



*TIME TO*

*SPRING FORWARD*



*Your Career and Professional Development*

ALAMEDA COUNTY TRAINING & EDUCATION CENTER PRESENTS

## April to June 2018 Training Class Schedule

### Developing Leaders: Programs to Enhance the Ability of Leaders

#### ALCO Leadership Programs:

##### **ALCO Team Lead Development Program (TLDP) – April 10, 17, 24, May 1, 8 & 15 (Six Half-Day Program) 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.

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

#### For Managers and Supervisors:

##### **Financial Management for Non-Financial Managers Part I – May 30 (Half-Day)**

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.

##### **Making the Transition to Leadership: From Buddy to Boss – May 3 (Full-Day)**

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.

### **Managing Remote Workers – June 20 (Half-Day)**

Are you considering remote work opportunities for your staff but aren't sure of the pros and cons? Do you want employees to be able to work remotely but are not sure how to go about it? Or do you already manage remote workers and wish to do so more effectively? Managing people who work at least some of their time outside of the office is not just a trend but it's become a reality of managing people. Join other managers as we learn how to be more successful managing remote workers. It is a prerequisite that participants of this training currently function as supervisors.

### **Maximizing Supervisory Skills for the First Line Supervisor– April 25 (Full-Day)**

This program is designed to provide first-line supervisors with the knowledge and tips to understand their responsibilities and to refine their supervisory skills. It also covers the full gamut of “need to know” legal requirements from a first line supervisor's perspective with emphasis on practical approaches in areas including leadership, goal-setting, problem-solving, delegation, discipline, evaluation and ethics.

### **Difficult Conversations – May 23 (Half-Day)**

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 teaches the participant how to transform difficult conversations on such issues as personality conflicts between co-workers, body odor or emotional outbursts into successful conversations.

### **Disaster Service Workers If You Call Them, Will They Come – May 23 (Half-Day)**

Talk of pandemics is on the rise. Some predict that absenteeism could reach 40% during a severe pandemic. Is your agency prepared? This workshop will help identify what “disaster service” means and what agencies should do to prepare for disaster before it strikes. It discusses registration, training, classification and liability of disaster workers as well as activation, immunity and workers' compensation benefits.

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

### **Diversity & Inclusion – June 14 (Half-Day)**

This session will provide you with a basic understanding and working knowledge of diversity and inclusion (D&I) as an organizational strategy. The session will include discussion about how D&I can improve organizational performance, current EEO laws, the countywide discrimination complaints/processes, and best practices. Situational exercises and case studies will cover the impact of employment laws and D&I in promoting employee engagement, creating a diverse, productive workforce and provide appropriate responses to harassment and discrimination complaints. For Alameda County managers and supervisors only.

### **Labor Relations 101 – April 4 (Full-Day)**

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 – May 2 (Half-Day)**

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.

## **Preventing and Responding to Sexual Harassment and Abusive Conduct – June 7 or June 27 (Half-Day)**

The goal of this training is to assist managers in better understanding sexual harassment in the workplace, including federal and state laws, County policy, the consequences of harassment, how to prevent sexual harassment, how to handle sexual harassment claims, and how to maintain a respectful workplace. This training meets the requirements of California law AB 1825, for sexual harassment, and law AB 2053 for abusive conduct. For Alameda County Staff Only: CAO Line Staff, New Managers, New Supervisors and New Leads.

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

### **Advanced Customer Service Skills – May 22 (Full-Day)**

This workshop moves beyond basic customer service skills. The class will help participants to learn the role their jobs play in supporting the mission and values of Alameda County. The focus will be on how to handle difficult customer service situations including: upset and demanding customers, repairing a damaged client relationship, and recovering from a customer service error.

### **Basic Customer Service Skills – April 19 (Full-Day)**

Customer service is crucial for all organizations. Providing exceptional customer service starts with understanding who your customers are and establishing a customer focus in how to meet their needs. This course is designed for employees at all levels who need to develop effective relationships with internal and external customers.

### **Career Essentials Series (Three Full-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 21 - Self-Assessment and Career Planning**

**June 28 - Resume Development & Interviewing for Advantage**

**July 11 - Networking & The Power of Reputation**

### **Communicating and Relating: Breaking Down Barriers in the Workplace DiSC – June 6 (Half-Day)**

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 course is intended to help you understand behavioral tendencies, appreciate how behavior affects others, develop strategies for improving relationships and productivity, and respect, appreciate and values differences.

### **Conflict Management – April 26(Half-Day)**

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 9 & May 10 (Two Full-Days)**

This popular two day course – formerly known as Professional Writing Skills – has been updated to offer a streamlined writing planning process, modern formatting techniques, and the essential grammar and punctuation rules you need to follow. This is one of our most popular business writing courses; we designed it for businesspeople who need to get their points across clearly and quickly. Through exercises, activities, and teamwork, participants learn practical, job-relevant, immediately useful techniques.

