



# Focusing on the People Side of Management 2018

## A Human Resources Certificate Program for Managers and Supervisors

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“Focusing on the People Side of Management,” is a Human Resources Certificate Program for Alameda County Managers and Supervisors. The courses in this program provide a tactical, hands-on approach to covering our countywide values, regulations, policies and processes regarding people management. This Certificate Program is designed to help our newly hired and newly promoted managers and supervisors navigate their role by providing pertinent knowledge and skills that will help them to be successful in managing and/or supervising our Alameda County Workforce.

## 2018 Curriculum

- \* Diversity and Inclusion
- \* Labor Relations 101
- \* Managing Within Disability Laws and Leaves
- \* Navigating Within a Civil Service System
- \* Performance Management Part I: Planning for Performance
- \* Performance Management Part II: Discipline & Documentation
- \* Preventing & Responding to Sexual Harassment and Abusive Conduct
- \* Risk Management 101: Safety, Workers' Compensation and Employee Wellness



"Focusing on the People Side of Management" is a certificate program designed to help all newly hired and newly promoted managers and supervisors navigate Alameda County systems and policies in alignment with the County's Mission, Vision and Values.

When a manager or supervisor is hired or promoted, they usually ask questions such as:

What are the County's expectations for me as a manager or supervisor?

What are the "rules of the game"?

What resources are available to me and where do I find them?

This program is designed to help managers and supervisors navigate their role by providing pertinent knowledge and skills that will help them be successful. The program offers numerous case studies and scenarios to facilitate discussion and learning.

## Target Audience:

Managers and Supervisors, newly hired/promoted within the last year. We recommend all other managers and supervisors to take these classes periodically to refresh their knowledge and skills.

## Required Curriculum:

Completion of all eight classes is required for certification. The classes do not have to be taken in a particular order. Two or three classes per quarter are offered through AC Learning, which facilitates completion in one year. This will allow managers and supervisors to register for the classes as their schedule permits.



# 2018 Curriculum Descriptions

## **Diversity & Inclusion**

### *Diversity Programs Unit*

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 county-wide 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.

## **Navigating within a Civil Service System**

### *Human Resources Services, Personnel Division*

This class will offer an overview of the Civil Service System, how it works and how to navigate through it. This knowledge is critical to the hiring, re-classification, promotion, and related processes. Learn how to do it right the first time.

## **Performance Management Part I: Planning for Performance**

### *Human Resource Services, Training & Education Center*

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.

## **Performance Management Part II: Discipline & Documentation**

### *Human Resource Services, Employee/Labor Relations & County Counsel*

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.

## **Labor Relations 101**

### *Human Resource Services, Employee/Labor Relations, & County Counsel*

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.

## **Risk Management 101: Safety, Workers' Compensation and Employee Wellness**

### *County Administrator's Office, Risk Management*

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.

## **Managing Within Disability Laws and Leaves**

### *Human Resource Services, Disability Programs Office & County Counsel*

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.

## **Preventing and Responding to Sexual Harassment & Abusive Conduct**

### *Human Resource Services, Training & Education Center & County Counsel*

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.

## 2018 Course Schedule

Topic	Time	Date
Navigating Within a Civil Service System	8:30am-12:30pm	3 / 28 / 2018 9 / 26 / 2018
Performance Management Part I: Planning for Performance	8:30am-12:30pm	1 / 24 / 2018 8 / 1 / 2018
Performance Management Part II: Discipline & Documentation	8:30am- 4:30pm	1 / 31 / 2018 8 / 8 / 2018
Labor Relations 101	8:30am-4:30pm	4 / 4 / 2018 10 / 10 / 2018
Risk Management 101: Safety, Workers' Compensation and Employee Wellness	8:30am-12:30pm	3 / 1 / 2018 8 / 16 / 2018
Managing within Disability Laws & Leaves	8:30am-12:30pm	5 / 2 / 2018 10 / 24 / 2018
Diversity & Inclusion	1:00pm - 5:00pm	2 / 8 / 2018 7 / 12 / 2018
Preventing and Responding to Sexual Harassment & Abusive Conduct	1:00pm-5:00pm	6 / 14 / 2018 11 / 1 / 2018
	9:00am-12:00pm	6 / 7 / 2018 12 / 3 / 2018
	1:00pcm-4:00pm	6 / 27 / 2018 12 / 12 / 2018

To register online for any of our classes, go to: [alameda.netkeepers.com](http://alameda.netkeepers.com)

For our registration manual or policies and procedures, go to: [trainingcenter.acgov.org/learners/](http://trainingcenter.acgov.org/learners/)

For questions, call the Training & Education Center at 510-272-6467 or email [aclearningcenter@acgov.org](mailto:aclearningcenter@acgov.org).

Classes may be customized for your organization and held at your site.