April through September 2017 Class Schedule

NOTE: The Training & Education Center has expanded our schedule and training offerings are NOW OPEN for self-registration through SEPTEMBER 2017.

CHECK OUT OUR NEW WEBSITE!

Ever wanted to know how to answer a tough interview question, ensure your resume receives attention, or simply figure out how to plan a career path that makes sense to you? If so, send in your question to the Career Coach by clicking here or emailing careercentral@acgov.org.

See our Featured Classes by clicking here, and browse resources to aid in your Career Development by clicking here. All of these incredible resources are available to you within our newly updated website at: http://trainingcenter.acgov.org/.

Developing the Leader: Programs to enhance the ability of Leaders

ALCO LEADERSHIP

- **Supervisor Development Program (SDP) – April 27, May 4, 11, 18, 25 and June 1 (Six Day Series)**
  For First-line Supervisory Level
  A comprehensive training program that covers essential skills in six dimensions for supervisors: Strategic Thinking Leadership, Political Acumen, Leading and Managing People, Customer Service, Business Acumen/Organizational Planning and Ethics and Financial Accountability.
  Note: By registering for the first session, you will be registered for the entire series.

- **Team Lead Development Program (TLDP) – July 27, August 3, 10, 17, 24 & 31 (Six, Half-day Series)**
  For Project/Team Leaders
  A comprehensive training program for team and/or project leads focusing on essential skills in the six dimensions: Strategic Thinking Leadership, Political Acumen, Leading and Managing People, Customer Service, Business Acumen/Organizational Planning and Ethics and Financial Accountability.
  Note: By registering for the first session, you will be registered for the entire series.

FOR MANAGERS & SUPERVISORS:

- **7 Habits for Managers* – July 26 & August 2 (Two Day Course)**
  The "Industrial Age" approach to management focused on controlling employee behavior. In contrast, today's "Knowledge Worker Age" demands a different approach: to unleash the full potential of employees and empower them to make their best contributions.
  This intensive, application-oriented learning experience utilizes a set of tools to help managers meet today's management challenges, including conflict resolution, prioritization, performance management, accountability and trust, execution, collaboration, and employee development. It's a unique, new approach to management development that helps your management team move from getting good results to attaining great and enduring results. Based on 7 Habits of Highly Effective People.

- **Coaching for Managers – June 29**
  The best managers are great coaches. Are you one? Coaching helps you to develop, inspire, and motivate employees to better serve the citizens of Alameda County. The Coaching for Managers course is specifically aimed at supervisors and managers wanting to acquire foundational coaching skills to help them better support the people they manage. In addition to helping you develop coaching skills, we will provide the structure and resources necessary to give you the confidence to adopt a "coaching-oriented management style. The program involves on-line pre-work, one full-day class, and two follow-up sessions.

- **Developing Effective Teams – May 23 or September 12**
  Explore how groups evolve into teams, understand group dynamics, assess your own team player style, and understand the role of the team leader. Participants will also learn about Patrick Lencioni's 5 dysfunctions of teams and 5 key issues for team success.

- **Developing and Delivering Effective Presentations for Managers* – September 19**
  Participants learn a ten-step process to plan, practice, and rehearse a presentation on any business topic. The course includes confidence-building planning skills such as identifying your audience, purpose, and main message; practice on how you'll carry yourself during your presentation, and practice asking and answering questions.

- **Difficult Conversations (LCW) – May 17**
  Interpersonal problems are a fact of life. Wherever you interact with people, it is likely that you will have problems from time to time. Our natural instinct may be to avoid these conversations for as long as possible, but when you are a supervisor or manager, that is not always possible or advisable. This workshop takes the participant through the steps of successful conversations be it: personality conflicts between co-workers, body odor or emotional outbursts.

- **Disciplinary and Harassment Investigations: Who, What, When and How (LCW) – May 17**
  This workshop prepares directors and managers to conduct thorough and effective investigations of disciplinary incidents or alleged harassment. It includes guidance on how to organize t**he** investigation, how to interview witnesses, and how to reach conclusions.

- **Financial Management for the Non-Financial Manager – April 26** *NEW!*
  This class is aimed at managers from disciplines other than finance who wish to better understand financial concepts and how they are put to use. Why should non-financial managers even care about finance? It is hard to understand key strategic and management challenges without a grasp of budgets and finance. Having knowledge of the specialized nomenclature, rules and policies of the finance area, and being able to understand and engage successfully with finance staff will improve a manager's effectiveness.

