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## GENERAL CIRCULAR NUMBER 2022-007

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**DATE:** January 28, 2022

**TO:** Heads of State Agencies and Human Resources Directors

**SUBJECT:** Telework Training Courses

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State Civil Service is pleased to announce a number of new resources available for agencies and agency employees who are participating in telework programs. Telework, when appropriate, can be a tool agencies can use to attract and retain talented workers, achieve efficiencies, and access broader and more diverse labor markets.

Telework, however, is not without pitfalls. Keeping teleworkers engaged, productive, and accountable takes an enhanced supervisory skillset. Supervisors need an understanding of e-Leadership, a set of competencies and skills that allow supervisors to coach, direct, and engage teleworkers. Teleworkers also need to have keen prioritization, organization, and time management skills to manage their work in an environment that may be less formal or structured than a traditional office.

To support teleworkers and their supervisors, SCS's Comprehensive Public Training Program (CPTP) has created and curated a number of training courses expounding on critical concepts and behaviors of successful e-Leaders and teleworkers. In addition to some newly created trainings, we have also packaged recordings of previous Success Series Webinars that discuss telework in LEO. The list below includes the Course Name, the course name as it appears in LEO, and a search term learners can use in LEO's Find box for quick access to the courses:

| <b>COURSE NAME</b>                     | <b>LEO COURSE NAME</b>                        | <b>SEARCH TERM</b> |
|--|---|--------------------|
| <b>Teleworking for Employees</b>       | <i>CPTP SCS Teleworking for Employees WBT</i> | Telework           |
| <b>Managing Teleworkers</b>            | <i>CPTP SCS Managing Teleworkers WBT</i>      | Telework           |
| <b>Virtual Meeting Etiquette</b>       | <i>CPTP SCS Virtual Meet Etiquette WBT</i>    | Etiquette          |
| <b>Time Management for Teleworkers</b> | <i>CPTP Time Management Telework WBT</i>      | Telework           |

|   |   |          |
|---|---|----------|
| <b>Developing Others</b>                                      | <i>CPTP SCS Comp Develops Others WBT</i>      | Develop  |
| <b>Success Series Webinar: Working Remotely</b>               | <i>CPTP SCS SSW Working Remotely Mar 2020</i> | Remote   |
| <b>Success Series Webinar: Managing Remotely</b>              | <i>CPT SCS SSW Managing Remotely Mar 2020</i> | Remote   |
| <b>Success Series Webinar: Best Practices for Teleworkers</b> | <i>CPTP SCS SSW Best Practices Mar 2020</i>   | Practice |
| <b>Success Series Webinar: Virtual Communication</b>          | <i>CPTP SCS SSW Virtual Comm Mar 2020</i>     | Virtual  |
| <b>Success Series Webinar: Virtual Presence</b>               | <i>CPTP SCS SSW Virtual Presence Jun 2020</i> | Virtual  |

All classes will be available to learners on January 31, 2022.

Please note that **Teleworking for Employees** is a required course for all classified employees who participate in telework. Similarly, **Managing Teleworkers** is required for all classified supervisors who supervise teleworkers. While these courses should be completed prior to the beginning of any telework arrangements, SCS realizes that some telework agreements predate the release of these courses.

State Civil Service strongly recommends that employees currently teleworking and their supervisors complete the mandatory courses within 30 days of their release. Otherwise, all employees currently teleworking should complete the training course(s) by June 30, 2022 or a date established by their approved agency telework policy, whichever occurs first.

SCS has curated additional resources including a sample telework policy, HR Handbook Updates concerning telework, and quick links to [General Circular 2022-004](#), which discusses rule changes to Chapters 1, 11, and 18 of the Civil Service Rules to accommodate/facilitate telework. All of this information may be found on our new [Telework Resources](#) web page.

SCS will continue to curate relevant and useful resources for successful telework on this page.

Please direct any questions regarding the training offerings to Dana LeBherz, Talent Development Administrator, at [dana.lebherz@la.gov](mailto:dana.lebherz@la.gov). Please direct any inquiries regarding the sample telework policy, HR Handbook or rule changes to your Agency Relationship Manager.

Sincerely,

s/Byron P. Decoteau, Jr.  
State Civil Service Director