



ALAMEDA COUNTY

# TRAINING & EDUCATION CENTER

2019 COURSE CALENDAR

Alameda County's Training & Education Center serves County employees by providing many key learning opportunities. We invite you to take action with your professional development and use this Training Calendar to strategize a personal learning plan for 2019.

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

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

Updated: 11/30/2018

# Developing Leaders:

## Programs to Enhance the Ability of Leaders

### ALCO Leadership Programs:

#### **ALCO Supervisor Development Program (SDP) – (Six Full-Day Program)**

**February 26, March 5, 12, 19, 26, April 2 or September 10, 17, 24, October 1, 8, 15**

*For First-line Supervisors*

A comprehensive training program for current supervisors 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.

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

**County Employees No Fee, Nonprofit/Public Sector \$1200, Private Sector \$1350**

#### **ALCO Team Lead Development Program (TLDP) – (Six Half-Day Program)**

**April 25, May 2, 9, 16, 23, 30**

*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.**

**County Employees No Fee, Nonprofit/Public Sector \$750, Private Sector \$900**

#### **Developing the Leader in You: For the Aspiring and Emerging Leader—(Six Half-Day Program)**

**January 10, 17, 24,31, February 7,14, or August 1, 8, 15, 22 29, September 5 or October 17, 24, 31, November 7, 14 , 21**

*For All Employees—Non Managers and Supervisors*

One night you go to bed and wake up the next morning, responsible for managing 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 within your current job.

**Note: By registering for the first session, you will be registered for the entire program.**

**County Employees No Fee, Nonprofit/Public Sector \$750, Private Sector \$900**

### For Managers and Supervisors:

#### **Coaching for Managers – April 30 or August 13 (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 leadership style. The program involves on-line pre-work and one full-day class.

**County Employees \$25, Nonprofit/Public Sector \$175, Private Sector \$225**

#### **Developing Effective Teams – March 21 or May 21 (Half-Day)**

Participants will explore how groups evolve into teams, understand group dynamics, assess personal 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 to team success.

**County Employees No Fee, Nonprofit/Public Sector \$125, Private Sector \$150**

### **Making the Transition to Leadership: From Buddy to Boss – April 9 or November 5 (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 key skills needed to successfully make the transition to a leadership role.

**County Employees No Fee, Nonprofit/Public Sector \$175, Private Sector \$225**

### **Managing Remote Workers – February 6 (Half-Day)**

Are you currently managing staff that work remote or exploring remote work opportunities for your staff and not sure how to go about with getting started? As the way we all work continues to evolve, managing people who work at least some of their time outside of the office is not just a trend but a reality of managing people today. Join other managers as we learn effective strategies and management techniques to be more successful in leading remote staff and teams.

**County Employees No Fee, Nonprofit/Public Sector \$125, Private Sector \$150**

### **Promoting Employee Engagement – March 14 or September 26 (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.

**County Employees No Fee, Nonprofit/Public Sector \$125, Private Sector \$150**

### **Strengths-Based Leadership – January 15 or September 25 (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.

**County Employees \$25, Nonprofit/Public Sector \$125, Private Sector: \$150**

### **Welcome to the Public Sector – May 7 or November 19 (Half-Day)**

For Alameda County Managers and Supervisors Only. Being new to government as a supervisor is a considerable endeavor. Government organizations are different from organizations in the private and non-profit sectors from their very design. They have different goals, hiring processes, performance management practices, systems of accountability, and relationships to community. This training will help you explore these and other differences as they affect your management role, offer tips and strategies for dealing with these differences, and promote your leadership strengths in order to navigate Alameda County successfully as a supervisor.

**County Employees No Fee, Nonprofit/Public Sector NA, Private Sector NA**

### **Writing Performance Reviews the SMART Way – May 8 (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.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

### **7 Habits for Managers – January 16 & 23 (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.

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

**County Employees \$350, Nonprofit/Public Sector \$385, Private Sector \$420**

## **Focusing on the People Side of Management:**

### **For Alameda County Managers and Supervisors Only**

**County Employees No Fee, Nonprofit/Public Sector NA, Private Sector NA**

#### **Diversity & Inclusion – March 28 or October 23 (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.

#### **Labor Relations 101 – June 12 (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 – February 27 or June 6 or August 1 or November 1 (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.

