

Learning and Performance's Pathways to Progress in 2026

Your Learning, Your Way: In-Class or Online! Looking to grow your skills, boost your professional confidence or take the next step in your career? Our sessions are designed with you in mind - practical, engaging and tailored to help you define your own path. Whether you're exploring something new or building on existing skills, there's opportunities available for everyone. Do you prefer the energy of a live session? Join our **Learning Lab** for facilitator-led sessions with real time engagement and collaboration. Need the flexibility of online learning? Explore our **Anytime Academy** library on NeoGov, featuring over 600 courses at your fingertips.

Your next learning opportunity is just a click - or a classroom - away. Two ways to learn with a single goal: **Your Growth!**



The Learning Lab: LIVE!

2026 Harassment and Discrimination *

Communication and Customer Service

- **Hear Me Out: Mastering the Art of Listening - ****
- **From Conflict to Collaboration: Turning Tension into Teamwork - ****
- **Tough Talks, Better Outcomes: Mastering Difficult Conversations - ****
- **Say It Right: The Art of Effective Communication**
- **Speak to Lead: Communications Skills for Impact - ****

Personal Effectiveness / Leadership and Team Work

- **Fundamentals of Emotional Intelligence**
- **Mirror Moments: Building Emotional Intelligence through Self-Awareness**
- **Mastering the Moment: The Power of Self-Management**
- **Mastering Empathy: The Power of Walking in Their Shoes**
- **The People Factor: Mastering Relationship Management**
- **Leading with Emotional Intelligence: Building Trust, Driving Results - ****

Leadership and Teamwork

- **Navigating NeoGov for Hiring Managers - ****
- **Hire Ground: Mastering the Art of Interviewing and Selection - ****
- **Onboarding That Works - Driving Engagement from Offer to Impact - ****
- **Teamwork that Works: Building Better Together**
- **Motivate to Elevate: Inspiring Teams to Thrive - ****

Technical and Operational Efficiency / Problem Solving and Innovation

- **Accountability Advantage: Managing for Results - ****
- **Performance Coaching for Growth - ****
- **Driving Performance: Strategies for Improvement and Accountability - ****
- **Thriving Through Chaos: The Power of Resilience**
- **Leading Through Change: From Resistance to Resilience - ****
- **Aim, Align, Achieve: Mastering Goal Development**
- **Driving Results Together: Leveraging Accountability for Team Goals - ****
- **Managing Mental Health in the Workplace - ****
- **From Chaos to Clarity: Planning for Productivity**
- **Professionalism in the Workplace**
- **Tech Tools For Today's Workplace**
- **Plan, Prioritize and Perform: The Secrets of Effective Time Management**

* Required for all City employees

** Indicates session is recommended for all Supervisors and Managers

Learning in Action: Explore Our Live Training Lineup

Accountability Advantage: Managing For Results (1 Hour): Empower your team to achieve their full potential and contribute to organizational success with our comprehensive and practical Performance Management training session. This engaging and interactive course provides managers, supervisors, with the knowledge, tools, and techniques to motivate employees, align individual goals with organizational objectives, foster development, and drive results. Learn how to move beyond traditional appraisals to create a continuous and impactful performance management process.

Aim, Align, Achieve: Mastering Goal Development (1 Hour): Unlock your potential and chart a clear path to success with our fun and practical Goal-Setting experience. This highly interactive session is designed to equip you with the knowledge, tools, and techniques to effectively set meaningful, achievable, and motivating goals in both your personal and professional life. Move beyond vague aspirations and learn a proven framework for transforming your dreams into reality.

Driving Performance: Strategies for Improvement and Accountability (1 Hour): This session provides managers with the tools and techniques to address performance challenges effectively and constructively. Learn how to identify performance gaps, hold meaningful improvement conversations, and support employees in meeting expectations. You'll leave this session confident in your ability to address performance concerns and create action plans that guide your team to success.

Driving Results Together: Leveraging Accountability for Team Goals (1 Hour): This training session is designed for team leaders who want to enhance their collective ability to achieve shared goals. Participants will learn how to foster a culture of accountability within their teams, establish clear expectations, provide constructive feedback, and support each other in reaching targets.

From Chaos to Clarity: Planning for Productivity (1 Hour): Take control of your tasks, projects, and priorities with our comprehensive and practical Planning and Organization training session. In today's fast-paced environment, effective planning and organization are crucial for achieving goals, managing workload, and reducing stress. This interactive and engaging course will equip you with proven strategies, practical tools, and actionable techniques to enhance your ability to plan effectively, organize your work environment, prioritize tasks, and ultimately boost your productivity and efficiency in both your professional and personal life.

