



ALAMEDA COUNTY TRAINING & EDUCATION CENTER

COURSE CALENDAR



The Training & Education Center (TEC) has developed a ladder approach to serve you throughout your career for improved personal and professional development, no matter your title or experience level. If you want to thrive, and remain competitive, let 2020 be the year you take action.

2020 is as well, the 25th Anniversary of the TEC! Celebrate this milestone with us by taking advantage of one of the many specials we are offering of \$25 for 25 years!

ALAMEDA COUNTY TRAINING & EDUCATION CENTER
125 TWELFTH STREET, SUITE 400, OAKLAND CA 94607-6467

510.272.6467 | [TRAININGCENTER.ACGOV.ORG/](https://trainingcenter.acgov.org/)

Leadership Competency Series | Enhance your Abilities to Lead

ALCO Leadership Pathways:

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

Developing the Leader in You (DLP): For the Aspiring & Emerging Leader – February 27, March 5, 12, 26, April 2 & 9 or July 8, 15, 22, 29, August 5, 12 & 19 (Six Half-Day Program)

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 – it looks easy, but you have no idea! This series is specifically for aspiring and emerging leaders interested in preparing their toolkit for a future in leadership and those who understand that leadership exists at all levels in an organization. Over this course, you will learn and develop your leadership abilities from where you are currently by expanding your knowledge base and your motivation to lead.

Check registration site for times | County Employees: \$25 | Public/Non-Profit: \$360 | Private: \$600

Supervisory Development Program (SDP) – April 16, 23, 30, May 7, 14, 21 or August 27, September 3, 10, 17, 24 & October 1 (Six-Day Program)

Recommended for Supervisors, Team/Project-Leads, and those interested in further development of supervision skills. This comprehensive series trains on the essential skills and competencies of effective supervision/lead skills. The series will teach you how to successfully navigate teams using engagement, strategic planning, communication, situational leadership styles and how to build a cohesive and productive team to resolve challenges and conflicts. The key competencies covered include strategic thinking, political and business acumen, civic engagement, organizational planning, coaching, and accountability.

9 am – 3:30 pm | County Employees: \$50 | Public/Non-Profit: \$450 | Private: \$500

Developing Individual Competencies | Skill Proficiencies for All

Building a Successful Partnership with your Supervisor – June 16

Learn how to collaborate 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 to build a stronger relationship with their supervisor to increase effectiveness and improve work-life.

1 – 4:30 pm | County Employees: No Fee | Public/Non-Profit: \$60 | Private: \$100

Communicating and Relating: Break Down Barriers in the Workplace with DiSC – March 3 or June 10

Have you ever wondered why connecting with some people is easier for you than others? Maybe you've noticed that you relate better to colleagues who focus more on teamwork and providing support. Or perhaps you're more comfortable working with those who take a more easy-going approach than those who approach tasks with intensity. DiSC is a simple tool that helps people better connect with one another. This class is intended to



help you understand your workplace priorities and preferences so that you can effectively work with others to create powerful collaboratives. You will explore team development dynamics and how to better connect with colleagues whose priorities and preferences differ from yours.

9 am – 12:30 pm | County Employees: \$70 | Public/Non-Profit: \$100 | Private: \$150

Conflict Management – March 11, June 9, or September 15

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 diverse ways people manage conflict, and methods to cope with conflict.

1 – 4:30 pm | 25th Anniversary Special: \$25 For All



Contemporary Business Writing – May 11 & 12 (Two-Day Series)

Many know exactly what they want to say but toil over how to effectively communicate it in writing at work. Writing well is one of the most important skills you can develop to be successful professionally. This two-day course offers a streamlined writing planning process, modern formatting techniques, and the essential grammar and punctuation rules you need to follow. If you need to improve your writing, join us to learn tools to get your points across with clarity and impact. Through exercises and activities, you will learn practical, job-related skills to engage your audience, prompt action, and deliver results with immediately useful techniques. Prerequisite: Attendees are encouraged to find a job-relevant document they need to plan/and draft for work to use during this session.