#### **Navigating within a Civil Service System – April 17 or October 9 (Half-Day)**

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 I: Planning for Performance – March 7 or September 19 (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.

#### **Performance Management II: Discipline and Documentation – April 3 (Full-Day)**

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.

#### **Preventing and Responding to Sexual Harassment and Abusive Conduct – June 13 or June 18 or December 3 or December 10 (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.

#### **Risk Management 101: Safety, Workers' Compensation and Employee Wellness – April 18 (Half-Day)**

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.

# Developing Individuals:

## Programs for Individuals and Leaders to Develop Skill Proficiency

### **Behavioral Emotional Intelligence – April 24 or August 7 (Half-Day)**

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.

**County Employees \$25, Nonprofit/Public Sector \$100, Private Sector \$150**

### **Being a Successful Remote Worker – July 18 (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.

**County Employees No Fee, Nonprofit/Public Sector \$100, Private Sector \$150**

### **Building a Successful Partnership with Your Supervisor – April 4 or October 29 (Half-Day)**

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.

**County Employees No Fee, Nonprofit/Public Sector \$100, Private Sector \$150**

### **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.

**March 6 or December 4** - Self-Assessment and Career Planning

**March 13 or December 11** - Resume Development & Interviewing for Advantage

**March 20 or December 18** - Networking & The Power of Reputation

**Note: By registering for the first session, you will be registered for the entire series.**

**County Employees No Fee, Nonprofit/Public Sector \$600, Private Sector \$675**

### **Coaching: For Non-Managers – April 30 or August 6 (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.

**County Employees \$25, Nonprofit/Public Sector \$100, Private Sector \$150**

### **Communicating Effectively – September 30 (Full-Day)**

Communication skills are the foundation of effectiveness at work. With an emphasis on professional and clear communication, this one-day class will help you improve your oral communication skills, increase your ability to understand and be understood and help you have more influence. Improve your listening skills, assertive skills and nonverbal communications in this class.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Conflict Management – January 29 or August 20 (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.

**County Employees \$25, Nonprofit/Public Sector \$100, Private Sector \$150**

### **Contemporary Business Writing – May 13 & May 14 or December 5 & 6 (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, techniques.

**County Employees \$350, Nonprofit/Public Sector \$385, Private Sector \$420**

### **Developing and Delivering Effective Presentations – May 1 (Full-Day)**

This hands-on, small-group presentation skills course helps participants master a number 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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Developing Effective Proposals and Work Plans – May 22 (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.

**County Employees \$100, Nonprofit/Public Sector \$150, Private Sector \$200**

### **Effective Customer Service in the Public Sector – February 5 or October 10 (Full-Day)**

Customer service is crucial for all organizations, especially in public service where people and the greater good are the focus. Providing exceptional customer service starts with understanding who your customers are and establishing a customer focus in how to meet their needs. This class is designed for employees at all levels to develop effective relationships with internal and external customers and understanding how one's role supports the mission and values of Alameda County, including when handling difficult customer situations.

**County Employees No Fee, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Effective Email – April 10 (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!

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

### **Effective Listening Skills – August 21 (Full-Day)**

This one-day class will help you improve your communication skills in the vital area of listening. Effective listening habits improve relationships at work, provide the opportunity to learn and have a positive impact on productivity. Listening is a very powerful tool, but it is rarely taught in school. Listening skills help in many work environments, including problem solving, meetings, to help customers and others stay calm during disagreements, when speaking to someone with a language barrier and to help people think through options.

**County Employees No Fee, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Finances for Non-Financial Managers Part I – January 17 or October 2 (Half-Day)**

This class is aimed at those 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.

**County Employees No Fee, Nonprofit/Public Sector \$125, Private Sector \$200**

### **Finances for Non-Financial Managers Part II – February 20 or November 20 (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.

**County Employees No Fee, Nonprofit/Public Sector \$125, Private Sector \$200**

### **Focus Your Priorities: The 5 Choices to Extraordinary Productivity – April 16 or August 14 (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 completion.**

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Grammar Fundamentals – February 21 & 22 or August 27 & 28 (Two, Full-Days)**

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.

