



LTRC Training News

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VOLUME 1 ISSUE 1

What is Training?

Simply defined, training is the action of teaching a person a particular skill or type of behavior. In broader terms, training is an organized activity aimed at imparting information and/or instruction to improve the recipient's performance or to help attain a required level of knowledge or skill.

Training is also called:

- workforce development
- talent management
- employee enrichment

Whatever the definition or term, training is used to make a job easier, safer, and more efficient.

The job of DOTD trainers is to look at each employee, section, and the department as a whole and make decisions about what training is needed and how to deliver it.

This newsletter is an opportunity to connect more with the people we train. It will contain information about new courses, how we track training in LEO, who you should call when you have a question, and why you are required to take the training assigned to you. We will answer questions, inform you of new training, and keep you informed about new rules and requirements. We will also include a little training in each newsletter on something that is of interest to a majority of our readers.

In 2002, PPM No. 59 was created as the department's first official policy that addressed its organizational philosophy regarding training and defined the expectations of supervisors and employees. PPM No. 59 reflects DOTD's belief that structured training, professional development, continuing education, and on-the-job training is essential to maximize employee potential and provide qualified personnel.

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PPM59 relates directly to the Structured Training Programs (STPs) assigned to most employees. At the same time the PPM was being created, it was recognized that each area of DOTD needed job-specific, required training that would ensure workforce proficiency and knowledge and improve employee performance.

This was how the Structured Training Program as it is today came into being. In the process of creating PPM No. 59, meetings were held with each DOTD section and district to determine training needs and ensure training was equitable between disciplines. The outcome of those meetings was a series of training programs tailored to each section/district and further divided by individual job classification. The requirements for the STPs are located in the appendices of PPM No. 59.

These STPs, of which there are currently 94, have recently been revised under the direction of the Transportation Curriculum Council (TCC).

Name our Newsletter Contest

LTRC's training newsletter needs a name and you can help! Our newsletter will cover information about:

- Training tips
- LEO
- Structured training
- CPTP
- Personal Development/Leadership
- Upcoming events

The winner will receive a copy of *Crucial Conversations, (Tools for Talking When Stakes Are High)*, from New York Times Bestselling authors Patterson, Grenny, McMillan, and Switzler.

Send your suggestion/s to Candy Cardwell at candy.cardwell@la.gov by 5:00 p.m. February 24, 2017. Good Luck!



Training Staff Introductions

Our staff is ready to assist you, but you may not be sure who to contact. Often, when you need answers to your questions, you don't know who to call. The list below should help you to find the right person.

Mary Leah Coco, Ph.D – 225-767-9167

- Associate Director, Technology Transfer and Training
- Manages the training units at LTRC
- Oversees all aspects of technology transfer for the department

Structured Training Programs

Cindy Twiner – 225-767-9125

- Structured Training Program Director
- Oversees Structured Training Programs (STPs), and program assignments
- Supports LEO/LSO for the department

Ted Ball – 225-767-9714

- Management Development Program Manager
- Administers and develops leadership and managerial skills training
- Serves as liaison for CPTP training

Keith Beard – 225-767-9186

- District Training Liaison
- Provides LEO/LSO and testing support
- Develops construction and materials training

Richard Black – 225-767-9135

- DOTD Program Specialist
- Provides assistance for math, budgeting and Standard Specifications Study Guide courses
- Develops web-based training

Candy Cardwell – 225-767-9166

- Transportation Curriculum Council liaison
- Develops special projects by request
- Designs training newsletter

John Dean – 225-767-9725

- Construction and Materials Program Manager
- Oversees the Inspector/Technician Certification Program
- Develops DOTD Quality Assurance program courses

Rex Ransome – 225-767-9193

- Headquarters Training Program Manager
- Administers New Employee Orientation (NEO) for training
- Develops training

Kelvin Stone – 225-767-9130

- Maintenance Training Program Manager
- Develops maintenance and safety training
- Oversees equipment training for the department

Patrick Frazier

- Asphalt Concrete Training Specialist
- Develops training for asphalt concrete certification
- Teaches Superpave Mix Design and Analysis course

External Training Programs

Angela Rovaris – 225-767-9141

- External Training Director
- Oversees the administration of DOTD specific programs and activities
- Provides knowledge transfer opportunities to the transportation community

Sandy Brady – 225-767-9716

- Librarian
- Assists DOTD staff with research
- Archives materials

Joyce Brignac – 225-767-9133

- ERDP & CO-OP Coordinator
- Manages and coordinates the CO-OP Student Employee Program
- Manages and coordinates the Engineer Resource Development Program (ERDP)

Allison Landry – 225-767-9134

- NHI/Individual Registration/Special Event Program Manager
- Coordinates National Highway Institute (NHI) training
- Oversees conference planning

LTRC Training Staff, continued from previous page

Melissa Lee – 225-767-9155

- Microsoft/CADD/Special Training Program Manager
- Oversees computer training contracts
- Manages various course contracts

Patrick Mehaffey – 225-767-9719

- Audio Visual Manager
- Manages and maintains AV equipment
- Researches technology trends and implements upgrades to our AV systems

Rebecca Rizzuto – 225-767-9187

- Training and Development Program Coordinator
- Coordinates materials and events for the TRAC™ & RIDES program
- Coordinates external program workshops, seminars, topics conferences, and special contracts

Garrett Wheat - 225-767-9144

- Teaching Associate, DOTD Leadership
- Develops leadership training
- Delivers leadership training

Brenda Wolfe – 225-767-9720

- TTEC Administrative Coordinator
- Assists with training room requests and statistics of classroom usage
- Assists visitors at TTEC

The Success Series offered by CPTP

The CPTP Success Series features monthly topics designed to give learners practical takeaways for the workplace. This series is comprised of webinars that provide one hour of self-development packed with useful strategies and techniques that you can start using immediately.