9 am – 4:30 pm | County Employees: \$275 | Public/Non-Profit: \$325 | Private: \$350

CPR/First Aid/Automated External Defibrillator – June 3



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.

9 am – 2 pm | County Employees: \$25 | Public/Non-Profit: \$100 | Private: \$150



Critical Conversations: Dialogue That Makes a Difference – June 4

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.

9 am – 4:30 pm | County Employees: No Fee | Public/Non-Profit: \$100 | Private: \$125

NEW SESSIONS ADDED WEEKLY

Developing Effective Teams – April 21



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 how to access your team, and the tools needed to encourage a successful team.

9 am – 4:30 pm | County Employees: No Fee | Public/Non-Profit: \$60 | Private: \$100

Effective Customer Service in the Public Sector – May 12

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.

9 am – 3:30 pm | 25th Anniversary Special: \$25 For All

Embracing Change Webinar – May 6



CPS HR  CONSULTING

Changes and change processes are a regular and necessary phenomenon in everyday life, both on and off the job. Change can be positive or negative, welcomed or resisted. The ability and methods of dealing and coping with change have become vital skills in today's workplace. This session will help you make change processes more manageable, less stressful, and positive.

9 am – 12:30 pm | County Employees: \$65 | Public/Non-Profit: \$75 | Private: \$100

Emotional Intelligence (EQ) – March 18 or August 26

In this session, we will explore the unique intersection of the Head & Heart through Emotional Intelligence. Studies have shown that emotional intelligence competencies account for the difference between star performers and average performers, particularly in positions of leadership. Using EQ 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.

9 am – 12:30 pm | County Employees: \$25 | Public/Non-Profit: \$60 | Private: \$100



Finances for Non-Financial Managers Part II – February 20



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.

8:30 am – 12:30 pm | County Employees: No Fee | Public/Non-Profit: N/A | Private: N/A



Grammar Fundamentals – March 9 & 10

At work, you likely don't need to be a grammar expert but must project a consistent and professional image. In this two-day course, participants will review key grammar and punctuation rules that are necessary to maintain credibility in today's competitive market. Through games, examples, and practice exercises, you will learn to identify and correct errors and awkward constructions in your writing. It has likely been years since you've even considered grammar rules. It's always a great idea to invest time in a refresher to grow skills and confidence in your written products. Prerequisite: Attendees are encouraged to find a job-relevant document they need to plan/draft for work to use during this session.

9 am – 4:30 pm | County Employees: \$275 | Public/Non-Profit: \$325 | Private: \$350

Grant Writing Basics – March 3



A grant gives you an opportunity to tell the story of your human services programs and initiatives to new audiences. 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 will teach you the basic skills you need to write effective grant proposals. Topics include the lifecycle of a grant; program planning and development teams; crafting a pitch and telling your story; designing a needs statement; and a brief look at budgeting and contracting.

1 – 5 pm | County Employees: No Fee | Public/Non-Profit: \$25 | Private: \$60

HR Analytics – June 17



Through this course, HR professionals will develop an understanding of the role and importance of HR analytics, and the ability to track, retrieve, manage, analyze, and interpret HR data to support organizational decision making. With these skills, participants should have a stronger voice and presence in using talent analytics to persuade others toward actions that best align with organizational goals.

9 am – 1 pm | County Employees: \$115 | Public/Non-Profit: \$125 | Private: \$150

Leading with Trust – February 26 or July 16

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 strategic advantage—accelerating growth, enhancing innovation, improving collaboration, and executing plans. 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.*

9 am – 5 pm | 25th Anniversary Special: \$25 For All

Making the Transition to Leadership: From Buddy to Boss – April 14

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 the key skills needed to successfully make the transition into leading former peers.

