvement is to start with the basics, which means training everyone in the organization about effective meetings. Everyone should understand the fundamentals of an effective meeting and how to achieve their goals each and every time they meet.

Take steps toward improving your meetings by attending:

**Managing Effective Meetings**  
**Wednesday, April 25, 2007**  
**8:30am – 12:30pm**

*"Great advice and solutions!"  
"Was able to get new ideas and possible solutions to my common meeting dilemmas"*

[www.effectivemeetings.com](http://www.effectivemeetings.com)

### TOPIC OF DISCUSSION

*How can we attract and retain a diverse workforce?*

*How do we ensure our work environment is inclusive and harassment-free?*

*How can we serve and respect customers from diverse backgrounds?*

Diversity continues to be a key topic of discussion for organizations. The foundation of a diverse workplace is one that moves from a model of tolerating differences in employees to embracing the differences and recognizing their value to the team.

PDS offers several workshops that will enable participants to overcome adversity by providing them with the tips, tools and techniques to create and promote successful, inclusive work environments.

[Building Inclusive Work Environments](#), a NEW! PDS workshop, will be held on Monday, May 7th from 8:30 – 4:30. This workshop is designed for management and leadership staff.

Additional workshops include:

Preventing Sexual Harassment  
[For Employees](#): April 17, 9:00 – 12:00  
[For Supervisors](#): May 3, 8:30 – 11:30

[Valuing Diversity](#): April 17, 1:00 - 4:00

### CPM Applications are due on May 1<sup>st</sup>!

PDS is currently accepting applications for the eighth Certified Public Manager (CPM) cohort scheduled to begin on July 10<sup>th</sup>. Those that participate in the 17-month CPM program develop and demonstrate their skills as exceptional leaders in the public sector. For more information, please visit <http://www.das.hre.iowa.gov/cpm/index.htm>

If you are interested in CPM but not able to submit your application by the May 1<sup>st</sup> deadline, please call (515) 281-5456.

### Upcoming Workshops

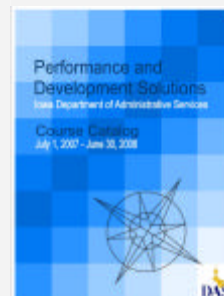
[Developing a Customer Focused Organization](#) – April 17, 2007; 8:30 – 4:30  
Cultivate a customer-driven culture in your organization

[Managing Generational Differences](#) – April 18, 2007; 8:30 – 12:30  
Traditionalists, Baby Boomers, Generation X and Y; increase appreciation and capitalize on the strengths of all generations

[Citizen's Aid / Ombudsman](#) – April 24, 2007; 8:30 – 10:30  
An independent, impartial agency to which citizens can air their grievances about government; learn about the agency, its authorities and processes, and what to expect if your department was subject to an Ombudsman investigation

[Managing Effective Meetings](#) – April 25, 2007; 8:30 – 12:30  
Put an end to time-wasting, frustrating, ineffective meetings

[Listening: The Forgotten Skill](#) – April 26, 2007; 8:30 – 4:30  
The ability to listen, not simply hear, can help eliminate misunderstandings and improve efficiency, productivity, and successes



The annual PDS course catalog will be distributed in May. The catalog will contain information about scheduled workshops for Fiscal Year 2008.

But, there's no need to wait for the catalog! All information about PDS programs and services, including scheduled workshop dates for FY 2008, may be found on the PDS website:

<http://www.das.hre.iowa.gov/LearnAtPDS/>  
If you would like to request a copy of the FY 08 catalog, please email [pds@iowa.gov](mailto:pds@iowa.gov).