The webinars are held the third Thursday of every month at 1 p.m. You can view clips from previous webinars on the CPTP YouTube page here: https://www.youtube.com/channel/UCsYQ4_gw4ksDnPoFxChjrlA

So get registered today! Click on this link to register today: <https://attendee.gotowebinar.com/register/8634781848615503620>

Here's a list of upcoming webinars:

02/16/2017 – Update Your Writing Skills

03/16/2017 – Dealing with Irate Customers

04/20/2017 – Get Your MOJO Back!

In addition, the CPTP training blog is available at : <http://www.civilservice.louisiana.gov/Divisions/Training/Blog.aspx>

This blog covers topics relating to the training courses they offer as well as helpful hints for managing your work life.

Spotlight: UNO Computer Training

For over 25 years, LTRC in cooperation with the University of New Orleans has offered Personal Computer training for DOTD employees. Currently, classes in multiple levels are offered in: Microsoft Word, Excel, Outlook, Access, PowerPoint, OneNote, Publisher, and Windows. At this time, classes are taught in Microsoft Office 2013 and Windows 7.

The classes are either a one- or two-day format depending on the topic and level. The classes start at 8:15 a.m. and are completed by 3:30 p.m. Each employee earns .6 CEUs for a one-day class and 1.2 CEUs for a two-day class.

To enroll in a class, employees must pre-book in LEO. When a class is offered, employees in the pre-book list will receive an email indicating the date of the class. If you want to attend the class, you must book that class immediately.

It is extremely important to cancel a class if the employee cannot attend. Cancelling after the start date will cause removal from the pre-book list. The employee must go back into LEO to pre-book the class again. Canceling in a timely fashion allows someone else to book the class that is on the pre-book waiting list.

Attending classes is an excellent way to improve your computer skills. This can help an employee work more efficiently. If you have any question about pre-booking in LEO or the content of the classes, contact Melissa Lee at Melissa.Lee@la.gov or (225) 766-9155.

Frequently Asked Questions

What is a CEU?

CEU stands for Continuing Education Unit. A CEU is a unit of credit equal to 10 hours of participation in an accredited program designed for professionals with certificates or licenses to practice various professions. Examples of people who need CEUs include engineers, lawyers, CPAs, educators, nurses, architects, mental health professionals, and social workers. CEU records are widely used to provide evidence of completion of continuing education requirements mandated by certification bodies, professional societies, or governmental licensing boards.

- 1 Day Computer Class is 6 hours of participation and 2 day Computer Class is 12 hours of participation
- 1 Day = .6 CEUs – Calculated by taking 6 hours/10 hours
- 2 Day = 1.2 CEUs – Calculated by taking 12 hours/10 hours
- 10 participation hours = 1 CEU

What is a PDH?

A Professional Development Hour (PDH) is defined as one contact hour of instruction, presentation, or study. The term PDH is commonly used in the engineering community. The maximum PDH for a seminar that starts at 8 a.m. and ends at 5 p.m. with a one hour lunch is eight.

Can a PDH be converted into a CEU?

Yes. If you have accumulated a tremendous amount of PDH credits, you can turn them into CEU credits at a rate of 10 to 1 (PDH/CEU).

What is the major difference between a PDH and CEU?

Though these two types of credits (the CEU and the PDH) share some similarities, they are different. Some industries put more emphasis on the PDH while others are dedicated more to the CEU.

Generally, a PDH credit is "a contact hour of instruction or presentation." On the other hand, a CEU credit is generally used for continuing educational courses that are provided at higher educational organizations like colleges, universities, and other groups.

LTRC Turns Thirty

On March 8, 2017, we will celebrate the 30th anniversary of the creation of LTRC. LTRC was created in the 1986 regular session of the Louisiana Legislature via Act 137 (originating as Senate Bill No. 520), which was approved on June 26, 1986. This legislation (amended 1988, 1995) established the purposes and functions of LTRC in addition to the basis for administration and funding of the organization.

The 30th Anniversary Celebration Program is currently anticipated to begin at 9:00 a.m. with welcome remarks by Dr. Samuel Cooper, LTRC Director. Invited guests include Louisiana Governor The Honorable John Bel Edwards in addition to Louisiana Department of Transportation and Development dignitaries, federal and state officials, university representatives and transportation industry partners. Also, LTRC Associate Directors will be given the opportunity to speak and showcase why LTRC has been a leader in providing quality research and educational opportunities to the transportation community for the past 30 years. The anniversary program will be followed by a tour of the LTRC laboratories and conclude with a reception beginning at 4:30 p.m.