**County Employees \$350, Nonprofit/Public Sector \$385, Private Sector \$420**

### **I-Engage: An Approach to Optimizing Professional Success – April 11 or October 22 (Full-Day)**

I-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.

**County Employees No Fee, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Meeting and Facilitation Skills – October 16 (Half-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.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

### **Political Astuteness – April 23 or September 12 (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.

**County Employees No Fee, Nonprofit/Public Sector \$100, Private Sector \$150**

### **Project Essentials: For the Unofficial Project Manager – September 18 (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: Franklin Covey 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.**

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **StrengthsFinder – February 27 or July 24 or November 6 (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.

**County Employees \$25, Nonprofit/Public Sector \$100, Private Sector \$150**

### **Understanding and Coping with Change – February 28 or July 25 (Half-Day)**

Whether it's upsizing, downsizing, relocation, new processes, or a complete reorganization; organizational change is inevitable. It is important to not just survive organizational change, but thrive in it, and empower yourself to take control and recognize new opportunities. In this workshop, you will learn the essential skills needed to handle change. These skills include a willingness to take risks, having an openness to the unknown, and being able to manage yourself through change.

**County Employees No Fee, Nonprofit/Public Sector \$100, Private Sector \$150**

### **Writing at Work – March 27 (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.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

### **7 Habits of Highly Effective People – June 4 & June 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.**

**County Employees \$350, Nonprofit/Public Sector \$385, Private Sector \$420**

## **Live Virtual Training Workshops**

### **Meeting Planning and Facilitation on May 2 (90 Minute Live Webinar)**

Most of us spend a lot of time at work in meetings and much of this time is wasted because the meetings are not run effectively. This 90 minute webinar will help you get the most out of the next meeting you lead. We'll also examine your role as a meeting participant. This engaging, interactive webinar will review best practices for planning, leading, and capturing value from the next meeting to lead or participate in. Here's the agenda:

- Planning your next meeting (purpose, attendees' role, communication)
- Leading the meeting (facilitating, managing personalities and distractions, staying on topic)
- Capturing value from your meeting (reviewing the agenda, essential note-taking, next steps and follow up)

**County Employees \$100, Nonprofit/Public Sector \$125 Private Sector \$150**

### **Effective Email on October 15 (90 Minute Live Webinar)**

We're drowning in email messages that are too long, difficult to understand, and unclear. This 90 minute webinar will help you get results from your email by following a simple planning process, formatting your messages so they are professional and easy to read, and establishing and maintaining a professional image by choosing the right words and avoiding common grammar and punctuation errors.

Here's the agenda:

- Planning your message (audience, purpose, main point)
- Contemporary formatting techniques (lists, links, subject lines, salutations, and greetings)
- Present a professional image (language, punctuation and grammar highlights)

**County Employees \$100, Nonprofit/Public Sector \$125 Private Sector \$150**



# Media & Software:

## Learn Computer Software Technology and Social Media

### PowerBI Introduction – March 5 & 6 or June 4 & 5 or September 25 & 26 (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.

**County Employees \$515, Nonprofit/Public Sector \$565, Private Sector \$620**

### PowerBI Intermediate – December 2 & 3 (Two-Day Program)

This advanced course is designed for participants with an understanding of the core capabilities of Power BI. Participants will explore Mastery techniques with all the dash-boarding and reporting features of Microsoft Power BI, combine data from multiple sources, create and publish reports across multiple platforms.

**County Employees \$515, Nonprofit/Public Sector \$565, Private Sector \$620**

### Introduction to Tableau – August 6 & 7 (Two-Day Program)

The creation of data-backed visualizations is a key way data scientists, or any professional, can explore, analyze, and report insights and trends from data. Tableau® software is designed for this purpose. Tableau was built to connect to a wide range of data sources, and allows users to quickly create visualizations of connected data to gain insights, show trends, and create reports. Tableau's data connection capabilities and visualization features go far beyond those that can be found in spreadsheets, allowing users to create compelling and interactive worksheets, dashboards, and stories that bring data to life and turn data into thoughtful action. In this course, you will visualize data with Tableau.

