

Spring 2013 Training Schedule April • May • June

New sessions are added often so please look for the most up-to-date training schedule on the Organizational Development (OD) <u>iPlacer</u> page. **Questions:** To obtain additional information, contact OD at training@placer.ca.gov or 530-886-5270.

To Enroll: Contact your Department Training Coordinator.

Location: Classes are held at the OD Training Room, 11486 B Avenue, Auburn, unless otherwise noted.

SCHEDULE AT A GLANCE

April			May		
4/2	0202-02	Memory Fit	5/7	0169-25	Adult CPR—Auburn
4/3	0503-03	Power of the Front of the Room	5/8	0313-06	Internal Control & Fraud Training
4/3	0509-02	Excel—Level 1	5/9	0475-01	LCW-Executive Level Briefing
4/3	0355-02	LCW-ABC's of Sustaining Discipline	5/9	0476-01	LCW-Workplace Bullying
4/4	0440-04	APS- Writing Skills	5/13	0275-**	Counterfeit Detection -Auburn
4/9	0195-10	Communicating for Results	5/14	0230-10	Crucial Conversations
4/11	0206-12	Customer Service Attitude	5/15	0483-03	Practical Insight
4/11	0449-06	Human Side of Change	5/16	0313-07	Internal Control & Fraud Training
4/15	0311-06	Government Accounting	5/17	0518-03	MLT—Wrap-up & Next Steps AM
4/16	0201-03	Project Management	5/17	0518-04	MLT—Wrap-up & Next Steps PM
4/18	0441-04	APS- Moving Through Change	5/21	0428-05	Effective Meetings
4/19		NEO	5/22	0566-01	Dialogue
4/23	0547-01	Adult CPR—South Placer	5/29	0512-02	Excel 3
4/23	0504-02	PowerFront of the Room WS	5/30	0206-13	Customer Service Attitude
4/24	0360-11	3 C's of Effective Writing	5/30	0449-07	Human Side of Change
4/25	0510-02	Excel—Level 2	5/31		NEO
4/30	0516-03	Supervisor Readiness			

Watch for additional classes in the June Training Announcement!!

June

0275-** Counterfeit Detection -Tahoe

Effective Working Relationships

0516-04 Supervisor Readiness

NEO

6/19

6/21

0353-10





Placer County has joined The Alliance for Innovation, a membership association of local governments across the United States and Canada who is transforming local government through the power of innovation and collaboration. With Arizona State University and ICMS, they serve as the platform for local governments who are passionate about nurturing an innovation culture and building the future of local government today through:

- Knowledge Sharing: The Alliance disseminates information to accelerate the adoption of innovation practices in the profession. Through
 access to innovation content, learning opportunities and our online tools, we establish the free-flow of information vital to your
 organization.
- Organizational Development: We engage organizations in their continuous learning journey. Conferences, webinars and workshops provide cutting edge, pragmatic and relevant learning opportunities.
- Networking: The Alliance connects local government practitioners to the people and resources needed to push beyond traditional boundaries. We are building a community of innovators through face to face and virtual platforms.
- Research: By leveraging the capacity of Arizona State University-School of Public Affairs, local government case studies, award submittals, and a network of academics, we facilitate research on emerging practices. With our corporate partners, we provide opportunities to pilot new ideas and test products entering the local government marketplace.

Alliance membership includes everyone; every employee, at every level in every department, has full access to the membership and all the services. Visit www.transformgov.org and iPlacer for additional information and logon instructions.

COMMUNICATION

Power of the Front of the Room 4/3, 8:30-12:00, 0503-03 (Part 2) 4/23, 8:30-12:00, 0504-02 (Workshop)

Carol Scofield

Planning Commission Hearing Room, 3091 County Center Dr., Auburn Target Audience: Employees giving presentations or leading meetings. *These classes will offer the following outcomes:*

- Learn the three Ps of Presentation
- Learn the Basic Structure of a Presentation
- Delivery Strategies
- Ineffective Speech Habits
- Getting Your Point Across Clearly and with Confidence
- Practice the Art of Persuasion
- Tools of the Trade
- Visual Aids...When, What, How?
- Dealing with Q & A
- See Yourself in Action
- Participants Receive Video Copies of the Presentations

Day one of this three-day class consists of presentation content and a homework assignment to write a 3-5 minute presentation to be delivered before a mock Board. Day two consists of videotaped class presentations with feedback from participants and the instructor, and additional information based on the presentations. Day three is also videotaped and an opportunity for participants to practice the same presentation or deliver a new 5-7 minute presentation. Participants receive immediate feedback from the instructor and with the recording.

