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December 13, 2017
Finding Classes and Online Courses in Learn (learn.uaex.edu)

There are two ways to locate specific classes and online courses in the Learn online website at learn.uaex.edu. 1) Use the “Search Courses” function that is found on the Learn home page and on many other pages in Learn. 2) Identify the core competency area under which the course may be catalogued and follow the competency category trail to the course you are trying to locate.

Using the “Search Courses” function in Learn:

To use the “Search Courses” function, simply go to a page in learn that has the “Search courses:” box in the upper section of the webpage (the Learn home page is a good place to start). Enter the title of the course you are seeking or enter some of the keywords in the title or description of the class. For example, if you are looking for the “Banner Basics: Requisitions (FY18) course, you might enter the entire class title or just one word from the title. Be aware that entering words that are commonly found in many of the class titles or descriptions will bring up a larger list of classes than if you enter title of the class or some specific key words unique to the course. If you were to enter “office” as the only key word, the list of classes would include any class that used the word “office” in the title or description. Because “office” is used frequently in course descriptions, this would result in a long list of courses to scroll through to find your specific searched course. Try to be as specific as possible when using key words in searches.

Finding Learn In-Service Training Courses Using Extension Core Competencies:

The in-service training courses are arranged in Learn based upon the six core competency categories that have been identified for Arkansas Extension workers. (See the list of Extension Core Competencies and their definitions below). When trying to locate a course within Learn, first identify or think about what competency category the course may fall under (example: Communication). Select the “Courses” tab at the top of the Learn homepage. Select the appropriate core competency category from the list.

When the page for that competency area opens up, select the name of the course for which you are searching. If there are subcategories under the chosen competency category (e.g., Agricultural and Natural Resources is a subcategory under Subject Matter Expertise and, likewise, Animal Science is a subcategory under Agricultural and Natural Resources), select the appropriate subcategory until you arrive at the list of individual courses under those subcategories. Click on the course name once you find the course you are seeking.
July 2017 – June 2018 In-Service Training Courses in Learn
Online In-Service Courses Available July 1, 2017 – June 30, 2018
(Note: For more information on each course, please reference the course in learn.uaex.edu)

Tech Tuesdays – Tech Tuesday sessions are presented on a variety of timely technology topics and are scheduled every other Tuesday throughout the year, based on need for the information and presenter availability.

Subject Matter Expertise > Agriculture and Natural Resources:
- Core Entomology, Year 1 (FY18)
- Core Entomology, Year 2 (FY18)
- Poultry Farm Energy Efficiency (FY18)
- On Farm Grain Drying (FY18)

Subject Matter Expertise > Family and Consumer Sciences:
- Arkansas Food Preservation: Preserving the Bounty (FY18)
- Building Financial Stability (FY18)
- Managing Stress (FY18)

Subject Matter Expertise > Community and Economic Development:
- Introduction to County Government in Arkansas, Part I (FY18)
- Introduction to County Government in Arkansas, Part II (FY18)

Communications:
- Presentation Skills for Extension Educators (FY18)

Organizational Knowledge:
- Extension 101 (FY18)
- Staff Chair & Mentor Onboarding Training (FY18)
- New Agent Onboarding and Mentoring (FY18)
- Effort Certification at UACES (FY18)
- Southern Extension History (FY18)
- AIMS Help Webinar (FY18) (Monthly Zoom meeting covering a variety of reporting/accountability topics)
- Mentables (FY18) (Monthly Zoom meetings for new agents covering a variety of topics)

Program Development:
- Program Development with Logic Models (FY18)

Technology:
- Banner Basics: Requisitions (FY18)
- Instructional Design 101 (FY18)
- Beginner Website Online Self-Paced Video Training (FY18)
July 2017 In-Service Training at a Glance

19th

Keeping Arkansas Dollars at Home (FY18), Little Rock, Time: 9:30am – 3:30pm
August 2017 In-Service Training at a Glance

3rd
*Rice College (FY18)*, Stuttgart, Time: 8:00am – 5:00pm

8th
*Staff Chair Training (FY18)*, Little Rock State Office, Time: 10:00am – 4:00pm

14th
*Extension Impact Report Writing – Delta District, Section I (FY18)*, Zoom, Time: 2:00pm – 3:30pm

15th
*Extension Impact Report Writing – Ozark District, Section I (FY18)*, Zoom, Time: 10:00am – 11:30am

16th
*Extension Impact Report Writing – Ouachita District, Section I (FY18)*, Zoom, Time: 10:00am – 11:30am

17th
*All About Yard Trees: Session 1 of 3: Tree Growth and Development (FY18)*, Zoom, Time: 9:00am – 10:30am

4-H In School Training (FY18), Arkansas 4-H Center, Ferndale, Time: 9:00am – 4:30pm

22nd
*Using Herbicides in Forest Management (FY18)*, Little Rock State Office, Time: 9:00am – 2:00pm

23rd
Forages Training – WREC (FY18), Fayetteville, Time: 8:30am – 4:00pm

29th
*Writing FY17 SNAP-Ed Impact Reports, Section I (FY18)*, Zoom, Time: 10:00am – 11:00am

29th-30th (Two Days)
*CANCELLED - Communications College, Section I (FY18)*, Arkansas 4-H Center, Ferndale, Time: 8/29 – 9:00am – 4:00pm, 8/30 – 8:00am – 4:00pm

30th
Forages Training – SWREC (FY18), Hope, Time: 8:30am – 4:00pm

31st
*EFNEP Statewide Training (FY18)*, Little Rock State Office, Time: 9:30am – 4:30pm

*Writing FY17 SNAP-Ed Impact Reports, Section I (FY18)*, Zoom, Time: 10:00am – 11:00am
September 2017 In-Service Training at a Glance

5th
*Extension Impact Report Writing – Delta District, Section II (FY18)*, Zoom,
Time: 10:00am – 11:30am

6th
*Extension Impact Report Writing – Ozark District, Section I (FY18)*, Zoom,
Time: 2:00pm – 3:30pm

7th
*Living Well with Diabetes (FY18)*, Little Rock State Office, Time: 9:30am – 4:00pm

8th
*Parenting Curriculum Training (FY18)*, Little Rock State Office, Time: 8:30am – 4:00pm

14th
*Blackberry School 2017, Session 4 of 4 (FY18)*, Clarksville, Time: 1:00pm – 4:00pm

*Extension Impact Report Writing – Ouachita District, Section II (FY18)*, Zoom,
Time: 10:00am – 11:30am

15th
*All About Yard Trees: Session 2 of 3: Basic Tree Care (FY18)*, Zoom,
Time: 9:00am – 10:30am
October 2017 In-Service Training at a Glance

2\textsuperscript{nd}  
\textbf{CANCELLED} Time Matters – Time Management (FY18), Little Rock State Office, Time: 9:00am – 4:00pm

4\textsuperscript{th}  
\textbf{CANCELLED} Quicken Training for County Staff, Section I (FY18), C.A. Vines 4-H Center, Ferndale, Time: 9:00am – 3:30pm

5\textsuperscript{th}  
\textit{New 4-H Agent and Program Assistant Orientation, Section I (FY18)}, Arkansas 4-H Center, Ferndale, Time: 9:30am – 4:30pm

10\textsuperscript{th} – 11\textsuperscript{th} (Two Days)  
\textit{Mediterranean Cuisine (FY18)}, Fayetteville, Time: 10/10 – 8:30 am – 4:30pm, 10/11 – 8:30am – 3:00pm

10\textsuperscript{th}  
\textit{AIMS Reporting SNAP-Ed FY18, Section I (FY18)}, Zoom, Time: 10:00am – 11:00am

11\textsuperscript{th}  
\textbf{CANCELLED} Dollars & Sense Training for Staff Chairs, Section I (FY18), Little Rock State Office, Time: 9:00am – 3:30pm

12\textsuperscript{th}  
\textit{AIMS Reporting SNAP-Ed FY18, Section II (FY18)}, Zoom, Time: 10:00am – 11:00am

24\textsuperscript{th}  
\textit{FY18 SNAP-Ed Curricula Update (FY18)}, Zoom, Time: 10:00am – 11:30am

26\textsuperscript{th}  
\textit{Basics of Blackberry Production – Online County Extension Agent Training (FY18)}, Webinar, Time: 9:00am – 11:00am

27\textsuperscript{th}  
\textit{Irrigation Water Management, Section I (FY18)}, Judd Hill/Trumann, Time: 10:00am – 4:00pm
November 2017 In-Service Training at a Glance

1st - 2nd (Two Days)
Best Care/4-H Afterschool In-Service (FY18), Little Rock State Office, Time: 9:00am – 3:30pm

2nd
Basics of Blackberry Production – Online County Extension Agent Training (FY18), Webinar, Time: 9:00am – 11:00am

2nd - 3rd (Two Days)
Shooting Sports Agent Instructor Training (FY18), Arkansas 4-H Center, Ferndale, Time: 9:00am – 2:00pm

3rd
CANCELLED An HR/EEO Perspective: Positive Steps for Workplace Survival for Classified Employees with less than Three Years (FY18), LRSO, Time: 9:00am – 3:30pm

8th
Soils Training for Forages (FY18), Conway, Time: 8:30am – 4:00pm
Check In and Tune Up for New Hires, Section I (FY18), Little Rock State Office, Time: 9:00am – 4:00pm

9th
Basics of Blackberry Production – Online County Extension Agent Training (FY18), Webinar, Time: 9:00am – 11:00am
Navigating Financial Guidelines for 4-H, Master Gardener Groups and County Civil Rights Compliance Strategies, Section I (FY18), Little Rock State Office, Time: 9:00am – 4:00pm

10th
CANCELLED An HR/EEO Perspective: Positive Steps for Workplace Survival for Non-Classified Employees with less than Three Years (FY18), LRSO, Time: 9:00am – 3:30pm

16th
Basics of Blackberry Production – Online County Extension Agent Training (FY18), Webinar, Time: 9:00am – 11:00am
December 2017 In-Service Training at a Glance

1st
All About Yard Trees: Session 3 of 3: Tree Growth and Development (FY18), Zoom,
Time: 9:00am – 10:30am

5th – 6th (Two Days)
Training Livestock Judging and Skillathon Teams (FY18), Fayetteville,
Time: 12/5 - 9:00am – 4:00pm; 12/6 – 8:30am – 3:00pm

6th – 7th (Two Days)
Row Crop In-Service (FY18), Forrest City, Time: 12/6 - 8:00am – 5:00pm; 12/7 – 8:00am – 5:00pm
January 2018 In-Service Training at a Glance

17th
Livestock Nutrition (FY18), Little Rock State Office, Time: 9:00am – 4:00pm

23rd – 25th (Three Days)
4-H Agent and Program Assistant Training (FY18), Arkansas 4-H Center, Ferndale,
Time: 1/23 – 9:30am – 4:30pm; 1/24 – 8:00am – 4:30pm; 1/25 – 8:00am – 4:30pm

24th
Preparing for FY19 SNAP-Ed Plan, Section I (FY18), Zoom, Time: 10:00am – 11:00am

26th
Preparing for FY19 SNAP-Ed Plan, Section II (FY18), Zoom, Time: 10:00am – 11:00am
February 2018 In-Service Training at a Glance

6th
Pecan School, Session 1 of 3 (FY18), Lonoke, Time: 10:00am – 3:00pm

8th
Local Food System Strategies and Planning in Your City, County or Region (FY18), Zoom, Time: 9:00am – 4:00pm

15th
Small Fruit and Tree Fruit Winter Pruning Workshop (FY18), Clarksville, Time: 1:00pm – 4:00pm

20th
CES Resources and Programs to Support Local Governments (FY18), Little Rock State Office, Time: 9:30am – 3:30pm

21st
Invasive Pests Impacting Arkansas Forests and Urban Trees (FY18), Zoom, Time: 9:00am – 10:30am
March 2018 In-Service Training at a Glance

1st
*Introduction to Project Management – Best Practices (FY18)*, Little Rock State Office, Time: 9:00am – 4:00pm

2nd
*Aquaponics 101 (FY18)*, Arkansas 4-H Center, Ferndale, Time: 10:00am – 4:00pm

6th
*Farm Pond and Aquatic Vegetation Management (FY18)*, Mountain Home, Time: 9:00am – 4:30pm

8th
*New 4-H Agent and Program Assistant Orientation, Section II (FY18)*, Arkansas 4-H Center, Ferndale, Time: 9:30am – 4:30pm

9th
ATV Safety – Instructor Teaching Updates (FY18), Arkansas 4-H Center, Ferndale, Time: 9:00am – 3:30pm

21st – 22nd (Two Days)
*Food Preservation Training for New FCS Agents (FY18)*, Conway, Time: March 21 - 8:30am – 4:00pm; March 22 – 8:30am – 4:00pm

27th
*Developing FY19 SNAP-Ed Plan, Section I (FY18)*, Zoom, Time: 10:00am – 11:00am

29th
*Developing FY18 SNAP-Ed Plan, Section II (FY18)*, Zoom, Time: 10:00am – 11:00am
April 2018 In-Service Training at a Glance

3rd – 4th (Two Days)
ServSafe Agents Training (FY18), Two Days, Little Rock State Office
Time: 4/3 – 9:00am – 4:30pm; 4/4 – 9:00am – 4:30pm

5th
Pecan School, Session 2 of 3 (FY18), Lonoke, Time: 10:00am – 3:00pm

An HR/EEO Perspective: Positive Steps for Workplace Survival for All Classified Employees (FY18), LRSO, Time: 9:00am – 3:30pm

6th
An HR/EEO Perspective: Positive Steps for Workplace Survival for All Non-Classified Employees (FY18), LRSO, Time: 9:00am – 3:30pm

12th
Navigating Financial Guidelines for 4-H, Master Gardener Groups and County Civil Rights Compliance Strategies, Section II (FY18), Little Rock State Office, Time: 9:00am – 4:00pm

