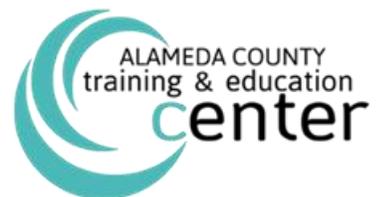


ALAMEDA COUNTY TRAINING & EDUCATION CENTER



SPRING 2019 COURSE CALENDAR

The Training & Education Center (TEC) has developed a laddered approach to serve you throughout your career for improved personal and professional development, no matter your title or experience level. We invite you to take action with your development and use this Training Calendar to strategize a personal learning plan using in-person and web-based sessions.



Register On-line at: alameda.netkeepers.com
See, details, cost & policies at:
trainingcenter.acgov.org/learners

Developing Leadership Competencies

Enhance Your Abilities in Leadership

ALCO Leadership Pathways:

- By registering for the first session, you will be registered for the entire six-course series.
- Registrants from prior offerings that need to make up sessions may register for one session and should review on-line course catalog to ensure missed session topics are being covered. Session dates no longer will match due to course reboot and curriculum update.

Developing the Leader in You (DLP) – August 1, 8, 15, 22 29 & September 5 from 1 to 5 pm or October 17, 24, 31, November 7, 14 & 21 from 9 am to 1 pm

Recommended for any employee interested in leading from where they are and developing leadership competencies.

One night you go to bed and wake up the next morning, responsible for others and/or projects. *Are you prepared?* Most people aren't prepared – it looks easy, but you have no idea! This series is specifically for those aspiring and emerging leaders interested in preparing their toolkit for a future in leadership and those who understand that leadership exist at all levels in an organization. Over six weeks, you will learn and develop your leadership abilities from where you are currently by expanding your emotional intelligence, self-reflection, peer coaching techniques, effective feedback, branding, followership, communication and conflict styles and your motivation to lead. **County Employees \$25, Nonprofit/Public Sector \$360, Private Sector \$600**

Supervisor Development Program (SDP) – (Six Part Series: 3 Full & 3 Half-Day Sessions)

September 10, 17, 24, October 1, 8, & 15 (9 am to 3 pm/1 to 4 pm)

Recommended for new Supervisors and those interested in further development in supervision skills.

This comprehensive series trains current supervisors on essential skills and competencies covering the following dimensions of effective supervision: Strategic Thinking, Political and Business Acumen, Civic Engagement, Organizational Planning, Coaching, and Accountability. **County Employees \$50, Nonprofit/Public Sector \$450, Private Sector \$500**

Team Lead Development Program (TLDP) – April 25, May 2, 9, 16, 23 & 30 from 8:30 am to 12:30 pm

Recommended for Project and Team Leads.

This series will teach team/project leads how to successfully navigate their team through the different stages of formation. We will focus on essential skills required for team leadership including engagement, strategic planning, communication, situational leadership styles and how to build a cohesive and productive team to resolve challenges and conflicts. **County Employees \$25, Nonprofit/Public Sector \$360, Private Sector \$600**

Developing Individual Competencies

Skill Proficiencies for All

Emotional Intelligence (EQ)– April 24, 9 am to 12:30 pm or August 7 1 to 5:00 pm

In this session, we will explore the unique intersection of the Head & Heart through Behavioral Emotional Intelligence (BEQ). 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. Using BEQ is an 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 \$60, Private Sector \$100**



Being a Successful Remote Worker – July 18 from 8:30 am to 12:30 pm

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, colleagues, and clients. **County Employees No Fee, Nonprofit/Public Sector \$100, Private Sector \$150**

Building a Successful Partnership with Your Supervisor – October 29 from 9 am to 1 pm

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 their supervisor to increase effectiveness and improve work life. **County Employees No Fee, Nonprofit/Public Sector \$100, Private Sector \$150**

Career Essentials Series (Three Full Day Sessions) – December 4 , 11, & 18 from 9 am to 4 pm

You own your career; the organization owns the jobs.

Learn how to plan and develop your career goals to best meet your own personal development objectives and how to be an essential part of the organization. This course involves an on-line prerequisite that should be completed before the initial in-person session. By registering for the first session, you register for the series. December 4: Self-Assessment, Career Planning & Resume Clinic & December 11: Interviewing for Advantage, Networking & Branding. **County Employees \$25, Nonprofit/Public Sector \$100, Private Sector \$200**

Coaching: For Non-Managers – August 6 from 8:30 am to 12:30 pm

You don't have to be a supervisor to coach. Many of us coach others on a regular basis, our colleagues, clients, 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 from 9 am to 4:30 pm

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 with more influence. Improve your listening skills, assertiveness and nonverbal communications. **County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

Conflict Management – August 20 from 9 am to 12:30 pm

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 you handle conflict, and methods to cope with conflict. **County Employees \$25, Nonprofit/Public Sector \$60, Private Sector \$150**