The ABC's of Sustaining Discipline 4/3, 9:00-12:00,0355-02

LCW Webinar

Target Audience: Managers & Supervisors The ABC's of Sustaining Discipline reviews the core concepts of the disciplinary



process from A to Z. This is an interactive workshop which describes and applies fundamental and more advanced issues of the disciplinary process including notice, investigations, and due process rights. The workshop includes examples of mistakes public agencies make which can impact employees' rights and which can derail the use of discipline as a corrective tool. You will leave the class with an understanding of the various aspects of the discipline process, including tips to apply corrective measures and/or to sustain disciplinary action. The goal is to empower supervisors to use corrective action when needed without fearing the outcome of the administrative appeal process.

Communicating for Results 4/9, 8:30-12:00, 0195-10

Carol Scofield

Target Audience: Everyone

Identify personal barriers to effective communication, other people's learning styles and recognize the role generation plays in delivering a message. Develop good listening skills, learn to make others comfortable and receptive to your ideas, ask the right questions to get the answers you need and delegate for effectiveness.

COMMUNICATION— Continued

SMP—Crucial Conversations Stand Alone Class 5/14, 8:30-3:30, 0230-10

Mike Zeglarski

Target Audience: Managers and Active Supervisors

Supervision/Management Practices (SMP) is designed to provide tools to master the role of supervision. In this session participants will learn tools and techniques to prepare for, engage in, and follow-up on crucial conversations. Participants will learn to use assertive communication strategies and nonverbal behaviors to bring success to challenging conversations.

Effective Meetings

5/21, 8:30-12:00, 0428-05

Carol Scofield

Target Audience: Everyone

Participants in this course will learn a set of powerful skills and strategies to help lead meetings that are efficient, effective, and focused on outcomes.

Outcomes/Benefits

Participants will benefit by learning:

- The three C's of effective meetings
- Find answers to should we meet?
- Is your meeting a PAL to you and your team?
- Create an agenda
- Create meeting "roles"
- Deal with meeting distractions
- 6 tips to effective meetings
- How to measure the value of your meetings
- Create effective action plans

The County will benefit by:

- Maximizing the investment of employee time devoted to meetings
- Establishing greater accountability for well defined and time-bound action plans and items
- Experiencing enhanced communication and buy-in among staff

Dialogue... to Build Cooperation and Collaboration in the Workplace 5/22, 8:30-12:30, 0566-01

Joan or Mike Zeglarski

Target Audience: Everyone

Dialogue is a powerful communication tool that creates a shared exploration toward greater understanding, connection and possibilities. The use of Dialogue dispels mistrust, breaks through negative assumptions, creates community, prepares the ground for decision-making, brings out the best in people and helps to create a climate of good faith. In contrast to traditional debate-focused discussions that focus on getting agreement with one position, Dialogue seeks to discover new possibilities and opportunities to create long lasting win-win situations with internal and external customers.



COOPERATION

Memory Fit 4/2, 8:30-3:30, 0202-02

Joan Zeglarski

Target Audience: Everyone

Effective recall is one of the critical traits shared by highly successful people. And, surprisingly enough, there is nothing mysterious or complex about having this ability, despite the many myths we've heard to the contrary. The fact is, having good memory processes is a learned skill that takes some knowledge of techniques and the discipline to practice them...nothing more, nothing less.

Customer Service Attitude 4/11, 8:30-12:00, 0206-12 5/30, 1:00-4:00, 0206-13

Tyler Wade

Target Audience: Everyone

Customer Service is an attitude that needs to permeate every aspect of an organization. The way we think, plan and act should be influenced by an attitude of pleasing our customers, both internal and external. This interactive course is for everyone in the organization. The many individual and team activities



will stimulate interest and reinforce key concepts that students can apply right away.