From Conflict to Collaboration: Turning Tension into Teamwork (1 Hour): Transform conflict from a destructive force into an opportunity for growth and stronger relationships with our practical and empowering Conflict Resolution session. Conflict is a natural part of any workplace or personal interaction. However, the way we manage conflict can significantly impact productivity, morale, and overall well-being. This interactive and skills-based training session provides you with proven strategies and techniques to effectively navigate disagreements, resolve disputes constructively, and build stronger, more resilient relationships.

Fundamentals of Emotional Intelligence: Awareness, Empathy, Impact (1 Hour): Emotional Intelligence (EQ) is a key driver of effective communication, strong relationships, and professional success. This session introduces the core components of EQ - self-awareness, empathy and interpersonal impact - and explores how they influence workplace dynamics. Through reflection and practical strategies, participants will learn how to better understand themselves and others to build trust, navigate challenges, and improve emotional insight.

Hear Me Out: Mastering the Art of Listening (1 Hour): Transform your communication skills and build stronger connections with our engaging and practical Active Listening Training session. In today's fast-paced world, truly hearing and understanding others is a vital yet often overlooked skill. This interactive session will equip you with the essential techniques and mindset to become a more effective active listener, leading to improved communication, stronger relationships, increased understanding, and reduced misunderstandings in both your personal and professional life.

Hire Ground: Mastering the Art of Interviewing and Selection: Ready to take your hiring game to the next level? *Hire Ground* is a dynamic and interactive training session designed to equip hiring managers with the tools, techniques, and confidence to make smart, fair and effective hiring decisions. From crafting insightful interview questions to recognizing unconscious bias and select the best-fit candidate, this course blends practical strategies with real-world scenarios to help you build stronger teams - one great hire at a time. Whether you're new to interviewing or looking to sharpen your skills, you'll walk away with actionable insights and a refreshed approach to talent selection.

Leading Through Change: From Resistance to Resilience (2 Hours): Equip yourself and your team with the essential skills and strategies to navigate change effectively, minimize disruption, and maximize successful adoption with our comprehensive Change Management training session. Change is constant in today's dynamic environment. This interactive and practical course provides a robust framework, proven methodologies, and actionable tools to understand the human side of change, lead change initiatives successfully, and build a resilient and adaptable organization. Whether you are leading a major transformation or supporting change within your team, this session will empower you to navigate the complexities of change management with greater confidence and achieve desired outcomes.

Leading with Emotional Intelligence: Building Trust, Driving Results (2 Hours): Emotional intelligence (EQ) is not a "soft skill"—it is a critical driver of leadership success, employee engagement, and organizational resilience. This intensive session is designed to equip you with the practical frameworks and actionable skills needed to lead with greater empathy, clarity, and impact. We will deconstruct the four core domains of emotional intelligence, providing you with a roadmap for both personal growth and team development.

Managing Mental Health In the Workplace (1 Hour): This course provides a comprehensive introduction to the principles of mental health management, equipping participants with the knowledge and practical skills to promote well-being, recognize signs of mental health challenges, and navigate support systems effectively. Whether you are an individual seeking to enhance your own mental wellness, a manager looking to support your team, or simply someone interested in learning more about this crucial aspect of overall health, this course offers valuable insights and actionable strategies.

Mastering Empathy: The Power of Walking in Someone Else's Shoes (1 Hour): Develop your ability to connect with and understand others on a deeper level with our insightful and practical Social Awareness of Emotional Intelligence training session. Building upon self-management, social awareness is the third crucial pillar of emotional intelligence. This interactive course focuses on developing your capacity to accurately perceive, interpret, and respond effectively to the emotions, needs, and concerns of others. Through engaging exercises, real-world scenarios, and practical techniques, you will learn to cultivate empathy, enhance your understanding of group dynamics, and

navigate social situations with greater skill and sensitivity, leading to stronger relationships and improved collaboration.

Mastering the Moment: The Power of Self-Management (1 Hour): Take control of your emotional responses and enhance your effectiveness with our practical and transformative Self-Management of Emotional Intelligence training session. Building upon the foundation of self-awareness, this interactive course delves into the crucial skills of self-management – the ability to regulate your emotions, thoughts, and behaviors effectively in various situations. Through engaging exercises, real-world scenarios, and proven techniques, you will learn how to manage stress, control impulses, adapt to change, pursue goals with persistence, and maintain a positive outlook, ultimately leading to greater personal and professional success.

