

FOCUSING ON THE PEOPLE SIDE OF MANAGEMENT 2016: A HR CERTIFICATE PROGRAM FOR MANAGERS AND SUPERVISORS



“Focusing on the People Side of Management,” is a Human Resource Certificate Program for County Managers and Supervisors. The courses in this program provide a tactical, hands-on approach to covering countywide values, regulations, policies and processes regarding people management. It is designed to help newly hired and newly promoted managers and supervisors navigate their role by providing pertinent knowledge and skills that will help them to be successful in managing or supervising people.



2016 CURRICULUM

Navigating Within a Civil Service System

**Performance Management:
Planning for Performance**

**Performance Management:
Discipline & Documentation**

Labor Relations 101

Wellness, Safety and Health

**Managing Within Disability Laws
and Leaves**

Diversity and Inclusion

**Preventing Sexual Harassment in the
Workplace**

BACKGROUND

"Focusing on the People Side of Management" is a certificate program designed to help all newly hired and newly promoted managers and supervisors navigate Alameda County systems and policies in alignment with the County's Mission, Vision and Values. It is the "tactical" complement to the more strategic program, ALCO Leadership: Moving Alameda County Forward. It fills the gap in HR practices, taking concept into practice.

When a manager or supervisor is hired or promoted, they usually ask questions such as:

- What are the County's expectations for me as a manager or supervisor?
- What are the "rules of the game"?
- What resources are available to me and where do I find them?

This program is designed to help managers and supervisors navigate their role by providing pertinent knowledge and skills that will help them be successful. The program offers numerous case studies and scenarios to facilitate discussion and learning.

PROGRAM DETAILS

TARGET AUDIENCE:

Managers and Supervisors, newly hired/promoted within the last year. We recommend all other managers and supervisors to take these classes periodically to refresh their knowledge and skills.

REQUIRED CURRICULUM:

Completion of all eight classes is required for certification. The classes do not have to be taken in a particular order. Two or three classes per quarter are offered through AC Learning, which facilitates completion in one year. This will allow managers and supervisors to register for the classes as their schedule permits.

PROGRAM DETAILS

Location: Alameda County Training & Education Center
125 Twelfth Street, Suite 400, Oakland, CA 94607

Phone: 510-272-6467

Email: aclearningcenter@acgov.org

Website: <http://www.acgov.org/conference>

Where Learning Happens!

CURRICULUM

Navigating Within a Civil Service System

Presenter: Human Resource Services, Personnel Division

This class will offer an overview of the Civil Service System, how it works and how to navigate through it. This knowledge is critical to hiring, re-classification, and/or promotion, and related processes. Learn how to do it right the first time.

Performance Management: Planning for Performance, Part I

Presenter: Human Resource Services, Training & Education Center

Good performance starts with clear goals, making sure that people understand what they are being asked to do and what good performance looks like. Through discussion and role play, managers and supervisors will be better able to set appropriate performance goals, provide on-going coaching and feedback, and ensure optimal performance from motivated employees.

Performance Management: Discipline & Documentation, Part II

Presenter: Human Resource Services, Employee /Labor Relations & County Counsel

Successful employment relationships depend on clear and consistent communication about employee performance. When employees meet or exceed expectations, positive feedback encourages continued good performance. When expectations are not met, timely intervention can often redirect an employee, leading to greater satisfaction for the employer and the employee. In some cases, intervention means formal discipline. Discipline generally refers to a discreet action, such as a reprimand, suspension or termination. This workshop provides information to improve employer effectiveness in documenting discipline and the steps to improve it.

Labor Relations 101

Presenter: Human Resource Services, Employee/Labor Relations, & County Counsel

To manage effectively, managers and supervisors need to understand labor relations and their role in working with represented employees. This session will cover bargaining law, management rights, the importance and impact of MOUs and other critical labor issues/processes.

Wellness, Safety and Health

Presenter: County Administrator's Office, Risk Management

It is critical for all supervisors and managers to know and understand county programs, policies, processes and procedures to enhance the health and well being of employees, foster increased productivity and morale, and ensure a safe workplace for all employees. Through a combination of theory, practice and case studies, this session will help you to better utilize existing County resources and programs.

CURRICULUM cont'd

Managing Within Disability Laws and Leaves

Presenter: Human Resource Services, Disability Programs Office & County Counsel
 This interactive workshop provides a comprehensive overview of Federal and State disability laws and leave provisions, and related County policies and procedures. Through hypothetical case scenarios and group discussion, you will gain an understanding of what constitutes reasonable accommodation pursuant to the Americans with Disabilities Act (ADA) and the Fair Employment and Housing Act (FEHA). Learn to identify key "red flags" that can trigger the reasonable accommodation and interactive process.

Diversity & Inclusion

Presenter: County Administrator's Office, Diversity Programs Unit
 This session will provide you with a basic understanding and working knowledge of diversity and inclusion as an organizational strategy. The session will include discussion about current EEO laws, countywide discrimination complaints/processes, and best practices. Situational exercises and case studies will cover the impact of employment laws in creating a diverse, productive workforce and provide appropriate responses to harassment and discrimination complaints.

Preventing Sexual Harassment in the Workplace

Presenter: Human Resource Services, Training & Education Center & County Counsel
 This workshop meets California Government Code 12950.1 (formerly AB1825) requiring training on the topic of sexual harassment for all staff who serve in a management, supervisory or lead capacity. The training covers how to recognize and prevent sexual harassment in the workplace. Participants will learn about their responsibilities and Alameda County policy and procedures.

2016 COURSE SCHEDULE		
TOPIC	TIME	DATE
Navigating Within a Civil Service System	8:30am-12:30pm	6/14/2016 12/13/2016
Performance Management Part I: Planning for Performance	8:30am-12:30pm	8/1/2016 10/24/2016
Performance Management Part II: Discipline & Documentation	8:30am-4:30pm	8/10/2016 10/26/2016
Labor Relations 101	8:30am-4:30pm	8/31/2016 11/30/2016
Wellness, Safety & Health	8:30am-12:30pm	5/10/2016 8/24/2016
Managing Within Disability Laws & Leaves	8:30am-12:30pm	6/16/2016 12/7/2016
	1:00pm-5:00pm	9/27/2016
Diversity & Inclusion	1:00pm-5:00pm	5/18/2016 11/17/2016
Preventing Sexual Harassment in the Workplace	9:00am-12:00pm	6/7/2016 11/9/2016
	1:00pm-4:00pm	7/19/2016 12/7/2016