UNLEASH YOUR POTENTIAL

Be the first to benefit from Alameda County's Instructor-led Trainings and Programs. Find a training that helps you to optimize your skills, and enhance both your career and the organization's success.

ALAMEDA COUNTY TRAINING & EDUCATION CENTER PRESENTS

July through December 2018 External Class Schedule

Developing Leaders: Programs to Enhance the Ability of Leaders

ALCO Leadership Programs:

ALCO Supervisor Development Program (SDP) – July 24, 31, August 7, 14, 21 & 28th
(Six Full-Day Program)
For First-line Supervisors
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.

ALCO Team Lead Development Program (TLDP) – September 13, 20, 27, October 4, 11 and 18th
(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:

Coaching for Managers – August 30 (Full-Day)
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.

Developing Effective Teams – October 25 (Half-Day)
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.

Moving into the Future – October 10 (Half-Day)
As employers explore and expand opportunities for remote workers, key practical and legal implications need to be considered. This workshop covers these items including wage and hour issues, supervision, "workplace" injuries, reasonable accommodations and privacy and security issues.

Performance Management I: Planning for Performance – August 1 (Half-Day)
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.

Preventing Workplace Harassment, Discrimination and Retaliation – September 5 (Half-Day)
This practical workshop, designed for all levels of agency employees, provides guidance on managing day-to-day interactions to prevent unlawful discriminatory harassment and retaliation. It fully meets requirements of AB 1825 and AB 2053.

Promoting Employee Engagement – September 12 (Half-Day)
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.

StrengthsBased Leadership – July 26 (Half-Day)
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.

The Art of Writing the Performance Evaluation – October 10 (Half-Day)
Supervisors sometimes fall into the trap of viewing evaluations as just another record-keeping requirement, without appreciating the importance of evaluations and how evaluations impact the organization. Well-written performance evaluations encourage improvement, support discipline/termination, defend against litigation and help set a culture of fairness and openness in how performance issues are addressed. This workshop provides concrete examples and tips on how you can write an effective and meaningful performance evaluation.

The Future is Now: Embracing Generational Diversity and Succession Planning – September 5 (Half-Day)
This is the first time four generations have been present in the workforce at the same time. The generational differences brought

by each group, if properly channeled, can enhance every organization. If not, these differences can lead to frustration and turnover, as well as potential legal challenges. This workshop aims to assist agencies in making the most of their generationally-diverse workforce.

Writing Performance Reviews the SMART Way – October 17 (Half-Day)

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.

7 Habits for Managers – October 2 & 9 (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.

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

Being a Successful Remote Worker – July 25 (Half-Day)

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.

Career Essentials Series (Three-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.

November 29 - Self-Assessment and Career Planning
December 6 - Resume Development & Interviewing for Advantage
December 13 - Networking & The Power of Reputation

Coaching: For Non-Managers – September 25 (Half-Day)

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.

CPR/ AED/ First Aid – August 22 (Five Hours)

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.

Developing and Delivering Effective Presentations – September 11 (Full-Day)

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.

Developing the Leader in You: For the Aspiring and Emerging Leader
October 16, 23, 30, November 6, 13 and 20th (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.

Finances for Non-Financial Managers Part I – October 3 (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.

Finances for Non-Financial Managers Part II – July 18 or November 1 (Half-Day)
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.

Focus Your Priorities: The 5 Choices to Extraordinary Productivity – August 15 (Full-Day)
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

I-Engage: An Approach to Optimizing Professional Success - July 19 (Full-Day)
-Engage is a holistic, from-the-ground-up approach to Employee Engagement. Engaged employees have a heightened connection to their work, their co-workers, their organization, and its mission. Engaged employees find personal meaning and pride in what they do. Engaged employees also believe their organization values them and, in return, go above and beyond the minimum to deliver excellent performance. In this training, explore what employee engagement looks like for you, and learn strategies that position you for greater personal and organizational success.

Meeting and Facilitation Skills – September 6 (Full-Day)
Do you want to shorten online meetings and boost the effectiveness of the time you spend in them? This Meeting and Facilitation Skills course 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.

Office Ergonomics – August 23 or November 8 (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.

Political Astuteness – August 9 (Half-Day)
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.

Project Essentials: For the Unofficial Project Manager – September 19 (Full-Day)
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.

StrengthsFinder – September 18 (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.

Writing at Work – November 28 (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.