At the end of this half-day course, participants will be able to:

- Explain the power and benefits of excellent customer service
- Identify their customers and their needs
- Develop an excellent attitude and put it into action
- Use overt and covert language to communicate an excellent attitude
- Resolve conflict with customers and between team members Course Outline:
- Course introduction and overview
- The attitude of excellent service
- Internal and external customers
- Identifying customer needs
- Powerful words and actions
- Resolving conflict
- Action Plan

Strategies for Mastering the Human Side of Change 4/11, 1:00-4:00, 0449-06 5/30, 8:30-12:00, 0449-07

Tyler Wade

Target Audience: Everyone

Change at work can be overwhelming today, and mastering it is essential for survival. Often the human issues associated with change are not addressed, resulting in resistance and frustration. To deal with these issues requires a set of strategies to help you master change at work.

Upon completion, participants will be prepared to:

- Understand the difference between organizational and human change
- Overcome the "Not another change!" syndrome
- Apply effective strategies to manage the human stages of change
- Create an action plan for an actual change at work

COOPERATION - Continued

APS-Moving Through Change 4/18, 8:30-12:00, 0441-04

Jeanie Hagen-Greene

Target Audience: Admin Professionals

Change is the rule rather than the exception today. Understanding change and developing strategies to thrive in it have been shown to be very helpful. Employees are more productive at work when they learn how to work through all kinds of changes - voluntary and involuntary, big and small. This workshop provides tools and techniques to successfully move through change at work.

- Learn three stages of transition during change
- Analyze how people react to change
- Learn four strategies for moving to acceptance of change
- Review various ways to manage the stress of change
- Develop an action plan for a current change you may be experiencing

Practical Insight

5/15, 8:30-4:00, 0483-03

Joan Zeglarski

Target Audience: Everyone

Imagine a workplace where you understand others' intentions, objectives, wants and needs in ANY situation; where you knew what to do to motivate every staff person, colleague, or team with whom you interact; where you could spend your energy on productivity, instead of conflicts? Practical Insight provides a mix of techniques and tools to:

- Increase production as you raise morale and harmony
- Motivate employees by tapping into their WIIFM or What's In It For Me (their intrinsic motivators)
- Build a culture of cooperation and collaboration by leveraging your understanding of the complementary roles that gender, generation, personality type, culture, and background can play
- Increase your own effectiveness and reduce stress by enhancing how you and others perceive and interact

Establishing & Maintaining Effective Working Relationships 06/19, 8:30-12:00, 0353-10

Carol Scofield

Target Audience: Everyone

This class is interactive and results-based. It is an opportunity to fine-tune your people skills and remind yourself that establishing and maintaining effective working relationships is expected and part of your job. At this session you will:

- Discover tools to make sure you're a contributor to your team
- Discover the top 10 ways to thrive in the workplace
- Discover the art of flexibility
- Learn how to promote a common vision
- Learn how to stimulate creative problem solving



HEALTH & SAFETY

Adult CPR & First Aid 4/23, 9:00-4:00, 0547-01

Cascade Healthcare Services

Child Support Training Room, 1000 Sunset Blvd,

Suite 200, Rocklin

Target Audience: Everyone

The Heartsaver First Aid Course teaches rescuers to effectively recognize and treat adult emergencies in the critical first minutes until EMS personnel arrive. The Heartsaver First Aid with CPR course provides a complete health and safety training solution for first aid and adult CPR.

Adult CPR & First Aid 5/7, 8:30-4:00, 0169-25

Professional Educational Program

11990 Heritage Oaks Place, Suite 6, Auburn

Target Audience: Everyone

A basic class designed for non-health care staff. Topics covered are:

- Adult CPR
- **Risk Factors**
- Medical Emergencies (i.e. heart attack)
- Basic First Aid

JOB KNOWLEDGE

Introduction to Governmental Accounting & PAS Fund Structure 4/15, 8:30-10:30, 0311-06

Andy Sisk, Nicole Howard

Target Audience: Everyone

This class will discuss unique aspects of state and local government accounting and financial reporting. It will focus on generally accepted accounting principles as it relates to financial reporting, fund structure and basis of accounting.

- Have an understanding of fund accounting for governmental agencies
- Have an understanding of the PAS accounting structure

New Employee Orientation

4/19, 8:30-2:00

5/31, 8:30-2:00

6/21, 8:30-2:00

David Boesch, CEO and County Staff

New employees are enrolled by OD Staff.

