



September through December 2017 External Class Schedule



GET IN THE CLOUD

Learn how to maximize your productivity and get in the cloud with Office 365! The Training & Education Center has collaborated with ITD to aid in the countywide transition to this new Cloud Based Operating System. Office 365 is a system that enables professionals to access Excel, Word, Outlook and other Microsoft Applications and Documents from virtually anywhere—PC, Mac, and Tablets. Discover not only the essentials and benefits of Office 365, but also prepare yourself for the trending business evolution in today's organizations.

Featured Office 365 Courses

Transition to Office 365* – October 18 or December 6

This course builds upon the foundational Microsoft Office 2007/2010 knowledge and skills you've already acquired. It focuses on the enhanced features you'll want to leverage to improve the way you manage, organize, present, and distribute your company's data and information. You'll explore a variety of enhancements, from Word's ability to edit PDF files to the new Flash Fill functionality in Excel that dramatically increases the speed at which you can add data to a spreadsheet. You'll discover how the cloud has been deeply integrated into your Office experience and how collaborating with colleagues has never been easier.

Register by clicking [Here](#)

ALCO LEADERSHIP

- **Supervisor Development Program (SDP) – 10/4, 10/11, 10/18,10/25, 11/1 & 11/8 (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.

FOR MANAGERS & SUPERVISORS:

- **Developing Effective Teams – 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.
- **Making the Transition to Leadership: From Buddy to Boss – 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.
- **Finance for Non-Finance Managers – September 21**
The non-financial manager should have a basic understanding of local government financial processes, including budget, revenue streams, and general chart of accounts information to successfully navigate their areas of responsibility. Further, it is important to incorporate the finance staff into planning and leveraging of funds to maximize program impact. Excellent communication with finance should be a goal of every non-financial manager and leader.
- **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.
- **Promoting Employee Engagement – November 28**
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.
- **Meeting and Facilitation Skills for Managers and Supervisors – November 29**
Do you want to shorten online meetings and boost the effectiveness of the time you spend in them? This Meeting and Facilitation Skills course for Managers and Leaders provides practical techniques to keep meeting participants focused on clear objectives, and to help team members more clearly grasp communication techniques that help everyone realize shared goals.
- **Making the Transition to Leadership: From Buddy to Boss – December 12**
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.
- **Coaching for Managers – December 14**

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 and one full-day class.

Developing the Individual: Programs for Individuals and Leaders to Develop Skill Proficiency

- **Developing the Leader In You – 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.

- **Project Essentials (For the Unofficial Project Manager) – October 10**

Today's knowledge workers have quietly slipped into the role of the unofficial project manager. Stakeholders, scope creep, no formal training, and a lack of process all combine to raise the probability of project failure costing organizations time, money, and employee morale. This one day work session will help you consistently complete projects successfully by learning a disciplined process to execute projects and to master informal authority. The skills of “informal authority” are more important than ever before, so team members are inspired to contribute to project success.

- **Writing at Work – October 24**

Writing at Work covers everything professionals need to know about writing on the job today. In this course, participants will master the essentials of avoiding common mistakes and writing effective salutations, opening and closing paragraphs, organizing a message logically and using clear, concise and appropriate language to present a professional image.

- **Effective Email – October 31**

Learn practical, immediately useful techniques that help them write more effectively and efficiently. Learn how to understand the reader's point of view, organize information clearly and logically, and present a professional image of themselves and their organization. Also learn how to formulate a clear, concise statement, express a main point clearly, include the right information and organize it logically, and much more.

- **StrengthsFinder – November 7**

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.

- **Office Ergonomics – November 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.

- **Conflict Management – November 14**

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

- **Coaching: Bringing Out the Best in Others – December 5**

You don't have to be a supervisor to coach someone. Many of us help to coach others on a regular basis, our colleagues, clients, family, etc. Coaching is giving people support and encouragement so they can solve problems on their own, take risks, make decisions, and tackle new challenges. In this half-day course you will learn to be more aware of daily coaching opportunities and develop skills to coach effectively.

- **Behavioral Emotional Intelligence (BEQ) – December 6**

Behavioral Emotional Intelligence (BEQ) 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.

- **Political Astuteness/Savvy – December 7**

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.

Media & Software: Learn computer software technology and social media

Adobe Applications

- **Adobe Acrobat Professional X Advanced: Creating PDF Forms – December 5**

You will use Adobe Acrobat Pro to convert documents to PDF files, enhance and customize PDF documents for interactive use online, and prepare them for printing

Microsoft Application Suite 2013

- **Microsoft Access 2013 Intermediate – 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 – 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 – September 21**

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 Word 2013 Intermediate – October 3**

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.

- **Microsoft Excel 2013 Intermediate – October 5 or November 16**

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 Fundamentals – October 19**

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 Advanced – October 31 or December 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 Visio 2013 Fundamentals – November 2**

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 Outlook 2013 Fundamentals – November 14**

In this course, you will become familiar with the Outlook 2013 interface, and 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 Word 2013 Advanced – December 12**

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 PowerPoint 2013 Intermediate – December 13**

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.

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General Staff