7 Habits of Highly Effective People – December 4 & December 11 (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

Introduction to Microsoft Windows 10 – October 25 (Full-Day)
Welcome to Using Microsoft® Windows® 10. Whether you're new to computers or have used them in the past, this class will help you become more comfortable using the Windows 10 interface. This course will help familiarize you with the Windows 10 user interface and its basic capabilities. In this course, you will explore Windows 10 and learn how to create documents, send email, browse the Internet, and share information between applications and with other users.

PowerBI – August 8th & 9th (Two-Day Program)
This course is designed to provide participants with a fundamental understanding of the capabilities of Power BI. Students will discover how to quickly gather, cleanse and transform data with just a few clicks. Participants will create visualizations and incorporate them into dashboards that can provide up to the minute reporting. At the end of this course, participants will have a solid understanding of the skills required to use Power BI.

Project Management Boot Camp – November 14, 15 & 16 (Three-Day Program)
The Project Management Boot Camp is designed to introduce students to the fundamental concepts of project planning and management while learning to use Microsoft 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.**

Adobe Courses:

Adobe Acrobat Professional X Advanced: Creating PDF Forms – December 6 (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.

Adobe Acrobat Professional X Fundamentals – September 27 (Full-Day)

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 2016 Courses:

Microsoft Excel 2016 Fundamentals – August 14 (Full-Day)

In this course, learn how to best enter and organize data, perform calculations with simple functions, work with multiple worksheets, format the appearance of your data and cells, and build charts and customize how Excel behaves to more closely meet your needs.

Microsoft Outlook 2016 Fundamentals – July 26 (Full-Day)

Email has become one of the most widely used methods of personal and business communication. In most organizations, large or small, email is the preferred form of communicating information amongst employees. As email grows in popularity and use, this course will provide you with the basic skills you need to enhance how you manage your email communications, contact information, calendar events, tasks, and much more.

Microsoft Word 2016 Fundamentals – August 9 (Full-Day)

This introductory course is designed to help you learn how to create, format, share, and print a wide variety of documents in Word 2016. Participants will create new documents from templates and scratch, format text and pages, work with headers and footers, use themes and styles, add multimedia, and more.

Microsoft Office 2013 Courses:

Microsoft Access 2013 Advanced – September 12 (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 – July 17 or September 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 – August 16 (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 – August 7 or November 6 (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 – September 25 or December 13 (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 – July 11, September 13 or November 1 (Full-Day)

In this course, you will gain a foundational understanding of the 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 – August 1 or October 4 (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 Office OneNote Using Office 365 – July 25 or August 2 (Half-day)

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 OneDrive and Groups: Using Office 365 – August 2 (Half-day)

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.

Microsoft Outlook 2013 Fundamentals – August 30, October 2 or December 4 (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 Outlook 2013 Intermediate – September 26 or December 11 (Full-Day)

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.

Microsoft PowerPoint 2013 Fundamentals – July 19 (Full-Day)

Upon completion of this course, you will be able to create and deliver engaging multimedia presentations, advanced use of text, graphics, and animations.

Microsoft PowerPoint 2013 Advanced – October 10 (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 Project 2013: Basic – November 28 (Full-Day)

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 Publisher 2013 – December 12 (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 – October 17 (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 Visio 2013 Basics – October 18 (Full-Day)

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 Word 2013 Advanced – December 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 – July 12, September 11 or November 7 (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 – August 15 or October 11 (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.

OUR EDUCATION PROGRAMS

THESE PROGRAMS ARE OFFERED AT THE TRAINING & EDUCATION CENTER IN OAKLAND

**MASTERS IN PUBLIC ADMINSTRATION
(24 Months) - Cal State East Bay**

The MPA program has the same curriculum, textbooks, learning objectives, and faculty as the MPA program offered at the CSUEB Hayward Campus. The Alameda County MPA program consists of eight 4-unit courses, and can be completed in two years. The program is offered in a cohort model, meaning that students start the program as a group and enroll in the same courses until the degree is completed.

**MANAGEMENT & SUPERVISION CERTIFICATE
(14 Months) – Laney College**

This certificate program consists of six classes and an optional "on-the-job" class project. If you are interested in increasing your management and supervisory knowledge and skills, this program is for you. The program allows you to apply credits towards an AA degree or transfer credit towards a BA degree. Completion of this program can also be applied to select promotional management career opportunities within the County.

Registration at: **alameda.netkeepers.com**
Details, prices and policies at: trainingcenter.acgov.org/learners
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