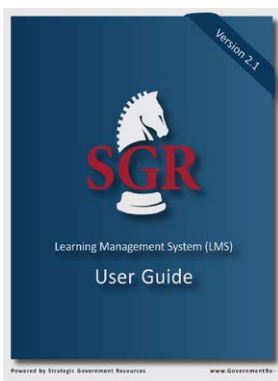




## IMPORTANT LMS Updates

SGR has applied the latest software update to the SGR LMS Library. If you have users that have reported any trouble completing their training, please contact SGR for more info.

## User Guide



The LMS User Guide helps a user or admin understand the "nuts and bolts" of the LMS. To access the guide, search for "HELP.01" in the All Training navigation tab on the front end of the LMS.

## Got Questions?

Feel free to reach out to [Krisa Delacruz](#) regarding your LMS subscription

MAY 15, 2014 - ISSUE #1

**Heads up!** Starting with this issue, SGR will be numbering our newsletter issues instead of identifying them with a month and year. Although you might not receive one every month, when a new issue hits your inbox, you can be sure valuable LMS information is inside.

SGR's Online Learning Newsletter is a great training resource with a focus on blended (live and online) learning for LMS administrators.

### Attention speed readers:

Even if you skip everything else in this newsletter, SGR recommends that you pay special attention to the left section titled "IMPORTANT LMS Updates". All necessary LMS news will appear there.

## Maximize Your Training Investment

*Recommended training for every level of your organization.*

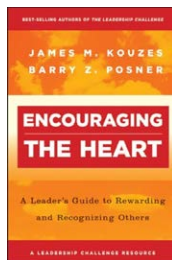
### Seasonal Employee Training

While gearing up for this year's seasonal employees, consider utilizing the LMS to help streamline a training program. The following courses are recommended as a foundation. Remember: you can also add other related materials (policies, schedules, contact info, etc.) to the course.

The following courses are included in your LMS Library, are video based, and provide an excellent tool to use during live training:

- 01.GOC.02.01 Seasonal Employee Orientation Harassment Prevention - Part 1 Sexual
- 02.GOC.02.02 Seasonal Employee Orientation Extraordinary Customer Service - Part 2
- 01.GOC.02.03 Seasonal Employee Orientation - Part 3 Ethics

### Training for Managers of Seasonal Employees



For staff members who directly manage seasonal employees, consider [Randy Mayeux's](#) book briefing based on James Kouzes and Barry Posner's [Encouraging the Heart: A Leader's Guide to Rewarding and Recognizing Others](#). It focuses on encouragement and motivational tools for leaders.

- 07.EBB.02 Coaching and Mentoring - Encouraging the Heart

Need a partner in brainstorming? [Contact SGR for help!](#)

and [Lauren Swaim](#) with any technical questions.

As always, we appreciate your feedback!

## Staying In the Loop

*Newly added LMS library content and features will be highlighted here.*

### **New!** HELP.02 LMS Survival Guide for Users

A quick, 10-minute overview of the LMS is now available to your users. You can assign this learning object to all new hires or simply make new hires aware of its availability in the LMS if they have general questions about navigating the LMS's Front End features. To sneak a peek at this new learning object, search for "HELP.02" in the All Training navigation tab on the home screen of the LMS.

We haven't forgotten our admins! A robust survival guide for administrators will be available this summer.

## Yours, Mine & Ours

*A place to share Training & Development best practices.*

### **Creating A Training Foundation for New Hires**

The City of [College Station, Texas](#) requires all newly hired employees to complete four courses via the LMS or live presentations, in addition to any job specific orientation training. These four courses include:

- 01.GOC.01 Embracing Diversity
- 01.GOC.08 Ethics: The HEART of Public Service
- 01.GOC.15 Local Government 101
- 02.GOC.09 Extraordinary Customer Service

While this initial training package acts as a foundation, numerous training opportunities are made available to staff throughout the year based on employee and departmental needs. For more information on College Station's training programs, you can contact [Jessica Matson](#), Human Resources Advisor for the City of College Station, Texas.

Do you have a training strategy to share? [SGR wants to know!](#)

## Fresh Air

*Innovations in Training & Development to help you dream BIG.*



### **So, What Does Your Staff Need To Know?**

No matter what an employee's job description, there are just some things they have to know to do their job well. If you are struggling with where to start in creating a training foundation, ask yourself:

1. What are the things that all staff members need to know?
2. What job-specific training would benefit particular employees?
3. Do staff members have easy access to the training they need?
4. Am I taking advantage of a blended learning approach for multiple learning styles when planning training?
5. Is there a process for re-evaluating an employee's training needs after their initial new hire training and orientation is complete?

Watch the always entertaining Kid President's view on what is most important and how to share it [here](#).

Got some Fresh Air you'd like to share? [SGR would love to hear it!](#)

## Optimizing LMS Performance

*Is your web browser old as dirt? Put some pep in its step!*

Some of the features that make SGR's LMS so flexible require leading-edge technology to run "behind the scenes" on your Internet browser. Older browser versions are simply not as advanced and cannot always offer the full features of the LMS. **Administrators, in particular, will benefit from using Chrome or Firefox.**

For the best possible LMS experience, consult your IT team to ensure that your staff has the latest browser version available.

## SGR Live Training Offerings

*Blended learning combines the best of both training worlds.*

If you have any questions about our live training classes, would like to schedule a live training event, or if you would like to collaborate with other organizations in your region while providing development opportunities, please contact [Krisa Delacruz](#).

We can help you maximize your training investment by providing live training that compliments your LMS library.

[» SGR's 2014 Live and Online Training Catalog «](#)



**onlinelearning@governmentresource.com**

Strategic Government Resources

PO Box 1642

Keller, TX 76244

[Forward to a Friend](#)