



## **FOCUSING ON THE PEOPLE SIDE OF MANAGEMENT 2017**

A HR CERTIFICATE PROGRAM FOR MANAGERS AND SUPERVISORS



“Focusing on the People Side of Management,” is a Human Resources Certificate Program for Alameda County Managers and Supervisors. The courses in this program provide a tactical, hands-on approach to covering our countywide values, regulations, policies and processes regarding people management. This Certificate Program is designed to help our 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 and/or supervising our Alameda County Workforce.





"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.



## 2017 CURRICULUM

- ◇ Diversity and Inclusion
- ◇ Labor Relations 101
- ◇ Managing Within Disability Laws and Leaves
- ◇ Navigating Within a Civil Service System
- ◇ Performance Management: Planning for Performance
- ◇ Performance Management: Discipline & Documentation
- ◇ Preventing & Responding to Sexual Harassment and Abusive Conduct
- ◇ Wellness, Safety and Health

## 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.

#### **Location:**

Alameda County Training & Education Center  
125 12th Street, Suite 400, Oakland, CA 94607

Phone: 510-272-6467

Email: [aclearningcenter@acgov.org](mailto:aclearningcenter@acgov.org)

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

*Where Learning Happens!*

## **Diversity & Inclusion**

*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.

## **Navigating Within a Civil Service System**

*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 Part I: Planning for Performance**

*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**

*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**

*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**

*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.

## **Managing Within Disability Laws and Leaves**

*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.

## **Preventing and Responding to Sexual Harassment & Abusive Conduct**

*Human Resource Services, Training & Education Center & County Counsel*

The goal of this training is to assist your agency in understanding sexual harassment in the workplace, including federal and state laws regarding harassment, that the consequences of harassment, how to prevent sexual harassment, how to handle sexual harassment claims, and how to maintain a respectful workplace. California has enacted a mandatory training law, requiring private employers of 50 or more to provide at least two hours of training to supervisory personnel on prevention of sexual harassment. This course was designed to meet the requirements of this law (AB 1825).

## 2017 COURSE SCHEDULE

TOPIC	TIME	DATE
Navigating Within a Civil Service System	8:30am-12:30pm	2/15/2017 5/24/2017 8/16/2017 11/15/2017
Performance Management Part I: Planning for Performance	8:30am-12:30pm	1/10/2017 7/10/2017 10/16/2017
	1:00pm-5:00pm	4/4/2017
Performance Management Part II: Discipline & Documentation	8:30am- 4:30pm	1/11/2017 4/6/2017 7/11/2017 10/17/2017
Labor Relations 101	8:30am-4:30pm	3/2/2017 5/3/2017 8/15/2017 10/3/2017
Wellness, Safety & Health	8:30am-12:30pm	5/10/2017 11/16/2017
Managing within Disability Laws & Leaves	8:30am-12:30pm	4/20/2017 8/30/2017
	1:00pm - 5:00pm	2/9/2017 11/6/2017
Diversity & Inclusion	1:00pm-5:00pm	2/23/2017 7/20/2017
Preventing and Responding to Sexual Harassment & Abusive Conduct	9:00am-12:00pm	6/5/2017 12/4/2017
	1:00pm-4:00pm	6/12/2017 12/8/2017

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