- **Leading at the Speed of Trust* – September 26**
  Trust-related problems like redundancy, bureaucracy, fraud, and turnover put the skids on productivity, divert resources, squander opportunities, and chip away at an organization's brand/reputation. On the other hand, leaders who make building trust in the workplace an explicit goal of their jobs elevate trust to a strategic advantage—accelerating growth, enhancing innovation, improving collaboration and execution. *Leading at the Speed of Trust* is a highly interactive workshop that engages leaders in the real work of identifying and closing the trust gaps that exist in your organization. Instead of paying outrageous "Trust Taxes," your organization can begin to realize "Trust Dividends." You will learn how others perceive your trustworthiness from your personal tQ™ Report. You will understand the real, measurable Trust Taxes you might be paying without realizing it and make action plans for building trust accounts with all key stakeholders.

- **Leaves, Leaves and More Leaves (LCW) – April 12**
  Participants in this workshop will leave with a better understanding of the various paid and unpaid leaves e.g., FMLA/CFRA/ADA/FEHA/sick leave, etc., including when employees are eligible for leaves and the employers' responsibilities in providing these leaves.

- **Making the Transition to Leadership: From Buddy to Boss – April 19 or September 20**
  The transition from line employee to the role of leader is one of the most significant and challenging career steps. New leaders face new expectations, changing relationships, added responsibilities, and the need to develop additional skills. Research shows that at least 75% of all managers and leaders have not successfully made the transition. Participants will explore the challenges faced by new leaders and learn some of the skills needed to successfully make the transition to a leadership role.

- **Performance Management: Evaluation, Documentation and Discipline (LCW)* – September 13**
  This workshop takes the supervisor and manager through each step of performance management from objectively evaluating performance using effective communication techniques, documenting performance issues and, if necessary, imposing discipline.

- **Promoting Employee Engagement – June 15**
  Studies show that highly engaged employees are 480% more committed to helping their organizations succeed than non-engaged employees. What is the difference between a motivated employee and an engaged employee? Leads, supervisors and managers will learn how engagement drives productivity and team morale and what they can do to increase employee engagement.

- **Preventing Workplace Harassment, Discrimination and Retaliation (LCW)*– September 13**
  This practical workshop, designed for all levels of agency employees, provides guidance on managing day-to-day interactions to prevent unlawful discriminatory harassment and retaliation. **It** fully meets requirements of AB 1825 and AB 2053.

- **Public Sector Employment Law Update (LCW) – April 12**
  This workshop provides a practical and focused review of new laws and court cases to keep management employees on top of significant changes in labor and employment law.

- **Strengths Based Leadership – June 22**
  Did you know that leaders who use their strengths daily are six times more likely to be engaged, satisfied, and productive on the job and less likely to experience stress or anxiety? In this half-day class, you will use the StrengthsFinder assessment to discover your natural talents to more effectively lead others. Through reflection, discussions, and group activities, you will begin to understand how to better lead from your strengths.

FOCUSING ON THE PEOPLE SIDE OF MANAGEMENT:
For Alameda County Managers and Supervisors Only

- **Diversity & Inclusion – July 20**
  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 complaint processes, and best practices. Situational exercises and case studies will cover the impact of employment laws in creating a diverse. It will also provide productive workforce and provide appropriate responses to harassment and discrimination complaints.

- **Labor Relations 101 – May 3 or August 15**
  Achieve a better understanding of the basic principles and practices of labor relations including preparing and organizing for bargaining, learning how to write important contract clauses, and enforcing and administering the collective bargaining agreement. This all day session will cover your role as a supervisor/manager. You will learn how to be an effective manager working with represented employees and apply your understanding of labor relations to your job.

- **Managing Within Disability Laws and Leaves – April 20 or August 30**
  There have been significant changes in disability related employment law over the past several years. Specifically, more types of employee absences are protected by the recently amended Family Medical Leave Act, more employees are covered. Understanding and managing these laws and leaves is critical. This interactive workshop provides a comprehensive overview of Federal and State Disability laws and leave provisions, and related County policies and procedures. It will also provide you with a wealth of information on resources and how to manage a variety of disability leaves and provisions, including Family Medical Leave Act, California Family Rights Act, Pregnancy Disability Leave, Maternity & Child Bonding Leave, and much more.