**County Employees \$515, Nonprofit/Public Sector \$565, Private Sector \$620**

### Project Management Boot Camp – April 24, 25 and 26 or November 6, 7 and 8 (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.**

**County Employees \$900, Nonprofit/Public Sector \$1035, Private Sector \$1195**

### GOOGLE APPS – July 30 (Full-Day)

Google Drive and its office productivity applications (now part of Google G Suite) support both real-time and asynchronous collaboration. In this course, you will learn the capability of Google Drive and its productivity applications and work within the Google Apps environment.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### Skype for Business – March 19, September 17 (Half-Day)

Online meetings are a common occurrence in business today. In this course, you'll see how Skype® for Business provides the ability to conduct meetings and has features to make your meeting more productive.

**County Employees \$100, Nonprofit/Public Sector \$125 Private Sector \$150**

### Adobe Courses:

#### **Adobe Acrobat Professional Advanced: Creating PDF Forms – May 7 or October 29 (Full-Day)**

In this course, you will use Adobe® Acrobat® 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.

**County Employees \$235, Nonprofit/Public Sector \$255, Private Sector \$275**

#### **Adobe Acrobat Professional Fundamentals – February 5 or August 13 (Full-Day)**

This course is for individuals with little or no experience using Adobe® Acrobat®, 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.

**County Employees \$235, Nonprofit/Public Sector \$255, Private Sector \$275**

### Microsoft Office 365

#### **Microsoft Office OneNote Using Office 365 – February 28 or April 18 or July 25 (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 program.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

#### **Microsoft OneDrive and Groups: Using Office 365 – April 18 (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.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

#### **Transition to Office 365 2016 – April 25 (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 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.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

#### **Transition to Office 365 2013 – January 31 or June 12 (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 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.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

### Microsoft Office 2016 Courses:

#### **Transition to Microsoft Office 2016 – January 15 or July 31 or November 5 (Full-Day)**



This course builds upon the foundational Microsoft knowledge and skills you've already acquired, and explores the enhanced features you'll want to leverage in order to improve the way you manage, organize, present, and distribute your data and information. Participants learn new and enhanced features that are common across all applications in Office 2016 including how to modify documents using Word, enhancing worksheet data using Excel, Augment a presentation using PowerPoint, create a database in Access and better utilize mail, calendars, contacts, and tasks in Outlook.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Microsoft Excel 2016/2013: Bring Your Own Spreadsheets – February 6 or May 22 or August 22 (Half-Day)**



In this hands-on working lab session, participants will bring in work-related excel data and spreadsheets, and explore enhanced tips and tricks to improve the process of tracking and managing your Excel Data and spreadsheets.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

### **Microsoft Excel 2016 Advanced – October 30 (Full-Day)**



Upon successful completion of this course, participants will be able to perform advanced data analysis, collaborate on workbooks with other users, and automate workbook functionality. Explore techniques for working with multiple worksheets and workbooks, use Lookup functions and formula auditing, share and protect workbooks and learn to automate workbook functionality.

**County Employees \$190, Nonprofit/Public Sector \$215, Private Sector \$240**

### **Microsoft Excel 2016 Fundamentals – March 7 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Microsoft Excel 2016: Data Analysis with PivotTables – May 15 (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.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

### **Microsoft Excel 2016: Forecasting Data – April 30 (Full-Day)**



This advanced course is for participants that have large and complex Excel data, and juggling numerous variables and values to analyze or even anticipate different business scenarios. In this course, you'll learn the skills you need to make the best use of the Excel features that support advanced planning, scheduling, forecasting, and other types of data analysis.