Mirror Moments: Building Emotional Intelligence Through Self-Awareness (1 Hour): This course delves into the fundamental principles of self-awareness, a cornerstone of emotional intelligence and personal effectiveness. Through engaging activities, reflective exercises, and insightful discussions, you will gain a deeper understanding of your own emotions, thoughts, values, strengths, and weaknesses.

Motivate to Elevate: Inspiring Teams to Thrive (1 Hour): Unlock the full potential of your team by mastering the art of engagement and motivation in this dynamic and practical training session. Highly engaged and motivated teams are the driving force behind organizational success. This interactive course provides leaders, managers, and team members with actionable strategies and proven techniques to foster a thriving team environment where individuals are inspired, connected, and driven to achieve collective goals. Learn how to create a culture of enthusiasm, collaboration, and high performance.

Navigating NeoGov as a Hiring Manager (1 Hour): In today's digital hiring landscape, understanding how to effectively navigate and use the tools available in NeoGov is an essential skill. This interactive session will demystify the process, from position requisition to candidate's first day and every step in between. You will gain practical insights on how to screen candidates, conduct interviews and select your new team members efficiently and in compliance with organizational and legal standards.

Performance Coaching for Growth: Giving Feedback that Fuels Performance (1 Hour): Effective feedback and coaching are essential tools for developing talent, improving performance and building trust in the workplace. This session equips managers and supervisors with practical tools to deliver effective feedback and coach employees to motivate, foster accountability, and support continuous team development.

Onboarding that Works: Driving Engagement from Offer to Impact (1 Hour): Great onboarding doesn't just happen - its carefully designed to set the tone, build early engagement and help new team members hit the ground running. This upbeat and practical session gives hiring managers the tools to create a smooth, welcoming, and effective onboarding experience for new hires, from pre-day-one prep through the first six months. We'll cover best practices, common pitfalls, and creative ways to make onboarding more than just paperwork. Because when you get onboarding, everyone wins.

Plan, Prioritize and Perform: The Secrets of Effective Time Management (1 Hour): In today's demanding environment, mastering your time is essential for both professional success and personal well-being. This interactive and engaging course provides you with proven strategies, practical tools, and actionable techniques to prioritize tasks, manage distractions, overcome procrastination, and ultimately gain control of your time, leading to increased productivity, reduced stress, and a greater sense of accomplishment.

Say It Right: The Art of Effective Communication (1 Hour): Communication is the cornerstone of success in any career. This course teaches you how to be a more **impactful and intentional communicator**. Through interactive exercises and real-world scenarios, you will learn to improve your ability to connect with colleagues, residents, and stakeholders and create a more collaborative and productive work environment.

Speak to Lead: Communication Skills for Impact (1 Hour): Strong leaders communicate with clarity, confidence and purpose. This interactive session explores the essential communication skills that drive influence, built trust, and inspire action. Participants will learn how to tailor their message, actively listen, and deliver feedback that resonates - whether in one-on-one conversations or group settings.

Teamwork that Works: Building Better Together (1 Hour): This hands-on training session equips participants with concrete tools and techniques they can immediately apply to enhance collaboration within their teams. Through interactive exercises and real-world scenarios, you'll learn how to facilitate effective meetings, brainstorm creatively, and work together seamlessly to achieve results.

The People Factor: Mastering Relationship Management (1 Hour): Enhance your ability to connect, influence, and collaborate effectively with our comprehensive Relationship Management pillar of Emotional Intelligence training session. Building upon the foundations of self-awareness, self-management, and social awareness, this interactive course delves into the critical skills of relationship management. You will learn practical strategies and techniques to foster strong, healthy relationships, navigate complex social dynamics, inspire and influence others, work collaboratively in teams, manage conflict constructively, and ultimately build a network of supportive and productive connections in both your personal and professional life.

Professionalism in the Workplace (1 Hour): Project confidence, build credibility, and foster a positive work environment with our comprehensive Professionalism in the Workplace training session. This interactive and practical course is designed to equip individuals at all levels with the essential skills and behaviors that define professionalism in today's diverse and dynamic workplace. Through engaging discussions, real-world scenarios, and practical exercises, you will learn how to enhance your communication, conduct, and overall presence to create a positive impact and contribute to a respectful and productive work environment.

