Alameda County Training & Education Center Course List

Course Name	Description
ALCO 7 Habits for Managers	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.
ALCO 7 Habits of Highly Effective People	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.
ALCO Adobe Acrobat Professional X Fundamentals	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.

ALCO Adobe Photoshop CC Part 1	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.
ALCO Adobe Professional Acrobat X Advanced: Creating PDF Forms	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.
ALCO Advanced Customer Service Skills	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.
ALCO Basic Customer Service Skills	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.
ALCO Behavioral Emotional Intelligence (BEQ)	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.
ALCO Being a Successful Remote Worker	Working remotely is not for everyone. In this class, we will explore the pros, cons, and challenges of working remotely. A self-assessment will help you discover if it is right for you. If it seems like a good fit, you will learn how to set yourself up for success and to be successful in not only getting the work done, but also staying connected to your supervisor, work colleagues, and clients.
ALCO Building a Successful Partnership with your Supervisor	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.

ALCO Career Essentials 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.** Self-Assessment and Career Planning Resume Development & Interviewing for Advantage Networking & The Power of Reputation
ALCO Coaching for Managers	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.
ALCO Coaching for Non-Managers	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.
ALCO Communicating & Relating: Breaking Down Barriers in the Workplace (DiSC)	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.
ALCO Conflict Management	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.

ALCO Contemporary Business Writing	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.
ALCO CPR/First AID	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.
ALCO Developing and Delivering Effective Presentations	This hands-on, small-group presentation skills course helps participants master a num-ber of skills necessary for planning an effective presentation including developing a presentation outline and slides and using effective language. The emphasis of the course is on delivery; participants will spend the bulk of the day learning and practicing techniques that engage the audience and project confidence including gesture and movement, eye contact, pace, voice, and more. The course includes recording, practice, and one-on-one coaching from the instructor.
ALCO Developing Effective Proposals and Work Plans	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.
ALCO Developing Effective Teams	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. It is a prerequisite that participants of this training currently function as supervisors.
ALCO Developing the Leader in You: For the Aspiring and Emerging Leader	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.

ALCO Diversity and Inclusion	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.
ALCO Effective Email	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.
ALCO Finances for Non-Financial Managers Part I	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.
ALCO Finances for Non-Financial Managers Part II	This is a continuation of Financial Management for non-Financial Managers. The training will review concepts from the first training and will go into more depth on issues related to budgeting positions, contracting, audits and sources of revenue. This training has a particular focus on County budgets but will be applicable to many public sector agencies.
ALCO Focus Your Priorities: 5 Choices for Extraordinary Productivity	The "5 Choices" Covey program provides guiding principles on how to focus your time and energy on your work & home 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. Participants are eligible in receiving 6 hours of IACET CEU credit or 7 NASBA CPE credits upon completing this course.
ALCO Grammar Fundamentals	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.

ALCO Labor Relations	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. For Alameda County managers and supervisors only.
ALCO Leading at the Speed of Trust	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. Participants are eligible in receiving 6 hours of IACET CEU credit or 7 NASBA CPE credits upon completing this course.
ALCO Making the Transition to Leadership: From Buddy to Boss	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.
ALCO Managing Remote Workers	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.
ALCO Managing within Disability Laws and Leaves	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. For Alameda County managers and supervisors only.

ALCO Meeting and Facilitation Skills	Running effective meetings requires excellent planning and facilitation skills. This one-day workshop offers an easy-to-follow meeting planning process for onsite or online (virtual) meetings: determining the right participants, identifying the desired outcome, developing an agenda and format, and preparing pre-work and reading materials. The workshop then shifts from planning to meeting execution, where facilitation skills come into play. The workshop offers tips for engaging all meeting participants, managing dynamic topics, handling the unexpected, getting to agreement, and identifying action items and next steps.
ALCO Microsoft Access 2013 Advanced	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.
ALCO Microsoft Access 2013 Fundamentals	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.
ALCO Microsoft Access 2013 Intermediate	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.
ALCO Microsoft Excel 2013 Advanced	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.