18th
Dollars & Sense Training for Staff Chairs, Section II (FY18), Little Rock State Office, Time: 9:00am – 3:30pm

23th - 24th (Two Days)
Powerful Tools for Caregivers Class Leader Training (FY18), Arkansas 4-H Center, Ferndale, Time: 4/25 - 8:30am – 4:30pm, 4/26 – 8:30am – 4:00pm

26th – 27th (Two Days)
2018 Support Staff Conference (FY18), Arkansas 4-H Center, Ferndale, Time: 4/26 – 9:30am – 4:30pm, 4/27 – 8:00am – 3:30pm
May 2018 In-Service Training at a Glance

1st – 2nd (Two Days)
Communications College (FY18) - 2 days, Arkansas 4-H Center, Time: May 1 - 9:00 am – 4:00pm; May 2 – 8:00am – 4:00pm

7th - 8th (Two Days)
4-H Engineering: Tools and Gadgets (FY18), Two Days, Arkansas 4-H Center, Ferndale, Time: 5/7 – 9:30am – 4:30pm; 5/8 – 8:30am – 2:00pm

8th
Building Stakeholder/Political Support for Extension Programs (FY18), Little Rock State Office, Time: 9:30am – 4:00pm

15th
Check In and Tune Up for New Hires, Section II (FY18), Little Rock State Office, Time: 9:00am – 4:00pm

16th
Quicken Training for County Staff, Section II (FY18), Arkansas 4-H Center, Ferndale, Time: 9:00am – 3:30pm

17th
4-H In School Training, Section II (FY18), Arkansas 4-H Center, Ferndale, Time: 9:00am – 4:30pm

23rd
Irrigation Water Management, Section II (FY18), Judd Hill/Trumann, Time: 10:00am – 4:00pm

24th-25th (Two Days)
Building a 4-H Leadership Program (FY18), Arkansas 4-H Center, Ferndale, Time: 5/24 – 9:30am – 4:30pm, 5/25 - 8:00am – 4:30pm

31st
Reducing Damage from White-Tailed Deer and Other Nuisance Wildlife in the Yard and on the Farm (FY18), Colt, Time: 8:30am – 4:00pm
June 2018 In-Service Training at a Glance

7th

Pecan School, Session 3 of 3 (FY18), Lonoke, Time: 10:00am – 3:00pm
In-Service Class Listings by Competency Categories

Competency Category: Subject Matter Expertise

Subject Matter Expertise Competency Definition –
Knowledge and skills in the performance of a given task or subject matter area.

Subcategory:
Agriculture and Natural Resources

Agriculture and Natural Resources Competency Definition –
An employee with competencies in the Agriculture and Natural Resources (ANR) Subject Matter Expertise category has knowledge and skills to be viewed as an expert in the performance of a given task or subject matter area related to ANR. As needed, the employee has the ability to identify, acquire and utilize research-based information or other experts in the development and delivery of educational programs and activities that address the needs of clientele and stakeholders.

Agriculture and Natural Resources competency areas are:

• Agricultural Economics & Agribusiness
• Animals & Animal Products
• Pest Management
• Natural Resources & Environment
• Biological & Agricultural Engineering
• Row Crop Plants & Plant Products
• Forestry
• Horticultural Plants & Plant Products
Animal Science/Poultry Science
*************************************************************************************************************
Forage Training – WREC Fayetteville (FY18)

Target: County Agents
Content: Participants will be updated on summer annual forage management and use in livestock systems. Other current forage research will be presented.
Competency Category(s): Subject Matter Expertise- ANR
Format: Blended (Classroom/Field)

Date(s): August 23, 2017 (Enrollment closes 8/16/17)
Time: 9am- 4pm
Location: Fayetteville, AR
Contact(s): John Jennings, jjennings@uaex.edu, (501) 671-2350
*************************************************************************************************************

Forage Training – SWREC Hope (FY18)

Target: County Agents
Content: Participants will be updated on summer annual forage management and use in livestock systems. Other current forage research will be presented.
Competency Category(s): Subject Matter Expertise- ANR
Format: Blended (Classroom/Field)

Date(s): August 30, 2017 (Enrollment closes 8/23/17)
Time: 8:30am- 4pm
Location: SWREC, 362 Highway 174 North, Hope, AR 71801
Contact(s): John Jennings, jjennings@uaex.edu, (501) 730-0034
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Soils Training for Forages (FY18)

Target: County Agents
Content: This course will cover basics of forage fertility requirements, soil testing, liming and soil pH, and how to evaluate fertilizer products.
Competency Category(s): Subject Matter Expertise- ANR
Format: Blended (Classroom/Field)

Time: 8:30am- 4:00pm
Date(s): November 8, 2017 (Enrollment closes 11/1/2017)
Location: Faulkner County Extension Office - Conway, AR
Contacts: John Jennings, jjennings@uaex.edu, (501) 671-2350
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**On Farm Grain Drying (FY18)**

**Target:** County Agents, Program Associates/Techs, Program Assistants  
**Content:** On-Farm Grain Drying is an on-line training course that covers the fundamentals of grain drying techniques, selection of the optimum grain drying conditions as well as how to conserve energy during the drying process. This course will offer guidance to county Extension Agents responsible for advising farm owners who have several questions related to on-farm grain drying and dryers.  
**Competency Category(s):** Subject Matter Expertise- ANR  
**Format:** Online  
**Date(s):** July 1, 2017- June 30, 2018 (Enrollment closes 6/30/18)  
**Location:** Learn.uaex.edu  
**Contact(s):** Samy Sadaka, ssadaka@uaex.edu, (501) 303-0522

**Livestock Nutrition (FY18)**

**Target:** County Agents  
**Content:** This training covers basic and advanced concepts in feed analysis, feed analysis interpretation and ration balancing.  
**Competency Category(s):** Subject Matter Expertise- ANR  
**Format:** Classroom  
**Date(s):** January 17, 2018 (Enrollment closes 1/10/18)  
**Time:** 9:00am- 4:00pm  
**Location:** Little Rock State Office  
**Capacity:** 20  
**Contact(s):** Shane Gadberry, sgadberry@uaex.edu, (501) 671- 2169

**Horticultural Plants and Plant Products**

**Blackberry School 2017, Session 4 of 4 (FY18)**

**Target:** County Agents  
**Content:** Participants will attend 4 classes (1 during each season of the year) to learn the basics of blackberry production. Topics will include: plant establishment, pruning, crop fertility management, integrated pest management, disease and insect identification, variety selection and other topics. State experts will be invited to share their insights at each class and then hands-on activities will give participants a chance to practice newly learned skills related to crop management.  
**Competency Category(s):** Subject Matter Expertise- ANR  
**Format:** Blended (Classroom/Field)  
**Date(s):** September 14, 2017 (Enrollment closes September 7, 2017)  
**Time:** 1:00pm- 4:00pm  
**Location:** Fruit Research Station, Clarksville, AR  
**Contact(s):** Jackie Lee, jalee@uaex.edu, 479-530-8163; Amanda McWhirt, amcwhirt@uaex.edu, 501-400-6374

December 13, 2017
Basics of Blackberry Production Online County Extension Agent Training – Webinar Series, Session 1 of 4 (FY18)

Target: County Agents
Content: County Extension Agents interested in learning or brushing up on their skills with regard to blackberry production are invited to attend a FREE online recorded webinar series to be hosted this fall by the University of Arkansas. The series will be broadcast over four dates in late October and early November 2017 and is open to all county cooperative extension agents in the Southeastern United States. The webinar series will be split up into four classes each focusing on one of the seasons of the year and what is going on in the blackberry crop during that season. The basics of blackberry production and pest management will be covered through presentations, demonstration videos and live Q&A answer sessions with the speakers during the 2 hour long webinars. Participants who attend all four classes and complete all pre- and post- tests will be awarded a certificate. The webinar series will be hosted by the University of Arkansas Cooperative Extension Horticulture Extension Specialists Drs. Jackie Lee and Amanda McWhirt. The series is sponsored by the Small Fruit Consortium. Invited speakers include: Dr. John Clark, Dr. Donn Johnson, Dr. Elena Garcia, and Dr. Renee Threlfall among others. At the end of the series the webinar, videos and support materials will be posted on the Southern Region Small Fruit Consortium Website for future use by agents and the public. Pre-registration is open now through August 31st.

Competency Category(s): Subject Matter Expertise- ANR
Format: Webinar
Date(s): October 26, 2017
Time: 9:00am- 11:00am
Location: Webinar
Contact(s): Jackie Lee, jalee@uaex.edu, 479-530-8163; Amanda McWhirt, amcwhirt@uaex.edu, 501-400-6374

Basics of Blackberry Production Online County Extension Agent Training – Webinar Series, Session 2 of 4 (FY18)

Target: County Agents
Content: County Extension Agents interested in learning or brushing up on their skills with regard to blackberry production are invited to attend a FREE online recorded webinar series to be hosted this fall by the University of Arkansas.

Competency Category(s): Subject Matter Expertise- ANR
Format: Webinar
Date(s): November 2, 2017
Time: 9:00am- 11:00am
Location: Webinar
Contact(s): Jackie Lee, jalee@uaex.edu, 479-530-8163; Amanda McWhirt, amcwhirt@uaex.edu, 501-400-6374
Basics of Blackberry Production Online County Extension Agent Training – Webinar Series, Session 3 of 4 (FY18)

Target: County Agents  
Content: County Extension Agents interested in learning or brushing up on their skills with regard to blackberry production are invited to attend a FREE online recorded webinar series to be hosted this fall by the University of Arkansas.  
Competency Category(s): Subject Matter Expertise- ANR  
Format: Webinar  
Date(s): November 9, 2017  
Time: 9:00am- 11:00am  
Location: Webinar  
Contact(s): Jackie Lee, jalee@uaex.edu, 479-530-8163; Amanda McWhirt, amcwhirt@uaex.edu, 501-400-6374

Basics of Blackberry Production Online County Extension Agent Training – Webinar Series, Session 4 of 4 (FY18)

Target: County Agents  
Content: County Extension Agents interested in learning or brushing up on their skills with regard to blackberry production are invited to attend a FREE online recorded webinar series to be hosted this fall by the University of Arkansas.  
Competency Category(s): Subject Matter Expertise- ANR  
Format: Webinar  
Date(s): November 16, 2017  
Time: 9:00am- 11:00am  
Location: Webinar  
Contact(s): Jackie Lee, jalee@uaex.edu, 479-530-8163; Amanda McWhirt, amcwhirt@uaex.edu, 501-400-6374

Pecan School, Session 1 of 3 (FY18)

Target: County Agents, County Staff Chairs  
Content: Pecan School will be held to train agents and growers on basic pecan production practices during the production cycle with both classroom and field experience. Speakers will be brought in from across the state and include state specialists Lee and McWhirt to highlight production and management practices. This program will consist of half day in the classroom and half day in the field each class period. A binder will be constructed that will serve as a production guide and given to each participant.  
Competency Category(s): Subject Matter Expertise- ANR  
Format: Blended (Classroom/Field)  
Date(s): February 6, 2018 (Enrollment closes January 30, 2018)  
Time: 10:00am- 3:00pm  
Location: Lonoke County Extension Office  
Contact(s): Jackie Lee, jalee@uaex.edu, 501-671-2191; Amanda McWhirt, amcwhirt@uaex.edu, 501-671-2229

December 13, 2017
**Small Fruit and Tree Fruit Winter Pruning Workshop (FY18)**

**Target:** County Agents, County Staff Chairs

**Content:** Hands-on workshop will demonstrate the basics of winter pruning several small fruit and tree fruit crops grown in Arkansas. Crops include: blueberry, blackberry, grape, apple and peach. Course will include a short indoor classroom introduction to the topic and then 2 hours of in the field demonstration of pruning techniques.

**Competency Category(s):** Subject Matter Expertise- ANR

**Format:** Blended (Classroom/Field)

**Date(s):** February 15, 2018 (Enrollment closes February 10, 2018)

**Time:** 1:00pm- 4:00pm

**Location:** Fruit Research Station, Clarksville

**Contact(s):** Amanda McWhirt, amcwhirt@uaex.edu, 501-671-2229

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**Aquaponics 101 (FY18)**

**Target:** County Agents

**Content:** Aquaponics combines fish husbandry and horticulture. At the end of the workshop, participants should be comfortable with the three different types of systems and their construction, how to care for them, how to monitor them with water chemistry testing, what fish and plants to use, and be familiar with food safety considerations.

**Competency Category(s):** Subject Matter Expertise- ANR

**Format:** Classroom

**Date(s):** March 2, 2018 (Enrollment closes 2/23/18)

**Time:** 10:00am- 4:00pm

**Capacity:** 25

**Location:** C.A. Vines 4-H Center, Ferndale, AR

**Contact(s):** Bauer Duke, dukeb@uapb.edu, (870) 575-8143; Anita Kelly, kellya@uapb.edu, (501) 676-3124

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**Pecan School, Session 2 of 3 (FY18)**

**Target:** County Agents, County Staff Chairs

**Content:** Pecan School will be held to train agents and growers on basic pecan production practices during the production cycle with both classroom and field experience. Speakers will be brought in from across the state and include state specialists Lee and McWhirt to highlight production and management practices. This program will consist of half day in the classroom and half day in the field each class period. A binder will be constructed that will serve as a production guide and given to each participant.

**Competency Category(s):** Subject Matter Expertise- ANR

**Format:** Blended (Classroom/Field)

**Date(s):** April 5, 2018 (Enrollment closes March 30, 2018)

**Time:** 10:00am- 3:00pm

**Location:** Lonoke County Extension Office

**Contact(s):** Jackie Lee, jalee@uaex.edu, 501-671-2191; Amanda McWhirt, amcwhirt@uaex.edu, 501-671-2229

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Pecan School, Session 3 of 3 (FY18)

Target: County Agents, County Staff Chairs

Content: Pecan School will be held to train agents and growers on basic pecan production practices during the production cycle with both classroom and field experience. Speakers will be brought in from across the state and include state specialists Lee and McWhirt to highlight production and management practices. This program will consist of half day in the classroom and half day in the field each class period. A binder will be constructed that will serve as a production guide and given to each participant.

