



LOUISIANA DEPARTMENT OF STATE
CIVIL SERVICE

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GENERAL CIRCULAR NUMBER 2012-017

DATE: May 25, 2012

TO: Heads of State Agencies and Human Resources Directors

SUBJECT: MindLeaders Online Learning Center

The Comprehensive Public Training Program (CPTP) is constantly looking for ways to increase efficiency, improve processes, and take an innovative approach to statewide training. Our focus on training is to take the actions needed to make and deliver the desired results and ensure that it is connected to the business need of an agency.

The contract-provided online learning service from MindLeaders, which is currently used by state employees, will end on June 29, 2012. At this time, there are no plans to renew this contract. Currently, several agencies require their employees to complete training courses offered through the CPTP online library. To fulfill the need for these courses, CPTP conducted research on the current system, and determined the courses most actively used by state employees and their supervisors. CPTP is using this information to create new online courses available to all employees through the LEO My Training system. All employees will be able to book and complete these courses in the system starting July 1, 2012. More information will be sent out about this new course program to training coordinators and directors.

The following course titles and topics are examples of the new on-line courses that will be available after July 1, 2012. These courses will replace comparable courses currently provided.

- Customer Service: Overview
- Customer Service: Interacting with Customers
- Stress Management
- Dealing with Difficult People
- Diversity in the Workplace
- Business Writing
- Grammar
- Time Management
- Project Management
- Software/Productivity Resources
 - Microsoft Office
 - Lotus Notes
 - Adobe Software
 - Math Skills

For employees who have previously completed courses in the online training library, training completions will be uploaded into the LEO My Training system. Employees can expect to see these completions reflected on their LEO Training Transcript by the end of July or early August 2012. Only courses that were successfully completed, will be transferred to the LEO My Training system. Employees will no longer have access to the MindLeaders online learning library system after June 29, 2012.

If you have questions about this general circular, please contact CPTPLSO.Coordinator@la.gov.

Sincerely,

s/Shannon S. Templet
Director