Contemporary Business Writing – May 13 & May 14 or December 5 & 6 (Two Full-Days) from 9 am to 4:30 pm

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**

CPR / First AID – May 15 or October 30 from 9 am to 2 pm

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. Receive a CPR/AED/First Aid certification valid for two years. **County Employees \$100, Nonprofit/Public Sector \$125, Private Sector \$150**

Critical Conversations: Dialogue That Makes a Difference - June 20 from 9 am to 12:30 pm

Critical Conversations provides skills and practice to open and advance topics that have high stakes and emotions or could feel outright risky. Learn to approach challenging situations with confidence, positivity and practicality. This session will help you create unity and commitment through dialogue that will generate opportunities for learning, innovative brainstorming and making high-quality decisions while encouraging alignment at any level of an organization. **County Employees No Fee, Nonprofit/Public Sector \$100, Private Sector \$125**

Developing and Delivering Effective Presentations – May 1 from 9 am to 4:30 pm

This Write It Well hands-on, small-group presentation skills course helps participants master several skills necessary for planning an effective presentation including developing a presentation outline, slides and using effective language to communicate objectives. The emphasis of the course is on content delivery and practicing techniques that engage the audience and project confidence. 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 from 8:30 am to 12:30 pm

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 tips for how you will improve its outcomes. **County Employees \$100, Nonprofit/Public Sector \$150, Private Sector \$200**

Developing Effective Teams –May 21 from 1 pm to 4:30 pm

Participants will explore how groups evolve into teams, gain an understanding of group dynamics, and understand the role of the team lead by assessing your leadership style. We will take a deep dive into Patrick Lencioni's five dysfunctions of teams, providing insight into access your team, and the tools needed to encourage a successful team. **County Employees No Fee, Nonprofit/Public Sector \$125, Private Sector \$150**

Effective Customer Service in the Public Sector – October 10 from 9 am to 3:30 pm

Customer service is crucial for all organizations, especially in the public sector where people and the greater good are our focus. Providing a foundation for civic engagement begins 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 \$125, Private Sector \$150**



Effective Listening Skills – August 21 from 9 am to 4:30 pm

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

Finances for Non-Financial Managers Part I – October 2 from 8:30 am to 12:30 pm

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 staff 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 your effectiveness.

County Employees No Fee

Finances for Non-Financial Managers Part II – November 20 from 8:30 am to 12:30 pm

This is a continuation of Part I and will review concepts from the first training and 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 and private agencies. **County Employees No Fee**

Focus Your Priorities: The 5 Choices to Extraordinary Productivity – August 14 from 9 am to 5 pm

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 \$215, Nonprofit/Public Sector \$240, Private Sector \$260**

Grammar Fundamentals – August 27 & 28 from 9 am to 4:30 pm

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 \$400, Private Sector \$450**

I-Engage: An Approach to Optimizing Professional Success – October 22 from 9 am to 3:30 pm

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. Finding 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 – finding personal meaning and pride in what they do. This session will explore what engagement looks like for you, and teach you strategies that position you for greater personal and organizational success. **County Employees No Fee, Nonprofit/Public Sector \$150, Private Sector \$200**



Leading with Trust – August 19 from 9 am to 5 pm

Trust-related problems put the skids on productivity, divert resources, squander opportunities, and chip away at an organization's reputation. On the other hand, those who make building trust an explicit goal can elevate trust to a strategic advantage—accelerating growth, enhancing innovation, improving collaboration and execution. Leading with Trust is a highly interactive workshop that engages leaders in the real work of identifying and closing trust gaps that exist in your team. **Participants are eligible to receive six (6) hours of IACET continuing education units (CEU) or seven (7) NASBA CPE upon completion of this course. County Employees \$25, Nonprofit/Public Sector \$25, Private Sector \$25**

Making the Transition to Leadership: From Buddy to Boss – November 5 from 9 am to 3:30 pm

The transition from peer to a leadership role is one of the most significant and challenging career steps. New leaders face new expectations, changing lateral relationships, added responsibilities, and the need to develop additional knowledge and skills especially, around difficult conversations and providing feedback. *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 into leading former peers. **County Employees No Fee, Nonprofit/Public Sector \$175, Private Sector \$225**

Meeting and Facilitation Skills – October 16 from 8:30 am to 12:30 pm

Do you want to shorten 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**

Office Ergonomics – October 9 from 11 am to noon

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

Political Astuteness – April 23 or September 12 from 1 to 5 pm

Achieve optimal program goals and results. *If you want to be more successful and position yourself for development and growth opportunities – you need to take this class.* Participants will learn what political astuteness is, what value it has to them personally and professionally, and how to develop and apply it, daily. **County Employees \$25, Nonprofit/Public Sector \$60, Private Sector \$100**