Competency Category(s): Subject Matter Expertise- ANR

Format: Blended (Classroom/Field)

Date(s): June 7, 2018 (Enrollment closes May 31, 2018)

Time: 10:00am- 3:00pm

Location: Lonoke County Extension Office

Contact(s): Jackie Lee, jalee@uaex.edu, 501-671-2191; Amanda McWhirt, amcwhirt@uaex.edu, 501-671-2229

Aquaculture/Fisheries

Farm Pond and Aquatic Vegetation Management (FY18)

Target: County Agents

Content: Students will receive lectures on aquatic weed identification and current aquatic weed control methods; including biological and chemical controls, herbicide selection and treatment calculations. Student will also receive lectures on nutrient management, from fertilization to nutrient removal, pond stocking, species selection, sampling and management of fish populations, avoiding/managing muddy water, pond leaks, fish kills, and more will be emphasized. Topics emphasized will be adjusted based on feedback from scheduled class participants prior to the in-service.

Competency Category(s): Subject Matter Expertise- ANR

Format: Classroom

Date(s): March 6, 2018 (Enrollment closes 3/5/18)

Time: 9:00am- 4:30pm

Location: Mountain Home, AR

Contact(s): George Selden, seldeng@uapb.edu, (870) 540-7805; Scott Jones, joness@uapb.edu, (870) 575-8185

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**Bio & Agricultural Engineering**

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**Poultry Farm Energy Efficiency (FY18)**

**Target:** County Agents, County Staff Chairs, Program Associates/Techs, Program Assistants  
**Content:** Due to increased energy prices, poultry growers have taken measures to retrofit equipment and improve housing configuration to reduce energy consumption on the farm. This course will cover baseline farm energy usage, energy efficient lighting technologies, heating system technologies, and how each affects energy consumption.  
**Competency Category(s):** Subject Matter Expertise- ANR  
**Format:** Online  
**Date(s):** July 1, 2018- June 30, 2018 (Enrollment closes 6/23/17)  
**Location:** Learn.uaex.edu  
**Contact(s):** Yi Liang, yliang@uark.edu, (479) 575-2846

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**Ag Economics & Engineering**

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**Invasive Pests Impacting Arkansas Forests and Urban Trees (FY18)**

**Target:** County Agents, State Faculty  
**Content:** This course will teach you to recognize symptoms of four invasive pests currently or soon to be attacking Arkansas's wildland and urban forests  
**Competent Categories:** Subject Matter Expertise-ANR  
**Format:** Webinar  
**Date:** February 21, 2018  
**Time:** 9:00am -10:30am  
**Location:** Zoom  
**Capacity:** 50  
**Contact:** Jon Barry, jbarry@uaex.edu, (870) 777-9702; Tamara Walkingstick, twalkingstick@uaex.edu, (501) 671-2346;

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**Crop, Soil and Environmental Science**

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**2017 Rice College (FY18)**

**Target:** County Agents, Program Associates/Techs  
**Content:** This training will provide field-based training in rice production and pest management. New county agriculture agents (CEAs) and experienced CEs should benefit from both fundamental training and results of new research.  
**Competent Categories:** Subject Matter Expertise-ANR  
**Format:** Field  
**Date:** August 3, 2017 (Enrollment closes 8/1/17)  
**Time:** 8am -5pm  
**Location:** Rice Research and Extension Center, Stuttgart, AR  
**Capacity:** 50  
**Contact:** Jarrod Hardke, jhardke@uaex.edu, (501) 772-1714

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Row Crop In-Service Training (FY18)

**Target:** County Agents, County Staff Chairs  
**Content:** Training will involve classroom training and round-table discussions with crop specialists and county agents about current row crop recommendations. Discussions will focus on new technology/production methods. In-depth discussion of current problems/issues that county agents are facing within each crop will occur. In addition to crop discussion, sessions on how to be a successful agent are planned.

**Competent Categories:** Subject Matter Expertise-ANR  
**Format:** Classroom  
**Date:** December 6, 2017 - December 7, 2017 (Enrollment closes 11/29/17)  
**Time:** 8:00am -5:00pm  
**Location:** East Arkansas Community College - Forrest City, AR  
**Capacity:** 65  
**Contact:** Chad Norton, cnorton@uaex.edu, (870) 460-1091

Irrigation Water Management, Section I (FY18)

**Target:** County Agents, Program Associates/Techs  
**Content:** Participants will gain knowledge of Irrigation tools to help them educate county clientele.  
**Competency Category(s):** Subject Matter Expertise- ANR  
**Format:** Field  
**Date(s):** October 27, 2017 (Enrollment closes 10/20/17)  
**Time:** 10:00 am - 4:00 pm  
**Capacity:** 50  
**Location:** Judd Hill/Trumann, AR  
**Contact:** Mike Hamilton, mkhamilton@uaex.edu, 870-919-5061

Irrigation Water Management, Section II (FY18)

**Target:** County Agents, Program Associates/Techs  
**Content:** Participants will gain knowledge of Irrigation tools to help them educate county clientele.  
**Competency Category(s):** Subject Matter Expertise- ANR  
**Format:** Field  
**Date(s):** May 23, 2018 (Enrollment closes 5/16/18)  
**Time:** 10:00 am - 4:00 pm  
**Capacity:** 50  
**Location:** Judd Hill/Trumann, AR  
**Contact:** Mike Hamilton, mkhamilton@uaex.edu, 870-919-5061
Core Entomology, Year I (FY18)

Target: County Agents
Content: This is the Year I, core curriculum on entomology that includes lessons on the most common insect orders, household pest information on cockroaches, ants, and flies, key Extension publications, and integrated pest management basics.

Competency Category(s): Subject Matter Expertise- ANR
Format: Online
Date(s): July 1, 2017- June 30, 2018 (Enrollment closes 6/15/18)
Location: Learn.uaex.edu
Contact(s): Dr. John Hopkins, jhopkins@uaex.edu, (501) 671-2217; Dr. Kelly Loftin, kloftin@uaex.edu, (479) 575-3462; Dr. Glenn Studebaker, gstudebaker@uaex.edu, (870) 526-2199; Dr. Gus Lorenz, glorenz@uaex.edu, (501) 676-3124

Core Entomology, Year II (FY18)

Target: County Agents
Content: This is the Year II, core curriculum on entomology. This course is designed to provide intermediate to advanced entomology training for County Extension Agents and others that require this level of knowledge to adequately address questions from Extension clientele in the areas of turf and ornamental pest management, fire ant management, insecticide classification and resistance, and alternatives to insecticides.

Competency Category(s): Subject Matter Expertise- ANR
Format: Online
Date(s): July 1, 2017- June 29, 2018 (Enrollment closes 6/15/18)
Location: Learn.uaex.edu
Contact(s): Dr. John Hopkins, jhopkins@uaex.edu, (501) 671-2217; Dr. Kelly Loftin, kloftin@uaex.edu, (479) 575-3462; Dr. Glenn Studebaker, gstudebaker@uaex.edu, (870) 526-2199; Dr. Gus Lorenz, glorenz@uaex.edu, (501) 676-3124
All About Yard Trees: Session 1 of 3 – Tree Growth and Development (FY18)

Target: County Agents, Program Assistants, Program Associates/Techs
Content: This will be a 3 session course that will utilize the Southern Region Forestry Extension's eLearn course: http://urban.elearn.sref.info/ as the basis for the ZOOM sessions. Each ZOOM session will last 1 to 2 hours and cover the highlights of the online course modules. The goal of the training is to increase agents' ability to respond to yard tree questions, problems and solutions.
Competent Categories: Subject Matter Expertise-ANR

Format: Webinar
Date: August 17, 2017
Time: 9:00am -10:30am
Location: Zoom
Capacity: 30
Contact: Tamara Walkingstick, twalkingstick@uaex.edu, (501) 671-2346; Caroll Guffey, guffey@uamont.edu, (501) 671-2147; Jon Barry, jbarry@uaex.edu, (870) 777-9702; Chris Stuhlinger, stuhlinger@uamont.edu, (870) 460-1749; Kyle Cunningham, kcunningham@uaex.edu, (501) 671-2145

Using Herbicides in Forest Management (FY18)

Target: County Agents, County Staff Chairs, Program Assistants, Program Associates/Techs, State Faculty, Supervisors
Content: This course will cover herbicide use in forest management. Many family forest landowners have information needs on when, why and how to use herbicides to improve their forestlands. This course will cover these topics including herbicide application considerations, herbicides for pine forests and herbicides for hardwood forests.
Competent Categories: Subject Matter Expertise-ANR

Format: Classroom
Date: August 22, 2017
Time: 9:00am -2:00pm
Location: Little Rock State Office
Capacity: 30
Contact: Kyle Cunningham, kcunningham@uaex.edu, (501) 671-2145
All About Yard Trees: Session 2 of 3 – Basic Tree Care (FY18)

**Target:** County Agents, Program Assistants, Program Associates/Techs

**Content:** This will be a 3 session course that will utilize the Southern Region Forestry Extension's eLearn course: http://urban.elearn.sref.info/ as the basis for the ZOOM sessions. Each ZOOM session will last 1 to 2 hours and cover the highlights of the online course modules. The goal of the training is to increase agents’ ability to respond to yard tree questions, problems and solutions.

**Competent Categories:** Subject Matter Expertise-ANR

**Format:** Webinar

**Date:** September 15, 2017

**Time:** 9:00am -10:30am

**Location:** Zoom

**Capacity:** 30

**Contact:** Tamara Walkingstick, twalkingstick@uaex.edu, (501) 671-2346; Caroll Guffey, guffey@uamont.edu, (501) 671-2147; Jon Barry, jbarry@uaex.edu, (870) 777-9702; Chris Stuhlinger, stuhlinger@uamont.edu, (870) 460-1749; Kyle Cunningham, kcunningham@uaex.edu, (501) 671-2145

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All About Yard Trees: Session 3 of 3 – Tree Growth and Development (FY18)

**Target:** County Agents, Program Assistants, Program Associates/Techs

**Content:** This will be a 3 session course that will utilize the Southern Region Forestry Extension's eLearn course: http://urban.elearn.sref.info/ as the basis for the ZOOM sessions. Each ZOOM session will last 1 to 2 hours and cover the highlights of the online course modules. The goal of the training is to increase agents’ ability to respond to yard tree questions, problems and solutions.

**Competent Categories:** Subject Matter Expertise-ANR

**Format:** Webinar

**Date:** December 1, 2017

**Time:** 9:00am -10:30am

**Location:** Zoom

**Capacity:** 30

**Contact:** Tamara Walkingstick, twalkingstick@uaex.edu, (501) 671-2346; Caroll Guffey, guffey@uamont.edu, (501) 671-2147; Jon Barry, jbarry@uaex.edu, (870) 777-9702; Chris Stuhlinger, stuhlinger@uamont.edu, (870) 460-1749; Kyle Cunningham, kcunningham@uaex.edu, (501) 671-2145

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Pest Management

Reducing Damage from White-Tailed Deer and Other Nuisance Wildlife in the Yard and on the Farm (FY18)

Target: County Agents, Program Assistants, Program Associates/Techs
Content: Classroom and field demonstrations will be given about various methods to reduce damage from white-tailed deer and other nuisance wildlife in the yard and on the farm. County agents will receive training and materials for conducting presentations and setting up demonstrations. Depending on enrollment, some counties may need to share demonstration materials due to limited supply.

Competent Categories: Subject Matter Expertise-ANR
Format: Blended (Classroom/Field)
Date: May 31, 2018 (Enrollment closes 5/1/18)
Time: 8:30am -4:00pm
Location: Pine Tree Research Station, Colt, AR
Capacity: 30
Contact: Becky McPeake, rmcpeake@uaex.edu, (501) 671-2285
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4-H Youth Development Competency Definition-
An employee with competencies in the Subject Matter Expertise – 4-H Youth Development category has knowledge and skills to be viewed as an expert in the performance of a given task or subject matter area related to 4-H Youth Development. As needed, the employee has the ability to identify, acquire and utilize research-based information or other experts in the development and delivery of educational programs and activities that address the needs of clientele and stakeholders.

4-H Youth Development competency areas are:

• How Youth Develop and Learn
• Engaging 4-H Volunteers
• Planning and Delivering Effective 4-H Programs
• Building an Effective 4-H Organization
• 4-H Program Partners and Collaborations
• Building a Diverse and Inclusive 4-H Program

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4-H In-School Training, Section I (FY18)

Target: County Agents, Program Assistants
Content: This training will provide the necessary information and materials to further development of the In School Pilot.
Competency Category(s): 4HYD
Format: Classroom
Date(s): August 17, 2017 (Enrollment closes 8/10/17)
Time: 9:00am - 4:30pm
Location: C. A. Vines 4-H Center - Ferndale, AR

Capacity: 20
Contact(s): Lisa Cook, lcook@uaex.edu, (501) 590-1020
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**New 4-H Agent & Program Assistant Training, Section I (FY18)**

**Target:** County Agents, County Staff Chairs, Program Assistants, Program Associates/Techs

**Content:** Participants will receive timely research-based information on properly building and coordinating local 4-H programs. Subject matter will include 4-H history, club management, promoting programs, recruitment, and volunteer leader management.