- **Navigating Within a Civil Service System – May 24 or August 16**
  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 the hiring, re-classification, promotion, and related processes. Learn how to do it right the first time.

- **Performance Management Part I: Planning for Performance – April 4 or July 10**
  Good performance starts with clear goals: making sure that people understand what they are being asked to do and what good performance looks like, i.e., areas of accountability and performance standards. Managers and supervisors must also consider development goals to further career potential. This class defines the performance management cycle, its purpose and phases, tips for feedback, coaching, and development planning, keeping employees productive and motivated.

- **Performance Management Part II: Discipline and Documentation – April 6 or July 11**
  Ideally, regularly scheduled performance evaluations serve to formalize ongoing contacts, restate expectations and document employee performance over time. A consistent system of documenting and communicating performance facilitates a successful foundation for discipline if and when punitive action becomes necessary. This workshop provides information to improve employer effectiveness in documenting each of the components of an effective system.

- **Preventing & Responding to Sexual Harassment and Abusive Conduct – June 5 or June 12**
  The goal of this training is to assist you in understanding sexual harassment in the workplace, including: federal and state laws regarding harassment, pertinent County policies, the consequences and liabilities 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 (AB 1825), 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 is designed to meet the requirements of this law and to include discussion of the new law (AB 2053) regarding the prevention of abusive conduct.
  New employees in any supervisory role and lead workers must complete this training within six months of hire or promotion.

- **Wellness, Safety & Health – May 10**
  Through a combination of theory, practice and case studies, this session will help you to better utilize existing County resources and programs in the areas of employee wellness, stress management and resiliency, work-life balance, employee assistance (EAP). Further, you will learn effective safety and health strategies that help avoid illness and injury.

Developing the Individual: Programs for individuals and leaders to develop skill proficiency

- **7 Habits for Highly Effective Employees* – August 1 & 8 (Two Day Course)**
  Individual strengths and personal effort drive effective organizations. The 7 Habits of Highly Effective People training helps your organization achieve sustained, superior results by focusing on improving the effectiveness of individuals and leaders. Participants gain hands-on experience, applying timeless principles that yield greater productivity, improved communication, strengthened relationships, increased influence, and laser-like focus on critical priorities. Participants learn how to: take initiative, balance key priorities, improve interpersonal communication, leverage creative collaboration, and apply principles for achieving a balanced life.

- **Behavioral Emotional Intelligence (EQ)* – June 27**
  Behavioral Emotional Intelligence (EQ) focuses on how effectively people work with others. Studies have shown that Emotional Intelligence competencies account for the difference between star performers and average performers, particularly in positions of leadership. Behavioral EQ is a new approach that shows how behaviors can be used to put EQ into action. It identifies skills that can be learned and developed, turning an interesting concept into a powerful workplace advantage.

- **Building a Successful Partnership with Your Supervisor – May 9 or August 22**
  Learn how to work with your supervisor toward mutually agreed-upon goals that are in the best interests of you, your supervisor, and your organization. Participants will learn how building a strong relationship with your supervisor can increase your effectiveness and make your work life easier.

- **Career Essentials for You and The Organization (Three Day Series)**
  You own your career; the organization owns the jobs. Learn how to plan and develop your career to best meet your own personal development goals and how to always be an essential part of the organization.
  Note: By registering for the first session, you will be registered for the entire series.
  June 6   - Self-Assessment and Career Planning
  June 13   - Resume Development & Interviewing for Advantage
  June 20   - Networking & The Power of Reputation

- **Communicating and Relating: Breaking Down Barriers in the Workplace (DiSC) – May 2**
  DiSC is a model of human behavior that helps people understand "why they do what they do." The DiSC looks at four primary dimensions (Dominance, Influencing, Steadiness, and Conscientiousness) that make up the DiSC model and interact with other factors to describe the typical behavioral styles of individuals. This class is intended to help you understand behavioral tendencies, appreciate how behavior affects others, develop strategies for improving relationships and productivity, and respect, appreciate and value differences.

