DelDOT
Training and Education
Courses and Responsibilities
• Missy Heck, Training Education Manager
• Candyce Greene, Training Administrator
• Janice Jordan, Training Administrator
• Arthur Merriweather, Training Administrator
• Bobbi Tyree-Edwards, Trainer/Educator III
8 Disciplines

- Career Development
- Employee Enhancement
- Communication/Diversity/Employee Interaction
- Driver-related
- Management/Supervision
- Safety
- Wellness
- Writing
Programs

• CPR/First Aid/AED Program
• New Employee Orientation
• Personnel Development Program
  • Apprenticeship
  • Strategic Mentoring
• Employee Recognition
Courses

• Advanced and Basic Defensive Driving
• Communication Protocol
• Conflict Resolution
• DiSC
• Discipline and Grievance
• Decision Making and Problem Solving 101
• Drug and Alcohol
• EEO Laws

• Effective and Legal Use of E-mail
• E-mail Tools Lab
• Emotional Intelligence
• Ethics in State Government
• Excel Basics
• Fish Philosophy
• Grammar & Punctuation
• Happiness Advantage
Courses

- It’s All About Respect
- Interpersonal Communications
- Performance Evaluations
- Productivity and Organization in the Workplace (POW)
- Preventing Violence in the Workplace
- Reasonable Suspicion
- Drug & Alcohol
- Respectful Behavior in the Workplace
- Selection Interviewing
- Supervision, Now What?
- The Write Connection
- Yahoo! You have an Interview
Other Responsibilities

- Delaware Learning Center
- Blue Collar Training
- Educational Assistance
- Leadership Academy
- Manager in Training Program
- Wellness
- Mandatory Training Calendars
- Promotional Training Calendars
- Employee Interaction Committee
- One-on-One Job Coaching
  - Application Completion
  - Interviewing