**Competency Category(s):** Subject Matter Expertise- 4-H Youth

**Format:** Classroom/Field

**Date(s):** October 5, 2017 (Enrollment closes 9/20/17)

**Time:** 9:30am -4:30pm

**Location:** C.A. Vines 4-H Center, Ferndale, AR

**Capacity:** 15

**Contact(s):** Angie Freel, afreel@uaex.edu, (501) 671-2096

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**Shooting Sports Agent Instructor Training (FY18)**

**Target:** County Agents, County Staff Chairs, Program Associates/Techs, State Faculty

**Content:** During this course agents will become certified level 1 instructors in the shooting or educational discipline of their choice. (shotgun, rifle, archery, hunting skills, pistol, etc) The agents will also learn how to properly lead or advise a shooting sports club with their inventory, grants, financials, and overall questions.

**Competency Category(s):** Subject Matter Expertise- 4HYD

**Format:** Blended (Classroom/Field)

**Date(s):** November 2-3, 2017 (Enrollment closes 10/26/17)

**Time:** November 2 - 9:00am- 4:30pm; November 3 - 9:00am - 2:00pm

**Location:** C.A. Vines Arkansas 4-H Center, Little Rock, AR

**Capacity:** 20

**Contact(s):** Jesse Bocksnick, jbocksnick@uaex.edu, (501) 671-2334

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**Training Livestock Judging and Skillathon Teams (FY18)**

**Target:** County Agents, County Staff Chairs, Program Assistants

**Content:** The Training Livestock Judging and Skillathon Teams In-Service will provide County Agents with information on how the livestock judging and skillathon contests work, provide materials to help with training, and go through a practice contest.

**Competency Category(s):** Subject Matter Expertise - 4HYD

**Format:** Blended (Classroom/Field)

**Date(s):** December 5-6, 2017

**Time:** December 5 - 9:00am - 4:00pm; December 6 - 8:30am - 3:00pm

**Location:** Pauline Whitaker Animal Science Arena - Fayetteville

**Capacity:** 25

**Contact(s):** Chelsey Ahrens, cahrens@uaex.edu, (501) 671-2067
**4-H Agent and Program Assistant Training (FY18)**

**Target:** County Agents, County Staff Chairs, Program Assistants  
**Content:** County Extension Agents and Program Assistants will learn hands-on enrichment program enhancements that will help them teach local youth projects in areas like health, science, agriculture and citizenship, in a positive environment where they receive guidance from adult mentors and are encouraged to take on proactive leadership roles. Participants will receive timely research-based information on properly building and coordinating local 4-H programs. Subject matter will include 4-H history, club management, promoting programs, recruitment, and volunteer leader management.  
**Competency Category(s):** Subject Matter Expertise- 4-H Youth Development  
**Format:** Blended (Classroom/Field)  
**Date(s):** January 23 - 25, 2018 (Enrollment closes 1/16/18)  
**Time:** January 23 - 9:30am - 4:30pm; January 24 - 8:00am - 4:30pm; January 25- 8:00am - 4:30pm  
**Location:** C. A. Vines 4-H Center, Ferndale, AR  
**Capacity:** 90  
**Contact(s):** Angie Freel, afreel@uaex.edu, (501) 671-2096  

**New 4-H Agent & Program Assistant Training, Section II (FY18)**

**Target:** County Agents, County Staff Chairs, Program Assistants, Program Associates/Techs  
**Content:** Participants will receive timely research-based information on properly building and coordinating local 4-H programs. Subject matter will include 4-H history, club management, promoting programs, recruitment, and volunteer leader management.  
**Competency Category(s):** Subject Matter Expertise- 4-H Youth Development  
**Format:** Classroom/Field  
**Date(s):** March 8, 2018 (Enrollment closes 3/1/18)  
**Time:** 9:30am -4:30pm  
**Location:** C.A. Vines 4-H Center, Ferndale, AR  
**Capacity:** 15  
**Contact(s):** Angie Freel, afreel@uaex.edu, (501) 671- 2096  

**ATV Safety – Instructor Teaching Updates (FY18)**

**Target:** County Agents  
**Content:** Certified ATV instructors will learn updated and streamlined teaching techniques for improving efficiency while teaching and shorting the time to teach required information.  
**Competency Category(s):** Subject Matter Expertise- 4-H Youth Development  
**Format:** Classroom/Field  
**Date(s):** March 9, 2018 (Enrollment closes 3/2/18)  
**Time:** 9:00am -3:30pm  
**Location:** C.A. Vines 4-H Center, Ferndale, AR  
**Capacity:** 20  
**Contact(s):** Jesse Bocksnick, jbocksnick@uaex.edu, (501) 671- 2334  

December 13, 2017
4-H Engineering: Tools and Gadgets (FY18)

Target: County Agents, County Staff Chairs, State Faculty
Content: 4-H Engineering: Tools and Gadgets is a professional development opportunity for County Agents interested in infusing more engineering into their county 4-H programs. This two day session will focus on resources and strategies for implementing physics and engineering design lessons with traditional 4-H clubs, in-school programs, and summer camps. County Agents will gain knowledge and skills through hands-on experience with different product based engineering design education tools. Day 1 will feature training in SeaPerch Remotely Operated Vehicle curriculum. Day 2 will consist of instruction with TechXcite Engineering curriculum.

Competency Category(s): Subject Matter Expertise- 4HYD
Format: Blended (Classroom/Field)
Date(s): May 7-8, 2018 (Enrollment closes 4/30/18)
Time: May 7 - 9:30am - 4:30pm; May 8 - 8:00am - 2:00pm
Location: C.A. Vines Arkansas 4-H Center, Little Rock, AR
Capacity: 20
Contact(s): Angie Freel, afreel@uaex.edu, (501) 671-2153

4-H In-School Training, Section II (FY18)

Target: County Agents, Program Assistants
Content: This training will provide the necessary information and materials to further development of the In School Pilot.

Competency Category(s): 4HYD
Format: Classroom
Date(s): May 17, 2018 (Enrollment closes 5/10/18)
Time: 9:00am - 4:30pm
Location: C. A. Vines 4-H Center - Ferndale, AR
Capacity: 20
Contact(s): Lisa Cook, lcook@uaex.edu, (501) 590-1020

Building a 4-H Youth Leadership Program (FY18)

Target: County Agents, County Staff Chairs, Program Assistants, Program Associates/Techs
Content: Participants will learn the proper planning, networking, scheduling and evaluation procedures needed to start a county 4-H youth leadership program. Network with agents who have successful 4-H youth leadership programs and learn how to build your own successful multi-month program.

Competency Category(s): Subject Matter Expertise- 4HYD
Format: Classroom
Date(s): May 24-25, 2018 (Enrollment closes 5/17/18)
Time: May 7 - 9:30am- 4:30pm; May 8 - 8:00am - 4:30pm
Location: C.A. Vines Arkansas 4-H Center, Little Rock, AR
Capacity: 20
Contact(s): Angie Freel, afreel@uaex.edu, (501) 671-2153

December 13, 2017
Family and Consumer Sciences Competency Definition-
An employee with competencies in the Family and Consumer Sciences (FCS) Subject Matter Expertise category has knowledge and skills to be viewed as an expert in the performance of a given task or subject matter area related to FCS. As needed, the employee has the ability to identify, acquire and utilize research-based information or other experts in the development and delivery of educational programs and activities that address the needs of clientele and stakeholders.

Family and Consumer Sciences competency areas are:

- Health and Aging
- Marriage, Parenting, and Family Life
- Nutrition and Food Safety
- Family and Consumer Economics
- Leadership

EFNEP

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EFNEP Statewide Training (FY18)

Target: County Agents, Program Assistants
Content: The statewide meeting will provide EFNEP Program Assistants and FCS Agents with content area education focusing on nutrition education, food resource management, food safety, and physical activity. Information regarding teaching approaches and recruiting techniques for low-resource audiences will also be addressed. The training also provides programmatic updates necessary to meet federal and state specifications for EFNEP. The training session will include presentations and hands-on activities.

Competency Category(s): Subject Matter Expertise- FCS
Format: Classroom
Date(s): August 31, 2017 (Enrollment closes 8/22/17)
Time: 9:30am- 4:30pm
Location: Little Rock State Office
Capacity: 55
Contact(s): Debra Head, dhead@uaex.edu, (501) 671-5807; Keith Cleek, kcleek@uaex.edu, (870) 338-8027

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**Family Life**

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**Managing Stress (FY18)**

**Target:** County Faculty  
**Content:** This course is designed specifically for county agents. You will: experience the program as an online participant, be introduced to the various tools that are available to you for teaching the program (i.e. Managing stress publication, lesson guides, presentation slides, story bank, and evaluation instrument), be provided with ideas on how to use Managing Stress in your county, and be able to test your knowledge of what you learned and print your own certificate of completion.  
**Competency Category(s):** Subject Matter Expertise- FCS  
**Format:** Online  
**Date(s):** July 1, 2017- June 30, 2018 (Enrollment closes 6/30/18)  
**Location:** Learn.uaex.edu  
**Contact(s):** Ashley Henderson, ahenderson@uaex.edu, (501) 671- 2214; Rebecca Simon, rsimon@uaex.edu, (501) 671-2364

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**Parenting Curriculum (FY18)**

**Target:** County Agents  
**Content:** This in-service training will cover the rollout of How Much is Enough? Parenting curriculum to county FCS agents and LRSO Family Life team. Will be facilitated by Dr. Jean Ilsley-Clark and Ellie McCann from U of Minnesota Extension and facilitated by Dr. Brittney Schrick.  
**Competency Category(s):** Subject Matter Expertise - Family and Consumer Sciences  
**Format:** Blended (Classroom/Online)  
**Date:** September 8, 2017 (Enrollment closes 9/1/17)  
**Time:** 8:30am - 4:00pm  
**Location:** Little Rock State Office  
**Capacity:** 50  
**Contact(s):** Brittney Schrick, bschrick@uaex.edu, (501) 671-2202

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**Best Care/4-H Afterschool In-Service (FY18)**

**Target:** County Agents, Program Associates/Techs, State Faculty  
**Content:** The 4-H Afterschool in-service (November 1st, 2017) provides 5 hours of training in the program areas of Citizenship, Healthy Living, and Science.  
The Best Care in-service (November 2nd) provides 10 hours of training in the program areas of Child Development, Resource Management, Nutrition, and Health.  
**Competency Category(s):** Subject Matter Expertise- FCS  
**Format:** Blended (Online/Classroom)  
**Date(s):** November 1-2, 2017 (enrollment closes 10/23/2017)  
**Time:** November 1 - 9:00am - 4:30pm; November 2- 8:00am- 4:30pm  
**Location:** Little Rock State Office, Classrooms 1 & 2  
**Capacity:** 85  
**Contact(s):** Rebecca Simon, rsimon@uaex.edu, (501) 671- 2364; Brittney Schrick; bschrick@uaex.edu, (501) 671-2202

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Food Preservation

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Arkansas Food Preservation: Preserving the Bounty (FY18)

Target: County Faculty, Program Assistants, New and Experienced FCS Agents

Content: An introduction to the science of food preservation. Do you want to answer client questions, teach food preservation classes, and conduct fair judging schools with confidence? Arkansas Food Preservation: Preserving the Bounty is the first step to help you accomplish these goals. The course covers the basics of and science behind food preservation with a focus on canning. The on-line course also features an interactive forum as well as handouts and presentations to use for conducting your own food preservation and judging classes.

Competency Category(s): Subject Matter Expertise- FCS

Format: Online

Date(s): July 1, 2017-June 30, 2018

Location: Learn

Contact(s): Angela Scott, ascott@uaex.edu, 501-671-2043

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Mediterranean Cuisine (FY18)

Target: County FCS Agents

Content: This 2 day training will provide 10 participants with an update on research related to the Mediterranean diet and lifestyle, and hands on experience planning and preparing traditional Mediterranean foods. FCS agents will be required to commit to implementing and evaluating Mediterranean Cooking Schools in their counties.

Competency Category(s): Subject Matter Expertise- FCS

Format: Classroom

Date(s): October 10-11, 2017(Enrollment closes 10/7/17)

Time: 10/10 - 8:30am- 4:30pm; 10/11 - 8:30am - 3:00pm

Capacity: 10

Location: UA Fayetteville

Contact(s): Rosemary Rodibaugh, rrodibaugh@uaex.edu, (501) 671-2111, John Marcy, jmarcy@uark.edu, (479) 575-2211; Katie Holland, kholland@uaex.edu, (501) 671-2098

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ServSafe Managers Agents Training (FY18)

Target: County Agents, County Staff Chairs

Content: ServSafe Managers course to certify or re-certify County Agents and Staff Chairs. All food, beverages, and materials will be provided at no cost. There will be a 90 question exam at the end of the second day of the course.

Competency Category(s): Subject Matter Expertise- FCS

Format: Classroom

Date(s): April 3-4, 2018 (Enrollment closes 3/27/18)

Time: 9:00am- 4:30pm

Capacity: 15

Location: Little Rock State Office

Contact(s): Angela Scott, ascott@uaex.edu, (501) 671-2043

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Food Preservation Training for New FCS Agents (FY18)

**Target:** County Agents

**Content:** Home food preservation is an important activity for many Arkansan families. It is important for the health and safety of individuals consuming home processed foods that those practicing food preservation have access to current training and knowledge on the best food safety practices. The course will give county-based agents, program assistants, and others the necessary research based information to teach and educate individuals on current recommendations for safe food preservation practices.

**Competency Category(s):** Subject Matter Expertise- FCS

**Format:** Classroom

**Date(s):** March 21-22, 2018 (Enrollment closes 3/14/18)

**Time:** 8:30am - 4:00pm

**Location:** University of Central Arkansas - McAllister Hall, Room 214 - Conway, AR

**Capacity:** 30

**Contact(s):** Angela Scott, ascott@uaex.edu, (501) 671-2043

Health, Nutrition and Finance

Building Financial Stability (FY18)

**Target:** Extension Employees

**Content:** Basic financial management skills are critical for both business and personal success. Learn ways to improve financial management. Money management tips can help families increase financial stability and create a more stable home life. Topics covered include: Spending Plan Success, Curb the Urge to Splurge; Increase Credit Scores; Manage Debt Wisely.