New Placer County employees receive information regarding county government, policies and resources, customer service in a Government setting, workplace safety and violence awareness, the Civil Service System, Placer County Code, benefits overview, preventing discrimination, harassment and retaliation, and employee training. Labor Union representatives are also invited to share information about Union membership.

Internal Control & Fraud Training

5/8, 8:30-11:30, 0313-06

5/16, 8:30-11:30, 0313-07 Andy Sisk, Lynn Yoshida

Target Audience: Managers and Supervisors

This class is designed to provide participants with an overview of public accountability as it relates to internal control. Internal control is an activity that increases assurance that a) assets are safeguarded b) operations are effective and efficient c) applicable laws and regulations are complied with and d) financial reports are reliable.

- Basic understanding of internal control over financial reporting and internal control over compliance with laws and regulations
- Know the key elements of the comprehensive framework of internal
- Basic understanding of risk assessment performed by accountants and auditors

JOB KNOWLEDGE-Continued

Executive Level Briefing 5/9, 9:00-12:00, 0475-01

LCW Workshop

Elk Grove Barbara Wackford Community Center

Target Audience: Managers

LCW trainings do NOT cover Placer County specific codes and procedures.

The public sector has become a complex work environment. Managers can be held personally liable for some statutory violations and are the primary gatekeepers of their agency's liability. Join colleagues from local public agencies to discuss the current and challenging issues in employment law, including providing consistency in policy enforcement across the agency and managing complaints. An attorney from Liebert Cassidy Whitmore will provide a legal framework for minimizing liability while facilitating a discussion on practical tips and best practices.

Counterfeit Detection

5/13, 9:00-10:00, 0275-10 Auburn

5/13, 10:00-11:00, 0275-11 Auburn

5/13, 1:00-2:00, 0275-12 Auburn

5/13, 2:00-3:00, 0275-13 Auburn

6/17, 9:00-10:00, 0275-14 Tahoe Area

6/17, 10:00-11:00, 0275-15 Tahoe Area

6/17, 1:00-2:00, 0275-16 Tahoe Area

6/17, 2:00-3:00, 0275-17 Tahoe Area

Detective Jim Hudson

Auburn: OD Training Room, 11486 B Avenue

Tahoe Area: Tahoe City Customs House, 775 North Lake Blvd.

Target Audience: All employees who receipt/receive cash.

This training will provide participants with hands on training to identify counterfeit currency at the "front line" level and help prevent departments from becoming victims of counterfeiting. The class will also discuss steps to be taken when counterfeit currency is suspected. Placer County Sheriff Detective Jim Hudson specializes in detecting

counterfeiting of all kinds.

MANAGING PEOPLE

Workplace Bullying: the Silent Epidemic 5/9, 1:00 - 4:00, 0476-01

LCW Workshop

Elk Grove Barbara Wackford Community Center

Target Audience: Everyone

LCW trainings do NOT cover Placer County specific codes and procedures.

This workshop will define bullying and distinguish it from simple rudeness, identify strategies for recognizing when it occurs and address the impact of this conduct on the workplace . The session will also provide pragmatic advice for holding bullies accountable for their conduct and for assisting "targets" of bullying in reporting and responding to bullying conduct.

MLT—Wrap-up and Next Steps 5/17, 8:30-12:30, 0518-03 5/17, 1:00-5:00, 0518-04

Sally Klauss

Target Audience: All previous attendees of MLT

This class helps bring everything together that has been covered and evaluate any specific issues or ideas. Topics covered are solicited from participants, providing a customized, specific approach to unique situations. The workshop format utilizes case studies, providing multiple situations to observe and discuss while learning how to best apply the techniques in a style that feels authentic. Walk away with an action plan for particular issues while gaining additional insight on the topics covered.

MANAGING PEOPLE- Continued

Supervisor Readiness 4/30, 8:30-4:00, 0516-03 6/6, 8:30-4:00, 0516-04

Joan Zeglarski

Target Audience: New Supervisors and Leads

<u>Supervision: What is it?</u>
-The common view

- -The theoretical view (from current literature/research)
- -The real view: A typical day/week in the life of supervisor at Placer County What does it take to be a supervisor in Placer County?
- -Overview of Supervision Competencies
- -Experiencing the competencies

Do I have it?