- **Conflict Management – July 18**
  Conflict seems inevitable, especially in the workplace. No matter how well we normally get along with the people we work with, occasionally conflicts will occur. What are the sources of conflict and how do we respond to conflict? Is conflict ever constructive? This workshop will examine the nature of conflict, the different ways people handle conflict, and methods to cope with conflict

- **Contemporary Business Writing – May 16 & 17 (Two Day Course)**
  In this engaging, fast-paced, two-day course, you will learn how to get the reader's attention, organize information clearly and logically, and present a professional image of yourself and your organization by using contemporary formatting techniques for documents including email. The course includes exercises and activities that focus on the common sentence-level challenges like unclear and cluttered wording, misused words, and common grammar problems. You'll work individually and in small teams to draft and edit job-relevant documents and receive writing coaching from the instructor.

- **Developing the Leader In You – June 7, 14, 21, 28, July 5 & 12 or September 28, October 5, 12, 19, 26 & November 2 (Six, Half-Day Series)**
  One night you go to bed and wake up the next morning, put in charge of a group of people or a project. Are you prepared? Most people aren't. In this series of workshops, you will learn how to prepare yourself for a leadership role in the future and develop your leadership abilities in your current job.
  Note: By registering for the first session, you will be registered for the entire series.

- **Focus Your Priorities: The 5 Choices to Extraordinary Productivity* – August 29**
  In today's world, there is a greater abundance of opportunity for both organizations and individuals to accomplish extraordinary goals. However, all too often, the demands of our jobs, coupled with the barrage of information coming at us from so many sources is overwhelming, exhausting and distracting. The 5 Choices Essentials enables a significant amount of time and energy to be spent on life's most important objectives. When we deliberately pay attention to the most important things amidst the distractions, we can harness the opportunities and technologies available today and soar to creative and innovative heights. This time and life management course will produce a measurable increase in productivity and an inner sense of fulfillment and accomplishment by helping you to make the right choices as you plan your day, week and life.

- **Political Astuteness/Savvy – April 25**
  Achieve optimal program goals and results. Be more successful in your current job and position yourself for growth opportunities. Participants will understand what political astuteness is, what value it has to them and their programs, and how to develop and apply it.

- **Procurement 101: Overview Workshop – April 13 or July 13**
  Alameda County staff involved in the procurement process will learn the basic procurement policies and procedures. In this workshop information will be provided to more fully understand the County's acquisition of various goods and services.

- **Office Ergonomics – April 4 or August 9**
  This training is designed for employees who work at computers. This program will help you learn to prevent injuries and improve efficiency on and off the job, assess your own workstation, and make simple adjustments to improve your safety and comfort.

- **StrengthFinders – July 20**
  Did you know that people who use their strengths daily are six times more likely to be engaged, satisfied, and productive on the job and less likely to experience stress or anxiety? In this half-day class, you will use the StrengthsFinder assessment to discover your natural talents and special interests. Through reflection, discussions, and group activities, you will begin to understand how to articulate and apply your unique value in a way that is deeper than the stereotypical phrases we often use to describe ourselves.

Media & Software: Learn computer software technology and social media

Microsoft Application Suite 2013

- **Microsoft Access 2013 Advanced* – June 8**
  This course is designed for participants that are primarily database administrators or prospective database administrators and have experience working with Access 2013 and need to learn advanced skills. Upon successful completion of this course, students will learn how to customize a form layout to improve usability and efficiency of data entry, add user interface features to validate data entry, use macros to improve user interface design, organize data into appropriate tables to ensure data dependency and minimize redundancy, lock down and prepare a database for distribution to multiple users and create and modify a database switchboard and set startup options.

- **Microsoft Access 2013 Fundamentals* – July 11**
  This course is designed for students who wish to learn the basic operations of the Microsoft Access database program to perform their day-to-day responsibilities, and who want to use the application to be more productive in their work. It provides the fundamental knowledge and techniques needed to use more complex Access features such as maintaining databases and using programming techniques that enhance Access applications.

- **Microsoft Access 2013 Intermediate* – April 19 or September 12**
  This course is designed for students wishing to gain intermediate-level skills or individuals whose job responsibilities include constructing relational databases, performing database maintenance, creating advanced queries and reports, or integrating Access with other programs. In this course, you will expand your knowledge of relational database design, write advanced queries, structure existing data, share data across applications, and customize reports.

- **Microsoft Excel 2013 Advanced* – June 15 or September 14**
  Upon successful completion of this course, you will be able to perform advanced data analysis, collaborate on workbooks with other users, and automate workbook functionality.