**County Employees \$190, Nonprofit/Public Sector \$215, Private Sector \$240**

### **Microsoft Excel 2016 Intermediate – June 19 (Full-Day)**



This course builds upon the foundational knowledge presented in the *Microsoft Excel 2016 Fundamentals* course, and will help further your knowledge in creating advanced workbooks and worksheets that can further help your ability to analyze massive amounts of data, extract actionable information from it, and present that information to decision makers. In this course, participants will work with functions, lists, analyze data and charts.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Microsoft Outlook 2016 Fundamentals – March 21 (Full-Day)**

Outlook 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 communication grows in popularity and use, this course will provide you with key skills you need to enhance how you manage your email communications, Outlook contact information, Outlook calendar events, tasks, and much more.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Microsoft Outlook 2016 Intermediate – June 27 or December 10 (Full-Day)**



In this course, participants will explore features within Microsoft Outlook to customize command sets, configure mail accounts, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate many management tasks, work with calendars and contacts, manage tasks, protect data with archiving and data files, as well as share and delegate access to your workspaces.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Microsoft Word 2016 Fundamentals – March 14 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Microsoft Word 2016 Intermediate – June 26 (Full-Day)**

This course is designed for students who wish to use Microsoft Word to create and modify complex documents and use tools to further customize those documents and automate tedious tasks such as preparing letters to send to multiple recipients.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

### **Microsoft Word 2016 Advanced – December 5 (Full-Day)**

Learn how to use Microsoft Office Word 2016 in collaboration with complex 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.

**County Employees \$190, Nonprofit/Public Sector \$215, Private Sector \$240**

### **Microsoft Office 2013 Courses:**

#### **Microsoft Excel 2013: Data Analysis with PivotTables – February 21 or August 15 (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.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

#### **Microsoft Excel 2013: Data Analysis with PowerPivot – April 23 or November 14 (Half-Day)**

We are now living in the age of big data. Fortunately, Excel provides Power Pivot to help you organize, manipulate, and report on your data in the best way possible. Since a tool is only as good as the person using it, it is important to gain a solid understanding of Power Pivot to maximize your effectiveness when analyzing data. This course is designed for experienced Excel users who are seeking to advance their data analysis capabilities by using Power Pivot.

**County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

#### **Microsoft Excel 2013: Dashboard – December 4 (Full-Day)**

This course is designed for students who already have foundational knowledge and skills in Excel 2013 and who wish to begin taking advantage of some of the higher-level functionality in Excel to summarize table data in Excel by using functions, charts, and pivot tables and display those elements in a dashboard format.

**County Employees \$190, Nonprofit/Public Sector \$215, Private Sector \$240**

#### **Microsoft Excel 2013 Advanced – March 20 or June 6 or September 12 or December 11 (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.

**County Employees \$190, Nonprofit/Public Sector \$215, Private Sector \$240**

#### **Microsoft Excel 2013 Fundamentals – January 16 or April 24 or July 17 or October 3 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

#### **Microsoft Excel 2013 Intermediate – February 20 or May 1 or August 1 or November 13 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

**Microsoft Outlook 2013 Fundamentals – January 30 or April 17 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

**Microsoft Outlook 2013 Intermediate – March 13 or June 13 or September 18 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

**Effective Presentation Skills using Microsoft PowerPoint – May 16 (Full-Day)** 

This course is intended for students who have a foundational working knowledge of PowerPoint 2013, who wish to learn the essentials to delivering an effective presentation with Microsoft PowerPoint as a key tool. Participants will explore key concepts to modify the PowerPoint environment, customize design templates, add SmartArt to a presentation, work with media and animations and collaborate on a presentation.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

**Microsoft Project 2013: Basic – February 26 or July 16 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

**Microsoft Publisher 2013 – July 24 (Full-Day)**

In this course participants will explore core tips on creating 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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

**Microsoft SharePoint 2013 Basic – May 9 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

**Microsoft Visio 2013 Basics – May 14 or August 20 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

**Microsoft Word 2013 Advanced – March 27 or June 20 or September 19 or December 12 (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.

**County Employees \$190, Nonprofit/Public Sector \$215, Private Sector \$240**

**Microsoft Word 2013 Fundamentals – January 23 or April 10 or July 18 or October 10 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

**Microsoft Word 2013 Intermediate – February 27 or May 8 or August 8 or November 19 (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.

**County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

## Educational Programs

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

### MASTERS IN PUBLIC ADMINISTRATION

#### 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

#### 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](http://alameda.netkeepers.com)

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

125 Twelfth Street, Suite 400

Oakland, California 94607

[trainingcenter.acgov.org](http://trainingcenter.acgov.org)

Phone: (510) 272- 6467