



January to March 2018 *Class Schedule*

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Developing Leaders: Programs to Enhance the Ability of Leaders

ALCO Leadership Programs:

ALCO Supervisor Development Program (SDP) – March 8, 15, 22, 29 & April 5, 12 (Six-day program)

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. It is a prerequisite that participants of this training currently function as supervisors.

By registering for the first session, you will be registered for the entire six-day program.

For Managers & Supervisors:

Writing Performance Reviews the SMART Way – February 6

One of the most important jobs managers have is to make sure their employees achieve results. Clear, ongoing communications – including written performance documentation – is crucial to this process. Write It Well has designed this workshop to help people write objectives and reviews that meet the SMART criteria. Participants use the exercises and activities in the workbook *Writing Performance Reviews: A Write It Well Guide* as a catalyst for making the review process meaningful and helpful for managers and employees.

Strengths Based Leadership – February 7

What is the path to becoming a great leader? It starts with understanding your strengths. Great leaders have a deep knowledge of their own strengths and develop the strengths of their followers. Discover how you can leave a positive leadership legacy and inspire your followers in Strengths Based Leadership. It is a prerequisite that participants of this training currently function as supervisors.

Making the Transition to Leadership: From Buddy to Boss – February 21

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. It is a prerequisite that participants of this training currently function as supervisors.

The 7 Habits for Managers – March 12 & 19 (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. It is a prerequisite that participants of this training currently function as supervisors.

Participants are eligible in receiving 14 hours of IACET CEU credit or 17 NASBA CPE credits upon completing this course.

Coaching for Managers – March 21

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. It is a prerequisite that participants of this training currently function as supervisors.

Focusing on the People Side of Management: For Alameda County Managers & Supervisors Only

Performance Management I: Planning for Performance – January 24

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. It is a prerequisite that participants of this training currently function as supervisors.

Performance Management II: Discipline and Documentation – January 31

Managing an employees’ performance is a critical task for supervisors. 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 issues facilitates a successful foundation for discipline if and when it becomes necessary. This workshop provides information and tools to improve supervisors’

effectiveness in documenting each of the performance management components. It is a prerequisite that participants of this training currently function as supervisors.

Managing within Disability Laws and Leaves – February 8

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. It is a prerequisite that participants of this training currently function as supervisors.

Risk Management 101: Safety, Workers' Compensation and Employee Wellness – March 1

This session will introduce you to the County's risk management programs in the areas of safety and loss control, workers' compensation, and employee wellness. Through a combination of theory, practice and case studies, managers and supervisors enrolled in this course will learn how to better utilize existing County resources that include loss prevention training, risk assessments, fitness and nutrition, stress management and resiliency, work-life balance, and the employee assistance program (EAP). Participants will receive an EAP Manager Orientation that provides an overview of EAP services, a step-by-step walkthrough of the management referral process, and communication tips and techniques to use when making formal and informal employee referrals to EAP. Further, participants will learn effective safety and health strategies to avoid or reduce employee injury and illness and what to expect when an injury occurs. It is a prerequisite that participants of this training currently function as supervisors.

Navigating within a Civil Service System – March 28

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. It is a prerequisite that participants of this training currently function as supervisors.

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

Writing Effective Grant Proposals: The Basics – January 18

Grants give you a chance to tell the story of your human services program to new audiences. Learn how to communicate succinctly to federal, state, and foundation funders about your program—from identifying the right grants to pursue, to developing strong, data-driven program plans, to crafting an effective proposal. This half-day, interactive course will teach you the basic skills you need to get started planning and writing effective grant proposals.

Behavioral Emotional Intelligence (BEQ) – January 30

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. BEQ is a new approach that shows how behaviors can be used to put emotional intelligence into action. It identifies skills that can be learned and developed, turning an interesting concept into a powerful workplace advantage.

Effective Email – February 1

This workshop guides participants through an accelerated planning process, essential email writing tools, and tips to avoid the most common language and punctuation errors. Apply the tools and techniques offered in this workshop and you will get your reader's attention, present a professional image, and increase your response rate. This is the course that you wish your colleagues would attend before they write you another email!

Building a Successful Partnership with your Supervisor – February 20

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.

Coaching for Non-Managers – February 28

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.

Grammar Fundamentals – March 6 & 7 (Two-day course)

Business writers don't need to be grammar experts, but we do need to project a consistently professional image. In this two-day course, participants review key grammar and punctuation rules that are necessary to maintain credibility in today's competitive business world. Through games, examples, and practice exercises, readers learn to identify and correct errors and awkward constructions in their own writing.

The 7 Habits of Highly Effective People – April 16 & 23 (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. Participants are eligible in receiving 14 hours of IACET CEU credit or 17 NASBA CPE credits upon completing this course.

Media & Software: Learn Computer Software Technology and Social Media

Adobe Courses:

Adobe Acrobat Professional X Fundamentals – March 21

This course is for individuals with little or no experience using Adobe® Acrobat® X, but who need to create and share PDF files and PDF Portfolios. Students may have experience using office productivity applications, such as a word processor or spreadsheet program, but with little or no experience using a robust database.

Microsoft Office 2013 Courses:

Microsoft Excel 2013 Fundamentals – January 23

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 Fundamentals – January 25

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 Access 2013 Fundamentals – January 30

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 Outlook 2013 Fundamentals – February 1

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; scheduling appointments and meetings; managing contact information; scheduling tasks and creating notes; and customizing the Outlook environment to suit your personal preferences.

Microsoft OneNote 2013 – February 6

In this course, you will develop digital note-taking, note-collaboration, and note-synchronizing skills with Microsoft OneNote 2013, which will allow you to create and update notes; manage lists and outlines; search; add content including voice memos, pictures, and video; take notes in online meetings; and interact with other Microsoft software programs.

Microsoft Excel 2013 Intermediate – February 7

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 PowerPoint 2013 Fundamentals – February 8

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 Word 2013 Intermediate – February 27

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: Data Analysis with Power Pivot – February 28

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 Word 2013 Fundamentals – March 1

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 Excel 2013 Fundamentals – March 6

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 Access 2013 Fundamentals – March 13

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 Visio 2013 Basics – March 14

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 Intermediate – March 20

In this course, you will learn advanced features in Outlook to manage options for message, contacts, and calendar management and perform more advanced tasks such as task assignment, journaling, sharing workspaces, and backing up to data files.

Transition to Office 365 – March 27

This course is designed for students who already have foundational knowledge of Microsoft Office 2013/2016. It serves as an introduction to the basic functional uses of Microsoft Portal 365. You'll discover how the cloud will allow you to access documents outside of your office network and how collaborating with colleagues has never been easier.

Microsoft Project 2013 Basic – March 28

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 Excel 2013 Advanced – March 29

This course was designed for students desiring to gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, incorporate multiple data sources, and import and export data. You will automate some common Excel tasks, apply advanced analysis techniques to more complex data sets, troubleshoot errors, collaborate on worksheets, and share Excel data with other applications.

Registration at:
alameda.netkeepers.com

Details, prices and policies at:
trainingcenter.acgov.org/learners

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