ALCO Microsoft Excel 2013 Fundamentals	In this course, you will gain a foundational understanding of the basic functionality in Excel 2013. You will begin by navigating the Excel 2013 environment. From there, you will perform the basic tasks associated with creating and saving Excel worksheets and exploring the Help system. 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.
ALCO Microsoft Excel 2013 Intermediate	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.
ALCO Microsoft Excel 2013: Data Analysis with Pivot Tables	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.
ALCO Microsoft Office OneDrive and Groups Using Office 365	In this course, participants will focus on the key benefits of both OneDrive and Groups in Office 365. Learn how to keep your files organized and accessible, how to upload, copy, delete, and download files and folders, and integrate with Office 365 within OneDrive. Also learn the fundamentals of Office 365 Groups and how to collaborate with your teammates when writing documents, creating spreadsheets, working on project plans, scheduling meetings, and sending communications.
ALCO Microsoft Office OneNote Using Office 365	In this course, 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 within Office 365.
ALCO Microsoft OneNote 2013	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.

ALCO Microsoft Outlook 2013 Fundamentals	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.
ALCO Microsoft Outlook 2013 Intermediate	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.
ALCO Microsoft PowerPoint 2013 Fundamentals	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.
ALCO Microsoft PowerPoint 2013 Intermediate	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.
ALCO Microsoft Project 2013 Basic	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.
ALCO Microsoft Publisher 2013	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.
ALCO Microsoft SharePoint 2013 Basic	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.

ALCO Microsoft Visio 2013 Basics	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.
ALCO Microsoft Word 2013 Advanced	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.
ALCO Microsoft Word 2013 Fundamentals	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.
ALCO Microsoft Word 2013 Intermediate	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.
ALCO Navigating within a Civil Service System	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. For Alameda County managers and supervisors only.
ALCO NEW Writing Effective Grant Proposals: The Basics	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.
ALCO Office Ergonomics	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.

ALCO Performance Management I: Planning for Performance	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.
ALCO Performance Management II: Discipline and Documentation	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.
ALCO Preventing and Responding to Sexual Harassment and Abusive Conduct	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.
ALCO Procurement 101: Overview Workshop	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.
ALCO Project Essentials for the Unofficial Project Manager	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 participants consistently complete projects successfully by teaching them to implement 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! CEU's: FranklinCovey is a Registered Education Provider (REP) of the Project Management Institute (PMI). This course offers 6 hours of IACET CEU credit or 7 NASBA CPE credits upon completing this course.

ALCO Project Management Bootcamp	The Project Management Boot Camp is designed to introduce students to the fundamental concepts of project planning and management while learning to use MS Project to track the activities of projects. You will identify the features and attributes of a project, determine the actions involved in scope planning and understand the components of time management. Students will engage in activities to plan and focus on a project, defining outcomes of the project. Throughout the class, students will learn how to use Microsoft Project to create and manage tasks, work with the critical path, use baselines, track progress and evaluate data. Focusing on the generally accepted practices of project management recognized by the Project Management Institute, Inc. (PMI), this course offers you a standards-based approach to successful project management across application areas and industries.Prerequisites: Students do not have to have project management background but exposure to MS Excel or other Windows-based software is very important.
ALCO Promoting Employee Engagement	Studies show that highly engaged employees are 480% more committed to helping their companies 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. It is a prerequisite that participants of this training currently function as supervisors.
ALCO Risk Management 101: Safety, Workers' Compensation and Employee Wellness	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. For Alameda County managers and supervisors only.
ALCO Strengths Based Leadership	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.

ALCO StrengthsFinder	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.
ALCO Supervisor Development Program (SDP)	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 6-day program. It is a prerequisite that participants of this training currently function as supervisors.
ALCO Team Lead Development Program (TLDP)	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.
ALCO Transition to Office 365	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.
ALCO Writing at Work	This fast-moving workshop offers best practices for writing memos, meeting notes, reports, email, and other documents. It's a modern refresher for seasoned administra-tors 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.
ALCO Writing Performance Reviews the SMART Way	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.