**Competency Category(s):** Subject Matter Expertise- FCS

**Format:** Online

**Date(s):** July 1, 2017 - June 30, 2018

**Contact(s):** Laura Hendrix, (501)671-2170

Living Well with Diabetes (FY18)

**Target:** County Agents

**Content:** This training will equip FCS agents with up-to-date information on diabetes, self management and UACES curricula to conduct basic diabetes education and collaborate with health care providers in their communities.

**Competency Category(s):** Subject Matter Expertise- FCS

**Format:** Classroom

**Date(s):** September 7, 2017 (Enrollment closes 8/31/17)

**Time:** 9:30am - 4:00pm

**Location:** Little Rock State Office

**Capacity:** 50

**Contact(s):** Debra Head, dhead@uaex.edu, (501) 671-5807; Rosemary Rodibaugh, rrodibaugh@uaex.edu, (501) 671- 2111

December 13, 2017
**Powerful Tools for Caregivers Class Leader Training (FY18)**

**Target:** County Agents  
**Content:** Powerful Tools for Caregivers (PTC) is an evidence-based self-care education program for family caregivers. Those attending the class leader training will be certified to conduct the 6-session program in their counties. NOTE: PTC is taught by a team of two leaders. Agents registering for training must either partner with an adjoining county agent (and that agent must attend training) or recruit a volunteer who will co-lead sessions and attend the training. This is a program requirement.  
**Competency Category(s):** Subject Matter Expertise - FCS  
**Format:** Classroom  
**Date(s):** April 23-24, 2018 (Enrollment closes on 4/2/18)  
**Time:** April 23 - 8:30am - 4:30pm, April 24 - 8:30am - 4:00pm  
**Location:** C.A. Vines 4-H Center, Ferndale, AR  
**Capacity:** 24  
**Contact(s):** Lisa Washburn, (501) 671-2099, lwashburn@uaex.edu

**SNAP-Ed**

**Writing FY16 SNAP-Ed Impact Reports, Section I (FY18)**

**Target:** County Agents, Staff Chairs  
**Content:** Participants will learn how to write effective Impact Reports for the FY17 SNAP-Ed program year.  
**Competency Category(s):** Subject Matter Expertise- FCS  
**Format:** Webinar  
**Date(s):** August 29, 2017 (Enrollment closes 8/28/17)  
**Time:** 10am- 11am  
**Location:** Zoom  
**Contact(s):** Amy McClelland, amcclelland@uaex.edu, (501) 671- 2333

**Writing FY16 SNAP-Ed Impact Reports, Section II (FY18)**

**Target:** County Agents, Staff Chairs  
**Content:** Participants will learn how to write effective Impact Reports for the FY17 SNAP-Ed program year.  
**Competency Category(s):** Subject Matter Expertise- FCS  
**Format:** Webinar  
**Date(s):** August 31, 2017 (Enrollment closes 8/30/17)  
**Time:** 10am- 11am  
**Location:** Zoom  
**Contact(s):** Amy McClelland, amcclelland@uaex.edu, (501) 671- 2333
**AIMS Reporting SNAP-Ed FY17, Section I (FY18)**

**Target:** County Agents  
**Content:** County FCS Agents will learn how to report FY18 SNAP-Ed events in AIMS.  
**Competency Category(s):** Subject Matter Expertise- Family & Consumer Sciences-SNAP-Ed  
**Format:** Zoom Meeting  
**Date(s):** October 10, 2017 (Enrollment Closes October 9, 2017)  
**Time:** 10:00am - 11:00am  
**Location:** Zoom  
**Capacity:** 50  
**Contact(s):** Amy McClelland, amcclelland@uaex.edu, (501) 671-2333, Jon Brown, jbrown@uaex.edu, (501) 671-2340

**AIMS Reporting SNAP-Ed FY17, Section II (FY18)**

**Target:** County Agents  
**Content:** County FCS Agents will learn how to report FY18 SNAP-Ed events in AIMS.  
**Competency Category(s):** Subject Matter Expertise- Family & Consumer Sciences-SNAP-Ed  
**Format:** Zoom Meeting  
**Date(s):** October 12, 2017 (Enrollment Closes October 11, 2017)  
**Time:** 10:00am - 11:00am  
**Location:** Zoom  
**Capacity:** 50  
**Contact(s):** Amy McClelland, amcclelland@uaex.edu, (501) 671-2333, Jon Brown, jbrown@uaex.edu, (501) 671-2340

**FY18 SNAP-Ed Curricula Updates (FY18)**

**Target:** County Agents  
**Content:** County FCS Agents will be updated on the FY18 SNAP-Ed Curricula.  
**Competency Category(s):** Subject Matter Expertise- Family & Consumer Sciences-SNAP-Ed  
**Format:** Zoom Meeting  
**Date(s):** October 24, 2017 (Enrollment Closes October 23, 2017)  
**Time:** 10:00am - 11:30am  
**Location:** Zoom  
**Capacity:** 50  
**Contact(s):** Amy McClelland, amcclelland@uaex.edu, (501) 671-2333, Jon Brown, jbrown@uaex.edu, (501) 671-2340
Preparing for FY18 SNAP-Ed Plan, Section I (FY18)

Target: County Agents
Content: County FCS Agents will learn how to prepare FY19 SNAP-Ed plans.
Competency Category(s): Subject Matter Expertise- FCS
Format: Webinar
Date(s): January 24, 2018 (Enrollment closes 1/23/18)
Time: 10am- 11am
Location: Zoom
Contact(s): Amy McClelland, amcclelland@uaex.edu, (501) 671-2333

Preparing for FY18 SNAP-Ed Plan, Section II (FY18)

Target: County Agents
Content: County FCS Agents will learn how to prepare FY19 SNAP-Ed plans.
Competency Category(s): Subject Matter Expertise- FCS
Format: Webinar
Date(s): January 26, 2018 (Enrollment closes 1/25/18)
Time: 10am- 11am
Location: Zoom
Contact(s): Amy McClelland, amcclelland@uaex.edu, (501) 671-2333

Developing FY18 SNAP-Ed Plan, Section I (FY18)

Target: County Agents
Content: County FCS Agents will learn how to develop FY19 SNAP-Ed plans.
Competency Category(s): Subject Matter Expertise- FCS
Format: Webinar
Date(s): March 27, 2018 (Enrollment closes 3/26/18)
Time: 10am- 11am
Location: Zoom
Contact(s): Amy McClelland, amcclelland@uaex.edu, (501) 671-2333

Developing FY18 SNAP-Ed Plan, Section II (FY18)

Target: County Agents
Content: County FCS Agents will learn how to develop FY19 SNAP-Ed plans.
Competency Category(s): Subject Matter Expertise- FCS
Format: Webinar
Date(s): March 29, 2018 (Enrollment closes 3/28/18)
Time: 10am- 11am
Location: Zoom
Contact(s): Amy McClelland, amcclelland@uaex.edu, (501) 671-2333
Subcategory:
Community & Economic Development

Community and Economic Development Competency Definition:

An employee with competencies in the Community and Economic Development (CED) Subject Matter Expertise category has knowledge and skills to be viewed as an expert in the performance of a given task or subject matter area related to CED. As needed, the employee has the ability to identify, acquire and utilize research-based information or other experts in the development and delivery of educational programs and activities that address the needs of clientele and stakeholders.

Community and Economic Development competency areas are:

- Business
- Leadership
- Communities
- Public Policy

Introduction to County Government in Arkansas Part I (FY18)

**Target:** County Agents  
**Content:** This purpose of this course is to create a working knowledge of the responsibilities and budgeting process of county governments in Arkansas and become proficient in accessing and interpreting UA-Cooperative Extension Service county government resources.

**Competency Category(s):** Subject Matter Expertise- CED  
**Format:** Online

**Date(s):** July 1, 2017 – June 30, 2018  
**Location:** learn.uaex.edu  
**Contact(s):** Wayne Miller, wmiller@uaex.edu, (501) 671-2085

Introduction to County Government in Arkansas Part II (FY18)

**Target:** County Agents  
**Content:** This online course will help county agents understand the fiscal environment of county government, critical issues facing Arkansas counties, and potential solutions to upcoming challenges. Participants will also learn how to use the county finance resources available through Community & Economic Development and identify potential program areas for sharing this information.

**Competency Category(s):** Subject Matter Expertise- CED  
**Format:** Online

**Date(s):** July 1, 2017 – June 30, 2018  
**Location:** learn.uaex.edu  
**Contact(s):** Wayne Miller, wmiller@uaex.edu, (501) 671-2085

December 13, 2017
Keeping Arkansas Dollars at Home (FY18)

**Target:** County Agents

**Content:** The Keeping Arkansas Dollars at Home workshop will provide county agents with the tools they need to help local businesses bring in additional revenue. This workshop will provide practical approaches to helping businesses create new revenue streams for work that often is being done by outside business firms. County agents will learn about the services provided by the Arkansas Procurement Assistance Center (APAC). APAC helps businesses of all types to provide their goods and services to state and federal agencies through government contracts. Businesses of all types qualify for free participation and this program will help agents support community and economic growth in their county. County agents will learn the basics of government contracting, understand how these contracts benefit their local economy, and acquire tools and strategies to promote the program in their county. Agents can help local businesses connect with the free services provided the APAC Keeping Arkansas Dollars at Home program.

**Competency Category(s):** Community and Economic Development - Business

**Format:** Classroom

**Date(s):** July 19, 2017

**Time:** 9:30am - 3:30pm

**Location:** Little Rock State Office, Classrooms 1 & 2

**Capacity:** 20

**Contact(s):** Amanda Philyaw Perez, aperez@uaex.edu, (501) 671-2228; Noah Washburn, nwashburn@uaex.edu, (501) 671-2064; Mary Love, mlove@uaex.edu, (501) 671-2062; Max Franks, mfranks@uaex.edu, (501) 650-6180; Melanie Berman, mberman@uaex.edu, (501) 671-2361

Local Food Strategies and Planning in Your City, County or Region (FY18)

**Target:** County Agents, County Staff Chairs, Program Assistants, Program Associates/Techs, State Faculty

**Content:** There is growing interest in local food systems from both the supply and demand sides. However, communities may not know about the range of options for supporting the growth of their local food system. Participants will learn about emerging local food system strategies for harvesting, aggregating, processing, and distributing locally sourced foods. Topics to be covered include feasibility assessment, equipment, infrastructure, and case studies of farm, business and nonprofit efforts to create local food system development. The workshop will cover understanding practices across the local food chain, strategies for planning at the city, county or regional levels, and an overview of resources and funding opportunities. Participants will have a basic understanding of the types of strategies being put in place in Arkansas and other parts of the U.S. to support the growing local foods movement.

**Competency Category(s):** Community and Economic Development

**Format:** Webinar

**Date(s):** February 8, 2018 (Enrollment closes - February 1, 2018)

**Time:** 9:00am - 4:00pm

**Location:** Zoom

**Capacity:** 12

**Contact(s):** Amanda Philyaw-Perez, aperez@uaex.edu, (501) 671-2228
CES Resources and Programs to Support Local Government (FY18)

**Target:** County Agents, County Staff Chairs, Program Associates/Techs, State Faculty, Supervisors

**Content:** This workshop will provide participants with information and tools to enhance their work with county government officials, community leaders and citizens on public finance and public policy issues. The focus will be on developing collaborative programs of mutual benefit to local governments and CES. Topics covered will include county government structure and responsibilities, financing local public services, local ballot issues education programs and citizen education.

**Competency Category(s):** Subject Matter Expertise - Community and Economic Development

**Format:** Classroom

**Date(s):** February 20, 2018 (Enrollment closes 2/13/18)

**Time:** 9:30am - 3:30pm

**Capacity:** 20

**Location:** Little Rock State Office

**Contact(s):** Wayne Miller, (501) 671- 2085, wmiller@uaex.edu

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Organizational Knowledge Competency Definition-
Accomplishes the mission of Extension through development and management of resources, providing information to stakeholders about the value of investments in Extension programs, as well as the ability to build relationships. Values diversity and an inclusive program and workplace.

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Southern Extension History (FY18)

**Target:** State Faculty, County Faculty, Supervisors, Support Staff, Program Associates/Techs, Program Assistants

**Content:** Learn about the history of Extension in the South. Retired professor Randol Waters of the University of Tennessee is your host. This course has five modules, each featuring a narrated video, handouts, and questions to check your knowledge. A cumulative Course Exam is also included.

**Competency Category(s):** Organizational Knowledge

**Format:** Online

**Date(s):** July 1, 2017- June 30, 2018 (Enrollment closes 6/27/18)

**Location:** Learn.uaex.edu

**Contact(s):** Gretchen Skinner, gskinner@uaex.edu, (501) 671-2130;
Extension 101 (FY18)

**Target:** New County Agents

**Content:** This introductory course for new county agents provides a basic orientation to Extension technical systems, the organization culture, and communication and time management tips. The goal of the course is to assist new agents with time entry, accountability, and completion of basic onboarding steps.

**Competency Category(s):** Organizational Knowledge

**Format:** Online

**Date(s):** July 1, 2017- June 30, 2018 (Enrollment closes 6/27/18)

**Location:** Learn.uaex.edu

**Contact(s):** Julie Robinson, jrobinson@uaex.edu, (501) 671- 2082

Staff Chair and Mentor Onboarding Training (FY18)

**Target:** Supervisors/ Mentors of newly hired County Agents

**Content:** The goal of the Onboarding and Mentoring Program in Extension is to provide a professional, educational and personal support system for new agents. This course will provide key training and resources to ensure that staff chairs and mentors understand and have support for their roles in effectively onboarding and retaining new agents. Upon completion of this training, staff chairs and mentors will have the knowledge and tools to increase the organization's probability of retaining new agents.