- **Microsoft Excel 2013 Fundamentals* – April 13 or July 20**
  In this course, you will gain a foundational understanding of the basic functionality in Excel 2013. You will use formulas and functions to perform calculations in your worksheets, and you will modify worksheets by manipulating cells and data, by searching for and replacing data, and by checking for spelling errors. You will format worksheets and prepare them for printing. You will also begin working with larger workbooks that contain multiple worksheets. Finally, you will customize how Excel behaves to more closely meet your needs.

- **Microsoft Excel 2013 Intermediate* – May 18 or August 24**
  This course is designed for students who already have foundational knowledge and skills in Excel 2013
  and wish to begin taking advantage of some of the higher-level functionality in Excel to analyze and present data. In this course you will create advanced formulas, analyze data by using functions and conditional formatting, and visualize data by using basic charts, PivotTables, slicers, and PivotCharts.

- **Microsoft Excel 2013: Data Analysis with Power Pivot* – July 25**
  This course is designed for experienced Excel users who are seeking to advance their data analysis capabilities by using Power Pivot. Upon successful completion of this course, you will be able to use Power Pivot along with Excel 2013 to analyze data from a variety of sources.

- **Microsoft Outlook 2013 Fundamentals* – May 30**
  In this course, you will become familiar with the Outlook 2013 interface, and then use Outlook to manage your email communications, including composing, reading, and responding to emails; schedule appointments and meetings; manage contact information; schedule tasks and create notes; and customize the Outlook environment to suit your personal preferences.

- **Microsoft PowerPoint 2013 Fundamentals* – August 16**
  Upon completion of this course, you will be able to create and deliver engaging multimedia presentations, advanced use of text, graphics, and animations. Learn the basic features and functions of PowerPoint 2013 including advanced text editing, adding graphical elements, modifying objects and adding tables and charts to a presentation.

- **Microsoft PowerPoint 2013 Intermediate* – August 23**
  This course is intended for students who have a foundational working knowledge of PowerPoint 2013, who wish to take advantage of the application's higher-level usability, security, collaboration, and distribution functionality. You will learn key concepts to modify the PowerPoint environment, customize design templates, add SmartArt to a presentation, work with media and animations, collaborate on a presentation and customize a slide show.

- **Microsoft Project 2013 Basic* – July 19** NEW
  This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2013. Upon successful completion of this course, students will be able to create and engage in basic management of a project. Learn key concepts of creating a new project plan, managing the time in a project plan, the tasks and resources and being able to share the project plan with a team.

- **Microsoft SharePoint 2013: Basic* – June 22**
  Microsoft SharePoint 2013 is a platform specifically designed to facilitate collaboration, allowing people to use familiar applications and Web based tools to create, access, store, and track documents and data in a central location. In this course, you will learn about and use a SharePoint Team Site to access, store, and share information and documents. Furthermore, effective use of new social networking capabilities will allow you to identify, track and advance issues and topics most important to you, and collaborate with colleagues more effectively.

- **Microsoft Visio 2013 Fundamentals* – June 29** NEW
  This course is designed for those who are new to Visio and who will be using Microsoft Visio to create basic workflows and perform end-to-end flowcharting. In this course, you will design, modify, and manage basic diagrams, learn key skills to create workflow diagram, organization charts, make floor plans, and create cross-functional flowcharts and network and style diagrams.

- **Microsoft Word 2013 Advanced* – June 1** NEW
  This course is designed for students who create and work with lengthy documents, collaborate with others on documents, and create forms in Microsoft Word. Learn how to use Word in collaboration with complicated documents and manage how the documents are accessed and distributed. Learn how to revise, manage, and secure your business documents, add reference marks and notes.

- **Microsoft Word 2013 Fundamentals* – August 10**
  Microsoft Word 2013 is designed to help you move smoothly through the task of creating professional-looking documents. Its rich features and powerful tools can make your work easy, and even fun. In this course, you'll learn how to use Word 2013 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

- **Microsoft Word 2013 Intermediate* – April 20**
  In this course you will create and modify complex documents and use tools that allow you to work with tables and charts, customize formats using styles and themes, insert content using Quick Parts, use mail merge and macros.

*Fee Class

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Where Learning Happens!