LTRC
The Mile Marker

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New Training Lab

During the week of June 26-29, 2017, the first HMA Superpave Mix Design class was held at the Technology Transfer and Training Laboratory located at the Materials Laboratory. The purpose of the course was to inform contractor personnel of the foundational concepts necessary to become eligible to take the Asphalt Plant Certification Exam. Some concepts addressed in the course were Superpave Materials, Mix Design Steps and Design, and Basic Hot Mix Asphalt Plant Operations. The scores of the exam taken by the group averaged above the norm. We plan to hold classes in this new laboratory on a regular basis in the future.

The Mile Marker

Name the Newsletter Contest

And the winner is… **John Johnson,** former Project Manager, Section 34. Johnson received a copy of *Crucial Conversation Tools for Talking When Stakes Are High by Kerry Patterson and Joseph Grenny*. Congratulations to John Johnson and thank you to everyone who participated in the contest.

Time Management

Take control of your time…

All of us are guilty at one time or another of squandering time. The question is how do we find a balance of being effective, while staying on top of our responsibilities and enjoying what we do. Check out these tips and see if you can incorporate some of them into your daily routine.

1. **Evaluate and revise your time as needed**
   Every morning schedule time to revisit your tasks and update your priorities.

2. **Learn to say "NO!"**
   Thinking you're a bad person for saying no is a symptom of "the disease to please." Burnout is typical of someone that takes on too much and has a hard time saying no. Learn to say no and not dread a lot of unwanted obligations.

3. **Sharpen your saw**
   If you are familiar with the practices of Stephen Covey, you will understand this. Bottom line, set aside some time each day to renew yourself. Failing to devote time for yourself will eventually have a negative impact on your productivity and effectiveness, as well as on short-and long-range performance. Personal and professional development does not have to be "formal training." It can be as easy as reading a book, meditating for 5-10 minutes, exercising, and/or eating healthy.

4. **Reconsider multi-tasking**
   It was once thought people that could multi-task got more accomplished. More and more this concept has been challenged with employers being more interested in outcomes than efforts. Studies reflect that when people do tasks over and over again they have a tendency to go on "autopilot" therefore not giving the same attention to detail. Or people trying to text during a meeting/training won't hear

and pick up on everything being discussed.The major problem when employees multi-task, going back and forth between two mental activities, they lose some time and efficiency of brain function that robs them of effective accomplishment of one activity and/or both.

5. **Control your technology**
   Most employees carry a smartphone that they use to track, schedule, and coordinate appointments, meetings, and other work and personal events. We use our devices to communicate quickly with family, friends, and colleagues. The goal is to use our devices to help us manage our lives, but more often than not we become so dependent that we lose sight of their purpose and what is important becomes secondary. Remember, you can turn the phone and other devices off and be totally in tune with the moment.

6. **Distinguish urgent from important**
   Once you determine whether something is urgent or important, it becomes easier how to proceed. Urgent tasks are those that need to be dealt with immediately and are things like phone calls, tasks with impending deadlines, and situations where you have to respond quickly. Important tasks contribute to achieving our goals whether professional or personal. These include things like that book you want to write, the presentation you would like to make to get a promotion, or the vacation you promised your family. When we know which activities are important vs. urgent, we can overcome the natural tendency to focus on unimportant activities, therefore clearing time to do what is essential for success.

Try a few of these tips and see if you can manage your time more effectively.

Excerpt from CPTP Success Series, Take Control of Your Time

Welcome Amy and Susan to our Team!

Amy Christen, LSU Teaching Associate 4, joined the LTRC Technology Transfer and Training Team this May. Amy's former experience includes six years of teaching and six years as a state employee. She has earned a master's degree in education from Northwestern State University and is finishing her doctorate in education with an emphasis in curriculum and instruction. Originally from Pineville, Louisiana, Amy has been in the Baton Rouge area for seven years.

Amy is assigned to the Construction and Materials Training Unit teaching Highway Plan Reading and doing instructional design. She is currently working on a certification program for the Automated Profiler, which tests pavement smoothness. She is also working on converting our Project Management course from instructor-led to web-based. Welcome Amy!

Amy can be reached via email at Amy.Christen@la.gov or on her direct office line at 225-767-9743.

Susan Nichols, Training Records Manager, joined the LTRC Technology Transfer and Training Team in July. She has a Bachelor of Science in Computer Science and a Master of Science in Systems Science, both from LSU. Susan worked for DOTD for over 30 years and retired as an Information Technology Consultant.

Susan was instrumental in the effort to convert from ETRN training records system to the new state learning management system LEO/LSO. Susan's position was created to maintain the LEO/LSO and DTRN learning management systems and keep them up-to-date by assigning course names, adjusting structured training programs, and transferring data from LEO/LSO to DTRN. She also creates SOPs and training for LEO/LSO users, coordinators, and administrators to aid in the reporting process. Welcome Susan!

Susan can be reached via email at **Susan.Nichols@la.gov** or on her direct office line at 225-767-9140.