**Competency Category(s):** Organizational Knowledge

**Format:** Online

**Date(s):** July 1, 2017- June 30, 2018 (Enrollment closes 6/24/18)

**Location:** Learn.uaex.edu

**Contact(s):** Julie Robinson, jrobinson@uaex.edu, (501) 671- 2082

New Agent Onboarding and Mentoring (FY18)

**Target:** Newly Hired County Agents

**Content:** The goal of the mentoring program in Extension is to provide a professional, educational, and personal support system for new county agents. This course will provide an overview of the new agent onboarding and mentoring program and will build the agent's knowledge, skills, and abilities to become an integral part of Extension. Agents completing this course will understand Extension's culture and expectations and be able to identify key resources for professional development and program support.

**Format:** Online

**Date(s):** July 1, 2017- June 30, 2018 (Enrollment closes 6/29/18)

**Location:** Learn.uaex.edu

**Contact(s):** Lynda Wilson, lwilson@uaex.edu, (501) 671- 2309

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December 13, 2017
**Effort Certification at UACES (FY18)**

**Target:** Employees funded by federal grants  
**Content:** Principal Investigators (PI) and employees that receive a portion of their salary paid from federal grant are required to complete this course in order to utilize the new on-line effort reporting system. Classified & Non-classified staff will self-certify and PIs will certify on behalf of any temporary employees paid from their federal grants. Additionally, PIs will perform a Post-Review of effort reports certified by employees paid from their federal grants.  
**Competency Category(s):** Organizational Knowledge  
**Format:** Online  
**Date(s):** July 1, 2017 - June 30, 2018  
**Contact(s):** Beverly Christenberry, bchristenberry@uaex.edu, (501) 671-2089; Sandra Williams, stwilliams@uaex.edu, (501) 671-2273; Sheryl Baker, sbaker@uaex.edu, (501) 671-2196

**AIMS Help Webinar (FY18)**

**Target:** County Agents, Staff Chairs, Program Assistants, Associates and Techs, State Faculty  
**Content:** The course will expand upon the basic reporting skills within AIMS. Topics will assist in more efficient reporting and utilization of AIMS data. Topics will include: End of the year reports, employee supervision, collecting and reporting indicator data, etc.  
**Competency Category(s):** Organizational Knowledge  
**Format:** Webinar  
**Date(s):** July 1, 2017 - June 30, 2018 (Monthly)  
**Time:** TBA  
**Location:** Zoom  
**Capacity:** 30  
**Contact(s):** Diane Mashburn, dmashburn@uaex.edu, (501) 671-2351

**Mentables (FY18)**

**Target:** All first year County Extension Agents  
**Content:** Mentable sessions are held on the third Monday of every month at 10:30 - 11:30 A.M via Zoom video conference. In this course you will be able to view recorded Mentables sessions and access additional resources.  
**Competency Category(s):** Organizational Knowledge  
**Format:** Online  
**Date(s):** July 1, 2017 - June 30, 2018 (To enroll in this course please contact the course instructor)  
**Location:** Learn.uaex.edu  
**Contact(s):** Diane Mashburn, (501) 671-2351; dmashburn@uaex.edu

December 13, 2017
**Extension Impact Report Writing – Ozark District, Section I (FY18)**

**Target:** County Agents, Program Assistants  
**Content:** Participants will learn how to effectively write impact statements in any Extension program area for the FY2017 program year.  
**Competency Category(s):** Organizational Knowledge  
**Format:** Webinar  
**Date(s):** August 14, 2017  
**Time:** 10:00am- 11:30am  
**Location:** Zoom  
**Contact(s):** Diane Mashburn, dmashburn@uaex.edu, (501) 671- 2351

**Extension Impact Report Writing – Delta District, Section I (FY18)**

**Target:** County Agents, Program Assistants  
**Content:** Participants will learn how to effectively write impact statements in any Extension program area for the FY2017 program year.  
**Competency Category(s):** Organizational Knowledge  
**Format:** Webinar  
**Date(s):** August 15, 2017  
**Time:** 10:00am- 11:30am  
**Location:** Zoom  
**Contact(s):** Diane Mashburn, dmashburn@uaex.edu, (501) 671- 2351

**Extension Impact Report Writing – Ouachita District, Section I (FY18)**

**Target:** County Agents, Program Assistants  
**Content:** Participants will learn how to effectively write impact statements in any Extension program area for the FY2017 program year.  
**Competency Category(s):** Organizational Knowledge  
**Format:** Webinar  
**Date(s):** August 16, 2017  
**Time:** 10:00am- 11:30am  
**Location:** Zoom  
**Contact(s):** Diane Mashburn, dmashburn@uaex.edu, (501) 671- 2351

**Extension Impact Report Writing – Delta District, Section II (FY18)**

**Target:** County Agents, Program Assistants  
**Content:** Participants will learn how to effectively write impact statements in any Extension program area for the FY2017 program year.  
**Competency Category(s):** Organizational Knowledge  
**Format:** Webinar  
**Date(s):** September 5, 2017  
**Time:** 10:00am- 11:30am  
**Location:** Zoom  
**Contact(s):** Diane Mashburn, dmashburn@uaex.edu, (501) 671- 2351
Extension Impact Report Writing – Ozark District, Section II (FY18)

Target: County Agents, Program Assistants
Content: Participants will learn how to effectively write impact statements in any Extension program area for the FY2017 program year.
Competency Category(s): Organizational Knowledge
Format: Webinar
Date(s): September 6, 2017
Time: 2:00pm- 3:30pm
Location: Zoom
Contact(s): Diane Mashburn, dmashburn@uaex.edu, (501) 671-2351

Extension Impact Report Writing – Ouachita District, Section II (FY18)

Target: County Agents, Program Assistants
Content: Participants will learn how to effectively write impact statements in any Extension program area for the FY2017 program year.
Competency Category(s): Organizational Knowledge
Format: Webinar
Date(s): September 14, 2017
Time: 10:00am- 11:30am
Location: Zoom
Contact(s): Diane Mashburn, dmashburn@uaex.edu, (501) 671-2351

Check In and Tune Up for New Hires, Section I (FY18)

Target: New employees hired in permanent positions since the previous Check In & Tune Up workshop
Content: This is a required, one-day workshop for new employees. Topics covered include the Big Picture of Extension and tips and advice on how to be successful in their new jobs.
Competency Category(s): Organizational Knowledge
Format: Classroom
Date(s): November 8, 2017 (Enrollment closes 11/2/17)
Time: 9:00am- 4:00pm
Location: Little Rock State Office
Capacity: 40
Contact(s): Julie Robinson, jrobinson@uaex.edu, (501) 671-2082; Diane Mashburn, dmashburn@uaex.edu, (501) 671-2351
**Check In and Tune Up for New Hires, Section II (FY18)**

**Target:** New employees hired in permanent positions since the previous Check In & Tune Up workshop

**Content:** This is a required, one-day workshop for new employees. Topics covered include the Big Picture of Extension and tips and advice on how to be successful in their new jobs.

**Competency Category(s):** Organizational Knowledge

**Format:** Classroom

**Date(s):** May 15, 2018 (Enrollment closes 5/7/18)

**Time:** 9:00am- 4:00pm

**Location:** Little Rock State Office

**Capacity:** 40

**Contact(s):** Julie Robinson (jrobinson@uaex.edu) and Diane Mashburn (dmashburn@uaex.edu). 501-671-2086

**Subcategory:**

Management of Resources

**Quicken Training for County Staff, Section I (FY18)**

**Target:** County Staff Chairs, Support Staff

**Content:** This course is designed to provide a hands-on training opportunity for the staff chair and Quicken support person. The course will cover the county depository accounts, the financial management roles of the staff chair and support person, monthly Quicken reporting and reconciliation, and step-by-step instructions for using the Quicken software for County financial transactions.

**Competency Category(s):** Organizational Knowledge

**Format:** Classroom

**Date(s):** October 4, 2017 (Enrollment closes 9/27/17)

**Time:** 9am- 3:30pm

**Location:** C. A. Vines 4-H Center, Ferndale, AR

**Capacity:** 30 (Staff Chair and Admin should enroll and attend together)

**Contact(s):** Jackie Yarbrough, 501-671-2031, jyarbrough@uaex.edu; Janice Lewis, jlewis@uaex.edu, (501) 671-2050; Sam Austin, saustin@uaex.edu, (501) 671-2061

**CANCELLED**
**Dollars and Sense for Staff Chairs, Section I (FY18)**

**Target:** County Staff Chairs

**Content:** This course is designed to familiarize new county staff chairs (or existing staff chairs who may want a refresher course) with the operating procedures of Financial Services. Various topics, including available funding, E-print, budgets, County Depository Accounts, travel regulations, p-cards, purchasing guidelines, approvals, and fixed assets will be explained by the managers of the Financial Services Department.

**Competency Category(s):** Organizational Knowledge

**Format:** Classroom

**Date(s):** October 11, 2017 (Enrollment closes 10/4/17)

**Time:** 9:00am - 3:30pm

**Location:** Little Rock State Office

**Capacity:** 20

**Contact(s):** Jackie Yarbrough, 501-671-2031, jyarbrough@uaex.edu

**CANCELLED**

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**Navigating Financial Guidelines for 4-H, Master Gardener Groups & County Civil Rights Compliance Strategies, Section I (FY18)**

**Target:** County Agents, Support Staff, Program Assistants

**Content:** NEW agents, 4-H Program Assistants & County Administrative Assistants III will work with financial matters with 4-H leaders & Master Gardeners. There are numerous policies & guidelines that must be followed. This training will assist in navigating the guidelines you must follow in financial transactions with these groups.

**Competency Category(s):** Organizational Knowledge

**Format:** Classroom

**Date(s):** November 9, 2017 (Enrollment closes 11/2/17)

**Time:** 9:00am - 4:00pm

**Location:** LRSO

**Contact(s):** Beth Phelps, (501) 671-2020, bphelps@uaex.edu

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**Navigating Financial Guidelines for 4-H, Master Gardener Groups & County Civil Rights Compliance Strategies, Section II (FY18)**

**Target:** County Agents, Support Staff, Program Assistants

**Content:** NEW agents, 4-H Program Assistants & County Administrative Assistants III will work with financial matters with 4-H leaders & Master Gardeners. There are numerous policies & guidelines that must be followed. This training will assist in navigating the guidelines you must follow in financial transactions with these groups.

**Competency Category(s):** Organizational Knowledge

**Format:** Classroom

**Date(s):** April 12, 2018 (Enrollment closes 4/5/18)

**Time:** 9:00am - 4:00pm

**Location:** LRSO

**Contact(s):** Beth Phelps, (501) 671-2020, bphelps@uaex.edu
Dollars and Sense for Staff Chairs, Section II (FY18)

Target: County Staff Chairs
Content: This course is designed to familiarize new county staff chairs (or existing staff chairs who may want a refresher course) with the operating procedures of Financial Services. Various topics, including available funding, E-print, budgets, County Depository Accounts, travel regulations, p-cards, purchasing guidelines, approvals, and fixed assets will be explained by the managers of the Financial Services Department.

Competency Category(s): Organizational Knowledge
Format: Classroom
Date(s): April 18, 2018 (Enrollment closes 4/11/18)
Time: 9:00am- 3:30pm
Location: Little Rock State Office
Capacity: 20
Contact(s): Jackie Yarbrough, 501-671-2031, jyarbrough@uaex.edu

Quicken Training for County Staff, Section II (FY18)

Target: County Staff Chairs, Support Staff
Content: This course is designed to provide a hands-on training opportunity for the staff chair and Quicken support person. The course will cover the county depository accounts, the financial management roles of the staff chair and support person, monthly Quicken reporting and reconciliation, and step-by-step instructions for using the Quicken software for County financial transactions.

Competency Category(s): Organizational Knowledge
Format: Classroom
Date(s): May 3, 2018 (Enrollment closes 4/3/17)
Time: 9am- 3:30pm
Location: C.A. Vines 4-H Center, Ferndale, AR
Capacity: 30 (Staff Chair and Admin should enroll and attend together)
Contact(s): Jackie Yarbrough, 501-671-2031, jyarbrough@uaex.edu; Janice Lewis, jlewis@uaex.edu, (501) 671-2050; Sam Austin, saustin@uaex.edu, (501) 671-2061
Program Development Competency Definition:
Demonstrates the ability to recognize, understand, and facilitate educational opportunities and coordinate resources that best respond to the needs of individuals and communities.

Program Development with Logic Models (FY18)

**Target:** Any Extension employee planning or conducting educational programs

**Content:** This online course covers the development and use of program logic models in the Extension educational program development process. Students will learn the components of program logic models and how to utilize logic models to improve program development, implementation and evaluation. This course utilizes the "Enhancing Programs through Logic Models" online course developed by the University of Wisconsin Extension.

**Competency Category(s):** Program Development

**Format:** Online

**Date(s):** July 1, 2017 - June 30, 2018 (Enrollment closes 6/27/18)

**Location:** Learn.uaex.edu

**Contact(s):** Julie Robinson, jrobinson@uaex.edu, (501) 671-2082

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Communications Competency Definition-
The ability to communicate effectively in interpersonal and group situations, whether through written, electronic or oral means.

Presentation Skills for Extension Educators (FY18)
Target: State Faculty, County Faculty, Program Associates/Techs, and Program Assistants
Content: Learn about the seven keys of effective educational presentations and how to achieve them. This course addresses how to determine needs, design your presentation, use personal attributes to deliver your presentation with confidence, and evaluate your presentation.

Communication College, Section I (FY18)
Target: County Agents, County Staff Chairs, Support Staff, Program Assistants, Associates/Techs, State Faculty
Content: This two-day course covers a broad spectrum of communication channels, including writing, photography, design and social media.