- -Assessment and exploration of personality strengths
- -Assessment and exploration of current level of needed competencies
- -Assessing and linking individual personality, past experience and current SKAS to support the development of needed supervisory competencies <u>How do I get it?</u>
- Exploration of resources available to develop needed competencies
- Creation of an individual action plan to develop needed competencies
- Following up and following through
- Wrap up

PLANNING & ORGANIZATION

Project Management

4/16 and 4/17, 8:30-3:30, 0201-03

Mike Zeglarski

Target Audience: Managers & Supervisors

The most effective way to ensure the success of any project is to plan it well at the outset, and that applies to both the most simple and the most complex projects. In this course, you'll have an opportunity to work with a team of colleagues on a real-world project plan. This step-by-step course is designed to introduce project planning to participants, who have no project management experience, as well as to review and strengthen the basic project planning knowledge of those who have had some experience in this area.

By the end of this course, you will be able to:

- Define a project
- Put together and manage a project team
- Identify tasks and task dependencies
- Create a realistic project schedule
- Calculate a project's critical path
- Create a risk management plan
- Access various tools to track and manage your project
- Conduct a post-project review

USE OF TECHNOLOGY

Excel 2010-Level 1 4/3, 8:30-3:30, 0509-02

ISInc. Staff

IT Training Center, 2970 Richardson Dr., Auburn Target Audience: Beginning Excel Users

After completing this course, students will know how to:

- Create a basic worksheet by using Microsoft Office Excel 2010
- Perform calculations in an Excel worksheet
- Modify an Excel worksheet
- Format a worksheet
- Print the content of an Excel workbook
- Manage an Excel workbook

This course is for students to gain the necessary skills to create, edit, format, and print basic Microsoft Office Excel 2010 worksheets.

USE OF TECHNOLOGY—Continued

Excel 2010-Level 2 4/25, 8:30-3:30, 0510-02

ISInc. Staff

IT Training Center, 2970 Richardson Dr., Auburn Target Audience: Proficient Basic Excel Users

After completing this course, students will know how to:

- Use advanced formulas
- Organize worksheet and table data using various techniques
- Create and modify charts
- Analyze data using PivotTables, Slicers, and PivotCharts
- Insert and modify graphic objects in a worksheet
- Customize and enhance workbooks and the Microsoft Office Excel environment

Students will organize table data, present data as charts, and enhance the look of workbooks by adding graphical objects. Course is designed to gain advanced skill sets necessary for calculating data using functions and formulas, sorting and filtering data, using PivotTables and PivotCharts for analyzing data, and customizing workbooks.

Excel 2010-Level 3 05/29, 8:30-4:00, 0512-02

ISInc. Staff

IT Training Center, 2970 Richardson Dr., Auburn

Target Audience: Completion of Excel 1 & 2 or equivalent knowledge. In this course students will automate common Excel tasks, apply advanced analysis techniques to more complex data sets, troubleshoot errors, collaborate on worksheets, and share Excel data with other applications. Course is for students to gain necessary skills to create macros, collaborate with others, audit and analyze worksheet data, incorporate multiple data sources, and import and export date.

WRITING

APS—Writing Skills 4/4, 8:30-12:00, 0440-04

Jeanie Hagen-Green

Target Audience: Administrative Professionals

This session is designed for administrative assistants who engage in every kind of writing from proposals to email, letters, reports, and technical writing. You will learn how to organize and express your thoughts clearly, select the appropriate style and format for the intended reader, and edit your writing to create professional documents. You are also encouraged to bring a sample of your writing for a very friendly class

- Learn methods to organize information effectively.
- Review and integrate the principles of readability.
- Evaluate and improve writing skills through practice.
- Review guidelines for creating email documents.
- Gain editorial skills to create professional documents.
- Develop an action plan for using these skills on your job.

The 3 C's of Effective Writing 4/24, 8:30-3:00, 0360-11

Tyler Wade

Target Audience: Everyone

This is an interactive/participative and results-based workshop. Participants will be better prepared to:

- Communicate their actions effectively and professionally
- Use Correct grammar and punctuation
- Write concise yet complete documents
- Use correct grammar and punctuation
- Complete: who, what, when, where, why
- Hands-on exercises and feedback