### **CPR/ AED/ First Aid – May 17 (Half-Day)**

Participants in this training will learn about injury and illness assessment, bleeding control and shock management, environmental emergencies, and first aid or response methods to treat injuries related to burns, the head, fractures, strains, poisoning, convulsions and others. Participants will also be trained in Cardiopulmonary Resuscitation (CPR) and the Automated External Defibrillator (AED) device and how it is used to treat sudden cardiac arrest. Those who successfully complete this training will receive a CPR/AED/First Aid certification valid for two years.

### **Defensive Driver Safety – April 18 (Half-Day)**

In this course, participants will learn about distracted driving, tools and tips for residential hazards, how to respond when an accident occurs, how to avoid being involved in a preventable accident, a general review of applicable and new traffic rules and regulations, and how to adjust to special hazards and conditions.

### **Developing Effective Proposals and Work Plans – May 31 (Half-Day)**

This course offers a writing planning process to develop a winning strategy for your next proposal. We'll focus on organization, format, language, and mechanics. Once your proposal has been accepted, follow Write It Well's tips for writing clear and effective workplans – the detailed accounting of how you're going to accomplish the specific task or projects described in your proposal - and you will improve its outcomes.

### **Developing the Leader in You: For the Aspiring and Emerging Leader**

#### **6/5, 6/12, 6/19, 6/26, 7/10 & 7/17 (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.

### **Effective Email – May 15 (Half-Day)**

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!

### **Office Ergonomics – May 16 (Half-Day)**

This training has been 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.

### **StrengthsFinder – April 3 (Half-Day)**

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.

### **The 7 Habits of Highly Effective People – April 16 & 23 (Two Full-Days)**

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.

### **Writing at Work – April 25 (Half-Day)**

This fast-moving workshop offers best practices for writing memos, meeting notes, reports, email, and other documents. It's a modern refresher for seasoned administrators and managers who want to sharpen their writing skills. If you're looking for an in-depth grammar and punctuation review or a slower pace, please consider the two-day Contemporary Business Writing or Grammar Fundamentals courses.

### **Writing Effective Grant Proposals – May 24 (Half-Day)**

Grants give you a chance to tell the story of your human services program to new audiences. Learn how to craft each component of your narrative to persuade federal, state, and foundation funders that your program deserves their support. This half-day, interactive course will teach you the basic skills you need to write effective grant proposals.

## **Media & Software: Learn Computer Software Technology and Social Media**

### *Adobe Courses:*

#### **Adobe Photoshop CC: Part 1 – June 12 (Full-Day)**

This course introduces the navigational features of Adobe Photoshop including the toolbars and tabs, workspaces, and rulers and guides. You'll learn about using basic tools and some of the new features.

#### **Adobe Professional Acrobat X Advanced: Creating PDF Forms – June 21 (Full-Day)**

In this course, you will use Adobe® Acrobat® X Pro to convert technical documents to PDF files, enhance and control PDF content accessibility, customize PDF documents for interactive use online, and prepare PDFs for commercial printing. This course is designed for users who want to employ the advanced productivity and creative features of Acrobat X Pro.

### *Microsoft Office 2013 Courses:*

#### **Microsoft Access 2013 Advanced – June 26 (Full-Day)**

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 – April 18 (Full-Day)**

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 – May 10 (Full-Day)**

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: Data Analysis with PivotTables – May 17 (Half-Day)**

This course is designed for experienced Excel users who are seeking to advance their data analysis capabilities by using PivotTables. Participants will learn to harness the power of advanced PivotTable features and create PivotCharts by importing multiple data sources into a single Excel workbook, create calculated columns and measures using formulas and then further analyze the data to support timely business decisions.

### **Microsoft Excel 2013 Advanced – June 28 (Full-Day)**

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.

### **Microsoft Excel 2013 Fundamentals – April 5, May 3 or June 7 (Full-Day)**

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 – April 26 or June 19 (Full-Day)**

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 Outlook 2013 Fundamentals – May 16 or June 27 (Full-Day)**

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 PowerPoint 2013 Advanced – April 12 (Full-Day)**

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 Publisher 2013 – June 6 (Full-Day)**

In this course you will learn basic operations of producing greeting cards, certificates, newsletters, and other printed publications. Publisher offers a large selection of "building blocks" that can be dragged into your documents, helping you to create page elements such as calendars, newsletter sidebars, and borders.

### **Microsoft SharePoint 2013 Basic – May 15 (Full-Day)**

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 Word 2013 Advanced – June 5 (Full-Day)**

Learn how to use Microsoft Office Word 2013 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 – April 19 or May 1 (Full-Day)**

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 25 (Full-Day)**

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.

### **Transition to Microsoft Office 365 – June 20 (Half-Day)**

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 Office 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

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Registration at:  
[alameda.netkeepers.com](http://alameda.netkeepers.com)

Details, prices and policies at:  
[trainingcenter.acgov.org/learners](http://trainingcenter.acgov.org/learners)

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