CANCELLED
Communication College, Section II (FY18)

**Target:** County Agents, County Staff Chairs, Support Staff, Program Assistants, Associates/Techs, State Faculty

**Content:** This two-day course covers a broad spectrum of communication channels, including writing, photography, design and social media. Instructors will offer tactics to help students express themselves verbally and visually with clarity and conciseness in print and digital media.

**Competency Category(s):** Communications

**Format:** Classroom

**Date(s):** May 1-2, 2018 (Enrollment closes 4/23/18)

**Time:** May 1 - 9:30am- 4:15pm, May 2 - 8:30am - 3:00pm

**Location:** C.A. Vines 4-H Center, Ferndale, AR

**Capacity:** 15

**Contact(s):** Mary Hightower, mhightower@uaex.edu, (501) 671-2126; Diane Mashburn, dmashburn@uaex.edu, (501) 671-2351
Competency Category: Technology

Technology Competency Definition-
Demonstrates a sound understanding of and comfort with information technology tools, systems, and operations; has current technology skills for communicating, conducting business, creating, and delivering educational programming; actively seeks new ways of using technology to enhance Extension work. Effectively uses information technology tools needed for Extension work. Selects and applies appropriate technology to one’s work activity and audience. Learns new ways of using technology to improve quality or efficiency of work. Models technology adoption. Identifies and solves routine problems involving the use of technology. Mentors or teaches others ways to use technology to improve processes or programs.

Subcategory:
CES Technology & Information Systems

Banner Basics: Requisitions (FY18)
Target: Support Staff
Content: Course Level: Basic. Introduction to our Purchasing process, and how to create basic requisitions in Banner.
Competency Category(s): Technology
Format: Online
Date(s): July 1, 2017- June 30, 2018 (Enrollment closes 6/30/18)
Location: Learn.uaex.edu

Contact(s): Jo Ann Fish, jfish@uaex.edu, (501) 671-2296; Jackie Yarbrough, jyarbrough@uaex.edu, (501) 671-2045; Yolanda Harden, yharden@uaex.edu, (501) 671-2054, Yvonne McCool, ymccool@uaex.edu, (501)671-2206; JaNan Abernathy, jabernathy@uaex.edu, (501) 671-2057
Tech Tuesdays (FY18)

Target: All Employees

Content: Technology is ever changing for Extension personnel, and sometimes keeping up with those changes can be a full time job. Several of the support unit personnel have teamed up to offer this bi-weekly Tech Tuesday webinar series in a multi-unit collaborative effort. Topics will range from social media, webpages, software programs, educational technology tools, and other topics as they are identified. Webinars will be hosted using Zoom, sessions will be 30-45 minutes in length.

Competency Category(s): Technology

Format: Webinar

Date(s): TBA

Time: 11:00am - 12:00pm

Location: Zoom

Contact(s): Julie Robinson, jrobinson@uaex.edu, (501) 671-2082; Amy Cole, accole@uaex.edu, (501) 671-2304, Mary Poling, mpoling@uaex.edu, (501) 671-2212

Subcategory:

Web Training

Beginner Website Online Self-Paced Video Training (FY18)

Target: All Employees

Content: This training will allow the participant to view video tutorials on the basics of using the OMNI update content management system.

Competency Category(s): Technology

Format: Online

Date(s): July 1, 2017- June 30, 2018 (Contact the course instructor if you are not sure that you have an OMNI account)

Location: Learn.uaex.edu

Contact(s): Amy Cole, (501) 671-2304; accole@uaex.edu

Subcategory:

Integrating Technology with Programs

Instructional Design 101 (FY18)

Target: All Employees

Content: Learn the highlights of course development, best practices in instructional design, and the UACES online course development process.

Competency Category(s): Technology

Format: Online

Date(s): July 1, 2017 to June 30, 2018

Contact(s): Julie Robinson, jrobinson@uaex.edu, (501) 671-2082
Professionalism Competency Definition-
A commitment to the profession as well as the flexibility to balance all aspects of personal and professional life in order to work effectively.

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Staff Chair Training (FY18)
Target: County Staff Chairs
Content: Open to all Staff Chairs, new and experienced. Highly recommended for staff chairs with less than 2 years experience. Staff chairs will learn management strategies and Extension policies related to county office management including classified and non-classified personnel management, performance evaluation/appraisal, and general office management.
Competency Category(s): Professionalism
Format: Classroom
Date(s): August 8, 2017
Time: 10:00am - 4:00pm
Location: Little Rock State Office, Classrooms 1 & 2
Capacity: 75
Contact(s): Beth Phelps, bphelps@uaex.edu; (501) 671-2020

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Time Matters- Time Management (FY18)
Target: All employees
Content: "I never have enough time!" is a frequent complaint from staff chairs. We always seem to have more on our to-do list than there are hours in the day. This tale.

Competency Category(s): Professionalism
Format: Classroom
Date(s): October 2, 2017 (Enrollment closes 9/25/17)
Time: 9:00am - 4:00pm
Location: Little Rock State Office
Capacity: 20
Contact(s): Julie Robinson, jrobinson@uaex.edu, (501) 671-2082

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CANCELLED

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December 13, 2017
An HR/EEO Perspective: Positive Steps for Workplace Survival for Classified Employees with Less than Three Years (FY18)

Target: Secretarial/Clerical Support Staff, Program Assistants
Content: In this session for all classified employees with 3 years of experience or less, we will discuss workplace standards of conduct viewed through the "Golden Rule" lens, beginning with the Division of Agriculture’s organization, mission, and values: I CARE (Integrity, Collaboration, Accountability, Relevance, and Excellence). We will be using the character counts concept for adults, focusing on employee accountability and decision-making, coworker civility, communication, and conflict resolution.

Competency Category(s): Professionalism
Format: Classroom
Date(s): November 3, 2017
Time: 9:00am - 3:30pm
Location: LRSO
Capacity: 20
Contact(s): Donna Rothberg, 501-671-2219, drothberg@uaex.edu; Barbara Batiste, bbatiste@uaex.edu, (501) 671-2015; Del Johnson, dejohnson@uaex.edu, (501) 671-2219; Jill Williams, jcwilliams@uaex.edu, (501) 671-2219

An HR/EEO Perspective: Positive Steps for Workplace Survival for Non-Classified Employees with Less than Three Years (FY18)

Target: State Faculty, County Agents, County Staff Chairs, Supervisors, Program Associates/Techs, State Support Services Staff
Content: In this session for all non classified employees with less than 3 years of experience or less, we will discuss workplace standards of conduct viewed through the "Golden Rule" lens, beginning with the Division of Agriculture’s organization, mission, and values: I CARE (Integrity, Collaboration, Accountability, Relevance, and Excellence). We will be using the character counts concept for adults, focusing on employee accountability and decision-making, coworker civility, communication, and conflict resolution.

Competency Category(s): Professionalism
Format: Classroom
Date(s): November 10, 2017
Time: 9:00am - 3:30pm
Location: LRSO
Capacity: 20
Contact(s): Donna Rothberg, 501-671-2219, drothberg@uaex.edu; Barbara Batiste, bbatiste@uaex.edu, (501) 671-2015; Del Johnson, dejohnson@uaex.edu, (501) 671-2219; Jill Williams, jcwilliams@uaex.edu, (501) 671-2219

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CANCELLED

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**Introduction to Project Management Best Practices, Section I (FY18)**

**Target:** All Employees  
**Content:** Do you need to know how to manage a project in a timely, effective and efficient manner without going into overtime and running over budget? This course will show you how to manage a project on time, on budget, and facilitate your project management strategy. This short course will discuss the life cycle of your project as well as delivery and stakeholder maintenance. We will pay particular attention to the roles of best practices to help deliver your project's outcomes.  
**Competency Category(s):** Professionalism  
**Format:** Classroom  
**Date(s):** March 1, 2018 (Enrollment closes 2/23/18)  
**Time:** 9:00am-4:00pm  
**Location:** LRSO  
**Capacity:** 15  
**Contact(s):** Julie Robinson, jrobinson@uaex.edu, (501) 671- 2082

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**An HR/EEO Perspective: Positive Steps for Workplace Survival for All Classified Employees (FY18)**

**Target:** Secretarial/Clerical Support Staff, Program Assistants  
**Content:** In this session for all classified employees we will discuss workplace standards of conduct viewed through the "Golden Rule" lens, beginning with the Division of Agriculture's organization, mission, and values: I CARE (Integrity, Collaboration, Accountability, Relevance, and Excellence). We will be using the character counts concept for adults, focusing on employee accountability and decision-making, coworker civility, communication, and conflict resolution. Plus Benefits and legal updates  
**Competency Category(s):** Professionalism  
**Format:** Webinar  
**Date(s):** April 5, 2018 (Enrollment closes 3/29/18)  
**Time:** 9:00am - 3:30pm  
**Location:** Little Rock State Office  
**Capacity:** 20  
**Contact(s):** Donna Rothberg, 501-671-2219, drothberg@uaex.edu; Barbara Batiste, bbatiste@uaex.edu, (501) 671-2015; Del Johnson, dejohnson@uaex.edu, (501) 671-2219; Jill Williams, jwilliams@uaex.edu, (501) 671-2219

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An HR/EEO Perspective: Positive Steps for Workplace Survival for All Non-Classified Employees (FY18)

**Target:** State Faculty, County Agents, County Staff Chairs, Supervisors, Program Associates/Techs, State Support Services Staff

**Content:** In this session for all non classified employees, we will discuss workplace standards of conduct viewed through the "Golden Rule" lens, beginning with the Division of Agriculture’s organization, mission, and values: I CARE (Integrity, Collaboration, Accountability, Relevance, and Excellence). We will be using the character counts concept for adults, focusing on employee accountability and decision-making, coworker civility, communication, and conflict resolution. Plus Benefits and legal updates

**Competency Category(s):** Professionalism

**Format:** Classroom

**Date(s):** April 6, 2018 (Enrollment closes 3/30/18)

**Time:** 9:00am - 3:30pm

**Location:** LRSO

**Capacity:** 20

**Contact(s):** Donna Rothberg, 501-671-2219, drothberg@uaex.edu; Barbara Batiste, bbatiste@uaex.edu, (501) 671-2015; Del Johnson, dejohnson@uaex.edu, (501) 671-2219; Jill Williams, jcwilliams@uaex.edu, (501) 671-2219

Building Stakeholder/Political Support for Extension Programs, Section I (FY18)

**Target:** County Agents, County Staff Chairs

**Content:** Agents will learn skills to form effective “friends groups” and strategies to work with them to move toward action in advocacy for Extension programs. The Division of Agriculture funding process will be explained.

**Competency Category(s):** Professionalism

**Format:** Classroom

**Date(s):** May 8, 2018 (Enrollment closes May 1, 2018)

**Time:** 9:30am - 4:00pm

**Location:** Little Rock State Office

**Capacity:** 75

**Contact(s):** Beth Phelps, bphelps@uaex.edu, (501) 671-2020; Sharon Reynolds, sreynolds@uaex.edu, (501) 671-2016; Jerry Clemens, jclemens@uaex.edu, (501) 671-2024; Stacey McCullough, smccullough@uaex.edu, (501) 671-2078
Support Staff Conference (FY18)

Target: Support Staff
Content: This in-service conference provides a variety of educational resources, tools, and techniques needed by Extension support staff to be successful in the organization. A planning committee assists with the development of the program structure and content. The conference provides an optimal setting for networking and mentoring for statewide support staff.
Competency Category(s): Professionalism

Format: Classroom
Date(s): April 26-27, 2018 (Enrollment closes 4/19/18)
Time: April 26 - 9:30am - 4:30pm; April 27 - 8:00am - 3:30pm
Location: C. A. Vines 4-H Center, Ferndale, AR
Capacity: 140
Contact(s): Karen Ballard, kballard@uaex.edu, (501)671-2218; Lynda Wilson, lwilson@uaex.edu, (501) 671-2309

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Additional Online Training Resources
Learn.uaex.edu (How to login and register for classes)
New Employees Welcome Center

Program & Staff Development
Websites for Employees
Phone: (501) 671-2086
Email: learn@uaex.edu

Training Support 24/7

What is it?
Learn.uaex.edu is the home for Extension in-service training. You will use this site to:
- Register for all in-service classes (face-to-face, field, online, etc.)
- Take online classes
- Complete evaluations for in-service classes you have taken
- Print course completion certificates for in-service training classes

Where is it?
Learn.uaex.edu can be accessed directly at http://learn.uaex.edu

Questions?
If you have any questions about this site, please contact Program & Staff Development, (501) 671-2130 or via email at learn@uaex.edu

New Employees Welcome Center Website
What is it?
The “New Employees Welcome Center” is a place to help you, a new employee, get started. Within this site we have many useful resources to help you through your first year. They include:
- Division of Agriculture welcome video
- Peer tips
- Extension acronyms
- Planned program information
- Organizational charts
- The Extension Worker’s Code

Where is it?
The “New Employees Welcome Center” can be accessed at http://uasources.wordpress.com

Questions?
If you have any questions about this site please contact Program and Staff Development, (501) 671-2086 or via email at tppling@uaex.edu

Valuable information for new employees!
Employee Development Center Website

What is it?
The "Employee Development Center" is designed to help you find resources to improve your job-related knowledge and skills.
- A competency overview section lists competencies needed by Extension employees to be effective in their jobs.
- Identifies specific resources and materials available for the Extension employee competency areas.

Where is it?
The "Employee Development Center" can be accessed directly at http://devcon.uwex.edu

Questions?
If you have any questions about this site please contact Rich Poling at (501) 871-2054 or via email at rpoling@uwex.edu.

AIMS Help Website

What is it?
The "AIMS Help" site is designed to give you training, tutorials, and tips for reporting in AIMS. These resources are available 24/7, and are searchable for ease of use.

Where is it?
"AIMS Help" can be accessed through the link in AIMS.