Project Essentials: For the Unofficial Project Manager – September 18 from 9 am to 5 pm

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!* Participants are eligible to receive 6 hours of IACET CEU credit or 7 NASBA CPE credits upon completing this course from Franklin Covey a Registered Education Provider (REP) of the Project Management Institute (PMI). **County Employees \$215, Nonprofit/Public Sector \$240, Private Sector \$260**



StrengthsFinder – July 24 or November 6 from 9 am to 12:30 pm

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. This course involves an on-line prerequisite that should be completed before this session. **County Employees \$25, Nonprofit/Public Sector \$60, Private Sector \$100**

Writing Effective Grant Proposals: The Basics – September 26 from 1 to 4 pm

Grants give you a chance to tell the story of your human services program to new audiences. Learn how to communicate succinctly to federal, state, and foundation funders about your program from identifying the right grants to pursue, to developing strong, data-driven program plans, to crafting an effective proposal. This half-day, interactive course will teach you the basic skills you need to get started planning and writing effective grant proposals. **County Employees No Fee, Nonprofit/Public Sector \$100, Private Sector \$150**

Writing Effective Grants Proposals – October 29 from 1 to 4 pm

Learn how to craft each component of your narrative to persuade federal, state, and foundation funders that your program deserves their support. This half-day, interactive course is geared for those who need a refresher or have already completed a basics' course. **County Employees No Fee, Nonprofit/Public Sector \$100, Private Sector \$150**

Understanding and Coping with Change – July 25 9 am to 12:30 pm

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**

7 Habits of Highly Effective People – December 5 & December 6 (Two-Day Course) from 8:30 am to 4:30 pm

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 \$25, Nonprofit/Public Sector \$25, Private Sector \$25**

Developing Management Competencies

Skills for Managers Supervisors & Leads

Coaching for Managers – April 30 from 8:30 to 3:30 pm or August 13 from 9 am to 4 pm

Recommended for current supervisors.

The best management are great coaches. Are you one? Coaching helps you to develop, inspire, and motivate employees to better assist each other and the communities served, clients and customers. The Coaching for Managers course will assist attendees in acquiring foundational coaching skills to help you better support those they lead and their peers. In addition to developing coaching skills, we will provide you with the structure and resources necessary to build the confidence required to adopt a coaching-oriented leadership style. This course involves an on-line prerequisite that should be completed before the in-person class.

County Employees \$25, Nonprofit/Public Sector \$60, Private Sector \$100

How & Why I-Engage: An Approach to Promoting Employee Engagement – September 26 from 9 am to 1 pm

Studies have shown that employees that are highly engaged are 480% more committed to helping their organizations succeed than those non-engaged. The difference is motivation and engagement! This session will teach you HOW engagement drives productivity and team morale. The WHY of this course will provide you an understanding of what you can do to increase employee engagement thereby improving accountability, alignment and the culture. I-Engage is employee engagement from the perspective of the employee: that sustained, discretionary, above-and-beyond commitment and energy they have in their work, for their team, and for the organization. **County Employees No Fee, Nonprofit/Public Sector \$125, Private Sector \$150**

Strengths-Based Leadership – September 25 from 1 to 4:30 pm

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. This course involves an on-line prerequisite that must be completed before the in-person class. **County Employees \$25, Nonprofit/Public Sector \$125, Private Sector: \$150**



Writing Performance Reviews the SMART Way – May 8 from 8:30 am to 12:30 pm

Clear, ongoing communications – including written performance documentation – is crucial to the supervision process. However, the annual performance review remains one of the most dreaded task. While our success depends on making sure our employees achieve results, we still whine and procrastinate. 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 management and employees.

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

7 Habits for Managers – June 19 & June 26 (Two-Day Course) from 9 am to 5 pm

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

NorCal Public Sector Partnership

Management & Supervision Sessions provided by



Wednesday, May 22, 2019 *Specific Address to be Determined in Pittsburg*

- 9 am – Noon: The Future is Now – Embracing Generational Diversity and Succession Planning
- 1 – 4 pm: Human Resources Academy I (5 years or less in HR)

Non-managers/supervisors are encouraged to attend.

Wednesday, September 18, 2019 *Specific Address to be Determined in San Ramon*

- 9 am – Noon: Preventing Workplace Harassment, Discrimination and Retaliation

Wednesday, October 23, 2019 *Specific Address to be Determined in Danville*

- 9 am – Noon: Nuts & Bolts: Navigating Common Legal Risk for the Front-Line Supervisor
- 1 – 4 pm: Leaves, Leaves & More Leaves - This course is eligible for credit in the LCW Public Sector Employment Certificate Program.

County Employees \$25 for each half-day session.

Note most sessions are seeking approval for 2.75 hours of MCLE credit.