9 am – 3:30 pm | County Employees: No Fee | Public/Non-Profit: \$125 | Private: \$150

Motivational Interviewing: From Conflict to Rapport – March 12

Motivational interviewing (MI) is grounded in a respectful stance with a focus on building rapport in what can be difficult and critical conversations. The purpose of this session is to share how collaborative conversations can strengthen a person's own motivation for and a commitment to change. The process is borrowed from the clinical counseling practice with the purpose of empowering others to make behavioral changes and decisions that support their values and best interest. The practice of MI involves use of certain techniques that demonstrate principals and guidance that elicit our clients/peers to direct change and commitment by supporting them with OARS techniques of open-ended questions, affirmations, reflections, and summaries to move conversations into action planning. **9 am – 4:30 pm | 25th Anniversary Special: \$25 For All**

Office Ergonomics – March 25 or October 14

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. **11 am – Noon | County Employees: No Fee | Public/Non-Profit: \$60 | Private: \$75**

Peer Coaching – June 2

You do not 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.

9 am – 12:30 pm | 25th Anniversary Special: \$25 For All

Project Essentials – October 28

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).

9 am – 4:30 pm | County Employees: \$215 | Public/Non-Profit: \$240 | Private: \$260

NEW SESSIONS ADDED WEEKLY

Planning & Leading Effective Meetings – April 23



Running effective meetings requires excellent planning and facilitation skills. This half-day workshop opens by offering an easy-to-follow meeting planning process: determining the right participants, identifying the desired outcome, developing an agenda and format, and preparing pre-work and reading materials. The workshop then shifts from planning to meeting execution, where facilitation skills come into play. The workshop offers tips for engaging all meeting participants, managing dynamic topics, managing the unexpected, getting to agreement, and identifying action

items and next steps in order to capture value from the meeting. Prerequisite: Attendees are encouraged to find a job-relevant document they need to plan/draft for work to use during this session. **9 am – 1 pm | County Employees: \$100 | Public/Non-Profit: \$120 | Private: \$140**

StrengthsFinder – June 16 or December 1

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 online prerequisite that should be completed before this session.

9 am – 12:30 pm | County Employees: \$25 | Public/Non-Profit: \$60 | Private: \$100

Understanding and Coping with Change – March 31, September 15, or December 9

Whether it is 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.

9 am – 12:30 pm | County Employees: No Fee | Public/Non-Profit: \$100 | Private: \$150

Why I-Engage: An Approach to Optimizing Professional Success – May 28

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.

9 am – 12:30 pm | 25th Anniversary Special: \$25 For All



Writing at Work Webinar – March 5

This fast-moving course offers best practices for writing memos, meeting notes, reports, emails, 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. Prerequisite: Attendees are encouraged to find a job-relevant document they need to plan/draft for work to use during this session. **10 am – 11:30 am | County Employees: \$80 | Public/Non-Profit: \$100 | Private: \$125**



The 7 Habits of Highly Effective People – February 27 & 28 (Two-Day Series)

Individual strengths and personal effort drive effective organizations. The 7 Habits of Highly Effective People 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.*

9 am – 5 pm | 25th Anniversary Special: \$25 For All

NorCal Public Sector Partnership | LIEBERT CASSIDY WHITMORE

County Employees: 25th Anniversary Special - \$25 for each half-day session.



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

Locations to be determined.

Ethics for All (LCW) – April 2 | 9 am – Noon

Some ethical behavior is mandated by statute while other ethical behavior seems like it should just be common sense - but is it? This workshop explores both mandated ethics as well as ethical decision making and doing the right thing daily. This interactive session will provide a foundation for developing an ethical mindset.

Preventing Workplace Harassment, Discrimination and Retaliation (LCW) – April 2 | 1 – 4 pm

This workshop will meet the requirements of Government Code section 12950.1, which requires public employers to provide harassment prevention training and education to their new supervisory employees within 6 months of hire/promotion and to their current supervisory employees every two years. Prevention is the best practice—particularly in this rapidly changing, highly charged area of personnel law. This workshop, designed for all levels of agency supervision and management, explains this complex area of the law, how to manage the day to day interactions on the job; to prevent harassment situations from developing, including sexual and other forms of harassment; and how to prevent discrimination and retaliation. This practical workshop includes an interactive discussion of typical scenarios that could lead to liability and offers solutions for preventing or addressing harassing, discriminatory, or retaliatory conduct. A comprehensive workbook is included.