Tech Tools for Today's Workplace (1 Hour): Staying ahead of your to-do list means knowing how to leverage the right technology. This interactive training session introduces some essential digital tools that enhance communication, streamline workflows and boost productivity across teams and departments. Whether you're navigating tech on the go, managing projects, or simply looking to work smarter instead of harder, this session will equip you with practical knowledge and hands on tips for using our most impactful tech tools from collaboration platforms to task management

Thriving Through Chaos: The Power of Resilience (1 Hour): Navigate uncertainty and bounce back stronger with our dynamic and practical Adaptability and Resilience Training Session. In today's rapidly evolving world, the ability to adapt to change and recover from challenges is more critical than ever. This engaging and interactive session is designed to equip you with the mindset, tools, and strategies to embrace change, navigate setbacks effectively, and thrive in the face of adversity, both personally and professionally.

Tough Talks: Better Outcomes: Navigating Difficult Conversations with Confidence (1 Hour): Navigate challenging interactions with confidence and skill in our comprehensive Difficult Conversations course. Difficult conversations are an inevitable part of both professional and personal life. This highly interactive and practical course equips you with a proven framework, effective communication techniques, and practical strategies to approach challenging discussions with greater ease, reduce anxiety, and achieve positive outcomes. Learn how to navigate sensitive topics, manage emotions, address conflict constructively, and build stronger relationships through effective dialogue.

2026 Harassment and Discrimination (1 Hour): This session equips employees with the knowledge and tools to recognize, prevent and respond to harassment and discrimination in the workplace. Employees will learn about key policies, legal responsibilities and how to foster a culture of respect and inclusion.

How to Enroll

You can register for any of the Learning Lab or Anytime Academy classes in four easy steps:

- Log into your NeoGov account at [NeoGov.com](https://neogov.com).
- Select SSO, then enter the employer code *littlerock* along with your network login credentials to land on your dashboard.
- To review learning sessions you can:
 - Select “Browse Training Catalog” OR
 - Select Training in your menu and then select Course Catalog.*
- You can find the class by using the search bar.

*Select View Calendar to browse all available Learning Lab sessions.

Wellness Lunch and Learn Series

Take a break and join us for lunch for a refreshing series designed to support your mind, body and spirit's well being. Each session in our Wellness Lunch & Learn Series offers practical tips, expert insights, and simple strategies to help you thrive at work and beyond. From cooking tips to financial management, these bite-sized sessions are your mid-day boost for a healthier, more balanced you. For more information, contact our Wellness Coordinator, Christopher Barnett @ cbarnett@littlerock.gov

Mid Manager Meetings

Are you a mid-manager at the City? Then our series of mid-manager meetings is for you. These monthly meetings offer a collaborative platform where leaders can align on organizational priorities, share updates from their teams, and tackle cross-departmental challenges.

Purpose and Benefits

- **Consistency in Communication:** Ensure clear and unified messaging across the organization.
- **Reinforcing Strategic Goals:** Align efforts with the overall objectives of the City.
- **Exchange of Best Practices:** Provide a space for managers to share insights and problem-solve together.
- **Learning:** Engage in collaborative development through our guest speaker series and insightful topics facilitated by our leadership team.
- **Strengthening Leadership Cohesion:** Offer visibility into broader initiatives, empowering managers to communicate effectively with their teams.

Ultimately, these meetings promote alignment, accountability, and collaboration throughout our management team. Contact Kelley Hughes at kahughes@littlerock.gov OR HRLearning@littlerock.gov for more information.

Supervisor Synergy

Are you leading a team and looking to stay in the loop, grow your leadership skills, and connect with fellow supervisors? Then our Supervisor Synergy Meetings are just for you!

These sessions will provide critical resources to help you:

- **Stay in Sync:** Get the latest updates and ensure everyone's on the same page.
- **Keep It Strategic:** See how your team's work connects to the City's big-picture goals.
- **Swap Smart Ideas:** Share what's working, learn from others, and tackle challenges together.
- **Learn & Grow:** Hear from guest speakers and dive into leadership topics that matter.
- **Build Connections:** Get a better view of what's happening across departments and strengthen your leadership network.

These meetings are all about collaboration, clarity, and community—helping you lead with confidence and purpose.

Want to learn more? Contact Tamaría Wright at rwright@littlerock.gov or HRLearning@littlerock.gov. We'd love to have you join us!

Office of Engagement and Opportunity

Invest in your growth - and our shared commitment to our community. The Office of Engagement and Opportunity offers training and resources designed for all City employees supporting both individual development and organizational excellence. Join us as we learn, grow and advance the City's mission together. To learn more about upcoming events, contact OEO@littlerock.gov