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

Diversity & Inclusion – October 23 from 8:30 am to 12:30 pm

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 from 8:30 am to 4:30 pm

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.

Focusing on the People Side of Management

Managing within Disability Laws and Leaves – June 6 8:30 am to 12:30 pm; August 1 or November 1 from 1 to 5 pm

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 from 8:30 am to 12:30 pm

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 – September 19 8:30 am to 12:30 pm



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 ongoing coaching and feedback, and ensure optimal performance from motivated employees.

Performance Management II: Discipline and Documentation – October 10 from 8:30 am to 4:30 pm

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 & Abusive Conduct – June 13 or December 3 from 9 am to Noon; June 18 or December 10 from 1 to 4 pm

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 for California AB 1825 – sexual harassment, and AB 2053 – abusive conduct. **For CAO Line Staff and all new Managers, Supervisors and Leads within first six months of joining leadership with the County.**

Risk Management 101: Safety, Workers' Compensation and Employee Wellness – April 18 or September 5 from 8:30 am to 12:30 pm

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.

Live Virtual Training Workshops

Meeting Planning and Facilitation Virtual Training n May 2 (90 Minute Live Webinar) 11:00 am to 12:30 pm

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

Effective Email Virtual Training on October 15 (90 Minute Live Webinar) 11:00 am to 12:30 pm

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

Developing Technical Competencies Software Technology and Social Media

GOOGLE APPS – July 30 from 9 am to 4:30 pm - 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**

Introduction to Tableau – August 6 & 7 (Two-Day Program) from 9 am to 4:30 pm - 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**

PowerBI Introduction – June 4 & 5 or September 25 & 26 (Two-Day Program) from 9 am to 4:30 pm - 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) from 9 am to 4:30 pm - 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**

Project Management Boot Camp – April 24, 25 and 26 or November 6, 7 and 8 (Three-Day Program) from 9 am to 4:30 pm

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**

Microsoft Office 2016

Microsoft Access 2016 Fundamentals – June 20 from 9 am to 4:30 pm

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

Microsoft Excel 2016 Advanced – October 30 from 9 am to 4:30 pm - 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 2016/2013: Bring Your Own Spreadsheets – May 22 or August 22 from 9 am to Noon - 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: Data Analysis with PivotTables – May 15 or August 15 from 9 am to Noon - 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: Data Analysis with PowerPivot – April 23 or November 14 from 9 am to Noon or 1 to 4 pm

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 2016: Dashboard – December 4 from 9 am to 4:30 pm

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 2016: Forecasting Data – April 30 from 9 am to 12:00 pm - 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 Fundamentals – April 11, September 19 or December 12 from 9 am to 4:30 pm - 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 Intermediate – June 19 from 9 am to 4:30 pm - 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 Intermediate – June 13 or December 10 from 9 am to 4:30 pm - 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 Project 2016: Basic – July 16 from 9 am to 4:30 pm - This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2016. 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 Word 2016 Advanced – December 5 from 9 am to 4:30 pm - 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 Word 2016 Intermediate – June 26 from 9 am to 4:30 pm - 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 task such as preparing letters to send to multiple recipients. **County Employees \$175, Nonprofit/Public Sector \$200, Private Sector \$225**

Transition to Microsoft Office 2016 – July 31 or November 5 from 9 am to 4:30 pm

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**

Adobe Courses

Adobe Acrobat Professional Advanced X1: Creating PDF Forms – May 7 or October 29 from 9 am to 4:30 pm - 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 X1– August 13 from 9 am to 4:30 pm - 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 – July 25 from 9 am to Noon - 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**

Transition to Office 365 2016 – June 12 from 9 am to Noon or 1 to 4 pm - 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 2013

Microsoft Excel 2013 Advanced – June 6 or September 12 or December 11 from 9 am to 4:30 pm

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 – April 24 or July 17 or October 3 from 9 am to 4:30 pm

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 – May 1 or August 1 or November 13 from 9 am to 4:30 pm

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 Publisher 2013 – July 24 from 9 am to 4:30 pm

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 from 9 am to 4:30 pm

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 from 9 am to 4:30 pm

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**

Effective Presentation Skills using Microsoft PowerPoint 2013 – May 16 from 9 am to 4:30 pm

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**

Educational Programs

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 Cal State East Bay Hayward Campus. The Alameda County MPA program consists of eight 4-unit courses, and can be completed in two years at the TEC. 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.

UNLESS STATED OTHERWISE, SESSIONS ARE OFFERED AT THE TRAINING & EDUCATION CENTER IN DOWNTOWN OAKLAND AT

125 TWELFTH STREET, SUITE 400 | TRAININGCENTER.ACGOV.ORG | PHONE: (510) 272-6467

Conveniently located a 5 minute walk from the Lake Merritt BART station and 10 minute walk the 12th Street BART station.

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