Maximizing Supervisory Skills for the First Line Supervisor (LCW) – May 7 | 9 am – 4 pm

This program is designed to provide first-line supervisors with the knowledge and tips to understand their responsibilities and to refine their supervisory skills. It also covers the full gamut of “need to know” legal requirements from a first-line supervisor’s perspective with emphasis on practical approaches in areas including leadership, goal setting, problem-solving, delegation, discipline, evaluation, and ethics. **County Employees: \$50**

Supervisor’s Guide to Understanding and Managing Employees’ Rights: Labor, Leaves, and Accommodations (LCW) – September 2 | 9 am – Noon

This workshop provides attendees with an overview of three key areas. It addresses protected leave and managing attendance, the disability interactive process, and the key mechanics of the meet and confer process and the supervisor’s role in management rights. This is an excellent workshop for first-time managers or as a refresher to seasoned managers.

Maximizing Performance Through Evaluation, Documentation, & Corrective Action (LCW)

October 15 | 9 am – Noon

This workshop takes the supervisor and manager through each step of performance management from objectively evaluating performance using effective communication techniques, documenting performance issues and, if necessary, imposing discipline.

Difficult Conversations (LCW) – October 15 | 1- 4 pm

Interpersonal problems are a fact of life. Wherever you interact with people, it is likely that you will have problems from time to time. Our instinct may be to avoid these conversations for as long as possible, but when you are a supervisor or manager, that is not always possible or advisable. This workshop takes the participant through the steps of successful conversations, be it personality conflicts between co-workers, body odor or emotional outbursts into successful conversations.

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

Labor Relations 101 – March 5 or August 5



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. **8:30 am – 12:30 pm | County Employees: No Fee**



Managing within Disability Laws and Leaves – March 11, June 10, September 9 or December 9

There have been significant changes in disability-related employment law over the past several years. Specifically, because 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 leaves 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 the Family Medical Leave Act, California Family Rights Act, Pregnancy Disability Leave, Maternity & Child Bonding Leave, and much more. **Check registration site for times | County Employees: No Fee**

Navigating within a Civil Service System – April 1 or September 16

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, reclassification, promotion, and related processes. Learn how to do it right the first time. **1 – 5 pm | County Employees: No Fee**

Performance Management: Discipline & Documentation – February 26 or October 14

Managing 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 it becomes necessary. This workshop provides information and tools to improve supervisors' effectiveness in documenting each of the performance management components. **8:30 am – 4:30 pm | County Employees: No Fee**

Planning for Development: Coaching for Improved Performance – March 25 or August 20



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. **Check registration site for times | County Employees: No Fee**

Preventing and Responding to Sexual Harassment and Abusive Conduct – March 18, June 4, June 8, December 2 or December 8



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 the first six months of joining leadership with the County.* **Check registration site for times | County Employees: No Fee**

Developing Technical Competencies | Software Technology and Social Media

Microsoft Access Query – March 5

In this course, learners will be using basic queries, query wizards, query design, wildcards, using comparison operators, performing calculations in queries, using advanced queries, parameter queries, append/delete/make table queries, cross tab query, duplicate and unmatched queries. **9 am – Noon | County Employees: \$125 | Public/Non-Profit: \$125 | Private: \$150**

Microsoft Excel Fundamentals – February 27

In this course, participants will focus on the basics of creating professional-looking Microsoft Excel Documents. Create/Edit/Save worksheets, perform calculations, use basic formulas, modify worksheets, search/replace data, insert and delete rows and columns, format worksheets, use text and number formats, styles and conditional formats, and print and manage workbooks. **9 am – Noon | County Employees: \$120 | Public/Non-Profit: \$120 | Private: \$140**

Microsoft Excel Intermediate & Advanced – March 12

Excel is an extremely powerful tool and with time and practice, it will become easier to use and navigate through. It can be used to create and format spreadsheets and analyze and share information to make more informed decisions. Learn the essentials about functions, auditing, and visualizations in Excel. Create charts, use styles and templates, manage advanced worksheet formatting, and get a quick peek into PivotTables. Following this session, you will be able to immediately put into practice what you have learned and ready for even greater exposure by attending Cheryl Mouton's Advanced Formulas and Pivot Tables.