Transportation Curriculum Council

DOTD Training and the Transportation Curriculum Council (TCC)

For many DOTD employees, training isn't something you think much about. When you're hired, your position is assigned to a Structured Training Program (STP), and your training schedule is outlined for you. As you change positions, your training program may be modified. This doesn't just happen by accident, every training offered by DOTD has gone through a process outlined in PPM, No. 47 and PPM, No. 59 and they are overseen by the Transportation Curriculum Council (TCC).

What is PPM 47?

PPM No. 47 was established to direct the LTRC Transportation Curriculum Council (LTRC-TCC) and subcommittees to advise and assist LTRC in prioritizing, developing, evaluating and implementing related training, workforce development, and educational services for DOTD and its public and private transportation industry partners.

What is the Transportation Curriculum Council (TCC)?

The TCC is a formal group of 13 council members from a cross section of individuals in various technical and supportive disciplines that assist DOTD with the Department's training to meet the needs of public and private industry transportation partners. The council members serve in an advisory capacity to the Director of LTRC and meet two-four times a year.

In addition to the council members, there are seven subcommittees. The subcommittees research and make recommendations to the council based on their subject matter expertise in the following areas: Engineering, Operations, Planning, Educational Outreach and Leadership, Management and Finance, Core Skills, and Multimodal Commerce.

The TCC and DOTD's training team use a variety of tools and means to develop and implement the best training possible for our staff. One common tool is a needs assessment, which is being conducted at this time within two of our sections. Through this needs assessment, it will be determined what training is needed and any technical

gaps. This will give the team the information they need to develop a plan and make recommendations to the TCC for consideration. Once training is developed and approved, the material will be used in a pilot training program. When you see changes in your Structured Training Program, you know that the TCC is working diligently behind the scenes to ensure you have the necessary training to do your job to the best of your ability and as safely as possible.

Since it's start, the TCC has facilitated the following:

- Initiated Development of new courses
- Update and revision of all Structured Training Programs (STP)
- Consolidation/streamlining of all STPs
- Creation of new Management Development STPs
- Creation of new Administrative Assistant/Coordinator STPs
- Transfer of all training records from ETRN to LEO
- Development and implementation of new Intranet page for training reporting
- Update of the Training Course Catalog

Frequently Asked Questions

What should I do if I don't get credit on my transcript for a web-based course taken on LEO/LSO?

We all have to take web-based courses in LEO/LSO, some for Structured Training and others that are statewide employee requirements. It's frustrating to complete a course and not see it recorded on your training transcript. If this happens to you, take the following steps:

- Sometimes credit does not show up on your transcript until the next day, so wait until then before you contact anyone. LEO/LSO is updated every night and this usually takes care of the problem.
- If the course has been created by DOTD (it will have DOTD in the title), contact your training liaison or training coordinator. They will then contact Cindy Twiner or Ted Ball at LTRC to look into the problem. LTRC can give you credit for any course we created. The District Training staff can also give credit.
- If DOTD does not "own" the course, if it was created by another group, such as CPTP, you will, again, contact your training liaison or coordinator. They will, in turn, contact Cindy Twiner or Ted Ball at LTRC. They will take care of contacting the people responsible for the course and ask them to give you credit, but only if you have a certificate of completion.

It is very important to print a course completion certificate at the end of the course if that is an option. This is especially true for *CPTP Preventing Sexual Harassment, Code of Ethics for Public Servants, and Defensive Driving*. The owners of these courses **will not** give credit without a certificate. Scan the certificate and send it to LTRC with the request for course credit.

Not all DOTD courses have certificates. LTRC evaluates requests for credit for these courses on an individual basis. If you have a training question(s) that you believe will benefit DOTD staff, please feel free to send an email to Candy Cardwell at candy.cardwell@la.gov titled FAQs.

DOTD/UNO Computer Classes

It's that time of year and we are ready to start teaching computer classes for the 2017-2018 fiscal year. A list of classes with descriptions can be found here: 2017-2018 Computer Classes.docx

If you would like to take any of the classes, please follow the steps below:

- Log into LEO.
- Go to the My Training Tab.
- Under "Find" in the search term field, type in DOTD PC and the list of all the courses offered will be listed.
- When you select a class that you wish to take, it will either show up with an available class date or an option to prebook.

Please prebook any classes that you wish to take because this is how we now determine which classes will be offered.

- Once you prebook for a class, each time a new class date is created you will receive an email with the new course offerings. At that time, if you are available for that date you must go back into LEO and book this class.
- If you choose to not book any of the available dates, your name will stay on the prebooking list until the class is taken.

It is critical that we fill all of the classes with 10 students in the districts and 20 students at TTEC. We are under contract to the University of New Orleans to meet the minimum standards to keep training affordable. If you cannot attend a scheduled class, please call or email Melissa (see below) to allow her the opportunity to fill the seat with another student. Please remember that once you have commited to a class, TTEC must pay for your seat even if you don't attend.

If you have questions or need additional information, please contact Melissa Lee at melissa.lee@la.gov or 225-767-9155.

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