Questions?
If you have any questions about this site please contact Program and Staff Development, (501) 671-2086.

Helpful resources for you!

Questions?
Just give us a call.
(501) 671-2086
Arkansas Extension Core Competencies Model and Definitions

Core Competency Model:

A major goal for Extension to provide opportunities for employees to enhance their knowledge and skills in areas that can help them be successful in their jobs.

To do this, it is important to help employees understand the competencies that are needed by a successful Extension professional.

The Arkansas Extension Service Competency is Model (Figure 1) has six competency categories, each with a set of related competency sub-categories.

More details about the Extension Core Competency Model can be found at http://develop.uaex.edu.

Figure 1. Arkansas Extension Core Competency Model

Competency Category: ORGANIZATIONAL KNOWLEDGE - Accomplishes the mission of Extension through development and management of resources, providing information to stakeholders about the value of investments in Extension programs, as well as the ability to build relationships. Values diversity and an inclusive program and workplace.

December 13, 2017
Organizational Knowledge Sub-Categories:

**History and Structure** - Demonstrates a broad understanding of the history, mission, vision and values of the Land-Grant and Extension organizations as well as the formal and informal Extension culture. Describes the wide variety of Extension programs, outcomes and clientele that Extension serves. Understands basic knowledge about Arkansas, including its agricultural profile, major industries, demographics, etc. and how Extension programs respond to key needs. Is adept at describing the reciprocal relationship between communities, Extension and the Land Grant University.

**Policies and Procedures** - Understands organization policies, rules, and system protocols and uses that information to leverage the system to meet client needs.

**Management of Resources** - Manages resources wisely. Practices sound fiscal management responsibilities, prepares realistic goals and a budget to support educational programs and activities.

**Formal and Informal Coaching and Mentoring** – Uses subject matter expertise and experience to teach and guide individuals one on one so they can complete tasks. Acts as an experienced, trusted, and helpful advisor in understanding and working effectively within the organization. Identifies helpful resources and contacts for others.

**Diversity and Multiculturalism** - Values diversity and differences in both the workplace and in program and builds on these differences. Engages the community so that they are reflected in the program. Initiates and manages cultural change within the organization to enhance program impact and effectiveness.

**Accountability and Evaluation** - Assesses program outcomes and processes and is accountable in relation to resources invested. Understands what program results to communicate and how to communicate those results to others who are engaged and invested in the program.
Competency Category: PROGRAM DEVELOPMENT – Demonstrates ability to recognize, understand, and facilitate educational opportunities and coordinate resources that best respond to the needs of individuals and communities.

Program Development Sub-Categories:

Program Planning – Designs, implements, evaluates and accounts for significant Extension education programs that improve the quality of life for clientele. Uses the Extension Program Logic Model or other planning tools in program planning to clearly identify intended program outcomes and impacts, targeted audiences, and specific educational activities planned to achieve outcomes. Actively and systematically seeks and includes input and feedback from stakeholders, advisory groups, program participants, and other sources in conducting situation analyses to identify and prioritize community and target audience issues and needs. Bases programs on identified local, state and national priority issues. Designs educational programs to achieve intended knowledge, attitudinal, skill, and behavior changes among participants that lead to longer-term economic, environmental and/or social impacts.

Program Evaluation - Incorporates evaluation processes into programming that adequately documents impact and determines the value of programming. Uses evaluation information to improve the operation of a project or program or to determine the effectiveness of a program. Utilizes systematic evaluation data collection, analysis and reporting of evidence collected and compares it to appropriate criteria. Reports evaluation results and program impacts in a timely manner to appropriate stakeholders.

Collaborations and Partnerships - Builds slid relationships with others both in the organization and externally in order to develop effective programs and achieve the goals of the organization. Acts with integrity and is trustworthy. Develops networks and builds alliances, collaborates across boundaries and finds common ground with a widening range of stakeholders.

Educational Methods –Uses educational methods appropriate for target audiences, learning styles and the learning environment in which programs are conducted. Selects teaching methods, delivery channels (e.g., classroom, field, online) and educational activities best suited to achieve educational objectives.

Acquiring Resources - Acquires resources necessary for the conduct of effective educational programs. Approaches grantsmanship and fund development cautiously and responsibly to achieve the educational and financial goals of the program.

Recruiting and Managing Volunteers - Develops and manages a successful volunteer program that supports goals of the Extension program. Recognizes the contributions and expertise of unpaid staff. Understands scope of volunteer recruitment, development and management and acts consistently with the trends and specific interests of volunteers.

Group Processes and Meeting Management - Has the ability to guide the group process, and is sensitive to group dynamics, conflict situations, and controversial ideas. Can conduct a meeting using appropriate levels of procedure and unbiased leadership. Balances the need for goal achievement and group development and involvement.
Competency Category: COMMUNICATIONS - The ability to communicate effectively in interpersonal and group situations, whether through written, electronic or oral means.

Communications Sub-Categories:

**Speaking Effectively** - Makes clear and convincing oral presentations to individuals or groups. Uses appropriate language, grammar, voice tones and inflections when speaking. Listens effectively and clarifies information as needed. Facilitates an open exchange of ideas and fosters an atmosphere of open communication.

**Writing Effectively** - Expresses facts and ideas in writing in a clear, convincing, and organized manner. Clearly expresses their ideas and point of view in memos, documents, reports, newsletters, etc. and uses appropriate style, level of detail, grammar and organization of thought. Uses appropriate style and protocol for delivery methods.

**Delivering Presentations** - Prepares and delivers presentations that are well organized, dynamic, and mindful of the accuracy of the content. Anticipates the audience’s needs, uses visual aids effectively and delivers presentations confidently and professionally.

**Communicating with Visuals** – Uses appropriate media such as video, graphics, photos, diagrams, etc. to effectively communicate, support, or teach concepts and ideas.

**Marketing & Public Relations** - Builds and maintains relationships in which there is an exchange of value. Knows his or her clientele and stakeholders and then markets Extension programs clearly, effectively, and accurately to the target audiences.

**Working with the Media** – Uses available media outlets to communicate information about programs, resources and the Extension organization. Develops good working relationships with media personnel. Provides information to media outlets in a timely fashion and in a usable format.
Competency Category: TECHNOLOGY - Demonstrates a sound understanding of and comfort with information technology tools, systems, and operations; has current technology skills for communicating, conducting business, creating, and delivering educational programming; actively seeks new ways of using technology to enhance Extension work. Effectively uses information technology tools needed for Extension work. Selects and applies appropriate technology to one’s work activity and audience. Learns new ways of using technology to improve quality or efficiency of work. Models technology adoption. Identifies and solves routine problems involving the use of technology. Mentors or teaches others ways to use technology to improve processes or programs.

Technology Sub-Categories:

Computer and Peripherals Literacy – Demonstrates basic knowledge of how computers work and communicate with each other through LAN, intranet and internets. Can assemble or disassemble basic computer components, such as plugging in laptops and projectors, headsets, connecting cables, external drives, printers, and monitors. Can turn on/off devices. Demonstrates basic maintenance, care, and security of computer equipment. Can load software and burn CDs and DVDs.

Understands and practices basic computer operation tasks and functions. Updates computer software programs on a regular basis, either through the use of automatic updates or by regular manual updates. Utilizes and updates recommended computer security software programs. Operates assigned computer(s) in a way that prevents access to organizational information or systems by unauthorized users. Regularly backs-up important data and maintains backed-up data in a secure location.

Program Software – Effectively uses the organization’s software programs to create products necessary for the individual’s job duties (e.g., word processing documents, presentations, spreadsheets, databases).

Multimedia and Emerging Technologies - Accesses and uses video for information or educational activities. Can develop short, simple video clips for educational activities. Can create audio-based podcasts or add narration to self-paced tutorials. Can locate, edit, or develop effective graphics (e.g., clipart, art, digital photos) for use in Extension work.

Online Learning Resources – Can easily locate available elearning resources available to Extension personnel and clientele. Can access and utilize elearning and online resources for personal professional development. Can access and utilize appropriate elearning and online resources for use in programs for clientele. Can technically build basic online courses through supplied online course platforms. Uses online meeting tools (e.g., Centra, Adobe Connect, WebEx, Ellluminate) to participate in or facilitate virtual meetings, webinars or other educational activities. Knows how to schedule, develop and moderate an online session. Checks and troubleshoots software plugs-in and equipment (such as headsets or microphones) in preparation for meeting participation. Is aware of and utilizes social media and emerging technologies as learning resources.
Competency Category: TECHNOLOGY (Continued)

**Integrating Technology with Programs** - Remains abreast of technological developments, assesses program delivery application, uses technology appropriately, and actively pursues professional development opportunities to gain technology competencies. Disseminates information and delivers educational programs using online and distance education technologies as appropriate.

**CES Technology and Information Systems (e.g., Web portal, Email, AIMS, Banner, office equipment)** – Effectively uses the organization’s e-mail system to communicate with internal and external audiences. Knows and follows State of Arkansas and Extension policies and guidelines for e-mail use. Can effectively use e-mail as a way to share documents and resources with others. Accesses and utilizes the CES Web portal. Understands how to navigate among the various categories and components found within the CES Web portal. Understands and uses the organizational reporting and management components accessed through the Web portal (e.g., AIMS, Banner, policy manuals). Can use the portal’s collaboration tools for groups, including accessing and sharing files, contributing information, links, and other documents. Can utilize current office equipment systems, including telephone system, faxing equipment and duplication equipment.
Competency Category: PROFESSIONALISM - A commitment to the profession as well as the flexibility to balance all aspects of personal and professional life in order to work effectively.

Professionalism Sub-Categories:

Personal Learning and Professional Development - Grasps the essence of new information; masters new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development, seeks feedback from others and opportunities to master new knowledge. Demonstrates a willingness to look for opportunities to learn, to develop himself or herself, to apply lessons learned, and is willing to change and grow according to legitimate feedback.

Working Effectively - Demonstrates sound planning, coordinating, organizing and scheduling. Defines work tasks, arranges people and other resources to best accomplish the tasks. Effectively juggles priorities and efficiently completes large volumes of work without compromising quality. Develops and supports work practices that show a commitment to the profession as well as to the health and well-being of the individual from the personal life perspective. Is highly organized and demonstrates good decision-making skills.

Professionalism and Ethics – Displays enthusiasm, dedication, and interest regarding position responsibilities and duties. Expresses willingness to undertake projects, supports organizational goals and endeavors, and demonstrates flexibility in response to changing circumstances. Maintains a professional image of self, peers, and the organization through appropriate attitude, communications, actions, and appearance. Displays the highest levels of ethical conduct in carrying out the responsibilities and duties of his or her position and in interactions with others.

Leadership - Influences a wide range of diverse individuals and groups positively through formal and/or non-formal leadership roles.

Building Relationships - Acts reflectively in conflict situations with sensitivity to other’s feelings. Has a high emotional IQ and their emotional reactions to different situations are appropriate and admirable. Considers and responds appropriately to the needs, feelings and capabilities of different people in different situations. Is tactful, compassionate and sensitive, and treats others with respect. Listens to people in such a way to demonstrate a true understanding of another’s point of view. Responds appropriately to what is being said to them and is aware of how people are reacting and adjusts accordingly.

Customer Service - Examines everything against whether or not it contributes to meeting the needs of the customer or client. Focus on the customer includes individuals that are external to the organization as well as internal groups. Listens to customers and considers their needs in relation to the goals of the program. Identifies, meets and exceeds the needs of their customers, and anticipates future needs.
Competency Category: SUBJECT MATTER EXPERTISE - Knowledge and skills in the performance of a given task or subject matter area.

Subject Matter Expertise Sub-Categories:

**4-H Youth Development** - An employee with competencies in the Subject Matter Expertise – 4-H Youth Development category has knowledge and skills to be viewed as an expert in the performance of a given task or subject matter area related to 4-H Youth Development. As needed, the employee has the ability to identify, acquire and utilize research-based information or other experts in the development and delivery of educational programs and activities that address the needs of clientele and stakeholders.

4-H Youth Development competency areas are:

- How Youth Develop and Learn
- Engaging 4-H Volunteers
- Planning and Delivering Effective 4-H Programs
- Building an Effective 4-H Organization
- 4-H Program Partners and Collaborations
- Building a Diverse and Inclusive 4-H Program

**Agriculture and Natural Resources** - An employee with competencies in the Agriculture and Natural Resources (ANR) Subject Matter Expertise category has knowledge and skills to be viewed as an expert in the performance of a given task or subject matter area related to ANR. The employee has the ability to identify, acquire and utilize research-based information or other experts in the development and delivery of educational programs and activities that address needs of clientele and stakeholders.

Agriculture and Natural Resources competency areas are:

- Agricultural Economics & Agribusiness
- Animals & Animal Products
- Pest Management
- Natural Resources & Environment
- Biological & Agricultural Engineering
- Row Crop Plants & Plant Products
- Forestry
- Horticultural Plants & Plant Products
**Community and Economic Development** - An employee with competencies in the Community and Economic Development (CED) Subject Matter Expertise category has knowledge and skills to be viewed as an expert in the performance of a given task or subject matter area related to CED. The employee has the ability to identify, acquire and utilize research-based information or other experts in the development and delivery of educational programs and activities that address the needs of clientele and stakeholders.

Community and Economic Development competency areas are:

- Business
- Leadership
- Communities
- Public Policy

**Family and Consumer Sciences** - An employee with competencies in the Family and Consumer Sciences (FCS) Subject Matter Expertise category has knowledge and skills to be viewed as an expert in the performance of a given task or subject matter area related to FCS. As needed, the employee has the ability to identify, acquire and utilize research-based information or other experts in the development and delivery of educational programs and activities that address the needs of clientele and stakeholders.

Family and Consumer Sciences competency areas are:

- Health and Aging
- Marriage, Parenting, and Family Life
- Nutrition and Food Safety
- Family and Consumer Economics
- Leadership