9 am – 4:30 pm | County Employees: \$200 | Public/Non-Profit: \$200 | Private: \$240

Microsoft Advanced Formulas and Pivot Tables – March 26

This full-day course is intended for students who are experienced Excel users and desire to advance their skills in working with Pivot Tables and the more advanced Excel Formulas and Functionalities. Students will develop the ability to create the advanced functions and formulas needed to perform complex calculations within Excel, learn techniques to audit workbook content to find, troubleshoot, and correct errors or issues within Excel data.

9 am – 4:30 pm | County Employees: \$200 | Public/Non-Profit: \$200 | Private: \$240

Developing Management Competencies | Skills for Managers Supervisors & Leads

The Art of Delegation Webinar – March 25

CPS HR  CONSULTING

By systematizing delegation, leaders and managers can delegate to save time and improve work-life balance. At the same time, strategic delegation provides professional growth for the “delegatee” and can contribute towards a morale boost among the entire team. Learn to develop a delegation process that helps you identify tasks for delegation, understand levels of authority and agency, target the right people for delegation, provide the right training and preparation for your “delegatee”, and design the delegation process to ensure success from the beginning. **2 pm – 3:30 pm | County Employees: \$65 | Public/Non-Profit: \$75 | Private: \$100**

Coaching for Managers – June 11

The best managers are great coaches. Are you one? Coaching helps you to develop, inspire, and motivate employees to better assist each other and the communities, clients, and customers you serve. The Coaching for Managers course will help you in acquiring foundational coaching skills to help you better support those you lead. 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 online prerequisite to be completed before the in-person class.

9 am – 4:30 pm | County Employees: \$25 | Public/Non-Profit: \$60 | Private: \$100

Effective Change Management – April 22



CPS HR  CONSULTING

Designed for managers, this course focuses on a leader's role in the change process via the conscious, structured, and systematic effort to introduce and implement new structures, methods, processes, and behaviors. The course introduces strategies for successfully implementing change and working through the challenges that change presents.

9 am – 4:30 pm | County Employees: \$150 | Public/Non-Profit: \$175 | Private: \$200

How & Why I-Engage: An Approach to Promoting Employee Engagement – May 28

Studies have shown that employees that are highly engaged are 480% more committed to helping their organizations succeed than those who are not 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 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. **1 – 4:30 pm | 25th Anniversary Special: \$25 For All**

Leading with Emotional Intelligence (EQ) – April 7, June 18, or October 22

The Unique Intersection of the Head & the Heart

Emotions are everywhere and, especially the office. It has become important for us to understand how to harness emotions to cultivate productivity and effective workplace relationships. Deficiencies in civility (i.e. courteousness or being considerate) continue to be an issue in the US with the vast majority - some 93% identifying it as a problem in society. The workplace may be ground zero for civility to progress. **Check registration site for times | County Employee: \$25 | Public/Non-Profit: \$60 | Private: \$100**



Strengths-Based Leadership – March 24

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 those they lead. Discover how you can leave a positive leadership legacy and inspire your followers in Strengths-Based Leadership. This course involves an online prerequisite that must be completed before the in-person class.

1 – 4:30 pm | County Employee: \$25 | Public/Non-Profit: \$60 | Private: \$100

Educational Programs | Certificate & Degree Partnerships

MASTER'S 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.

Visit us online for more information on the 2020 Volunteer Trainer's Academy for County Employees!



Interested in professional coaching, offering sessions at your office, or having the TEC develop a curriculum for you?

Contact our Training & OD Consulting Manager at dominique.burton2@acgov.org.

**ALAMEDA COUNTY TRAINING & EDUCATION CENTER
125 TWELFTH STREET, SUITE 400, OAKLAND CA 94607-6467**

**CONVENIENTLY LOCATED BLOCKS FROM BOTH THE LAKE MERRITT AND 12TH STREET BART STATION.
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