



## 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 25<sup>th</sup> 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/

## 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 – 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) – 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

### How & Why I-Engage: Enhancing your Success with Ruth Kim – (NOW AVAILABLE ON DEMAND)

In this two-part E-Learning series, we will discuss HOW to heighten your commitment to your work, peers, and mission from one's individual scope. I-Engage will explore the importance of maintaining a growth mindset to enable the delivery of excellence by discovering the best version of yourself. It is through the WHY that one discovers their personal meaning and purpose in what they do. These sessions will help you to explore what engagement looks and feels like, then introduce strategies to position yourself for greater success.

Visit [trainingcenter@acgov.org](mailto:trainingcenter@acgov.org) to complete the course

### Leveraging Peer Coaching at Work with Maria Martens – (NOW AVAILABLE ON DEMAND)

Part One of this micro-learning, will introduce you to the role of a coach and identify the benefits of peer coaching.

Part Two of this micro-learning, will introduce you to the COACH model, a framework to use during your coaching session. You will also learn skills and tips for effectively implementing a coaching partnership at work.

Visit [trainingcenter@acgov.org](mailto:trainingcenter@acgov.org) to complete the course

### Staying Buoyant & Proactive During Times of Change – (NOW AVAILABLE ON DEMAND)

The Training & Education Center is pleased to offer Staying Buoyant & Proactive, a three-part series from Senior Trainer & Consultant, Ruth Kim. In these sessions, Ruth provides helpful guidance on: Understanding Change, Staying Buoyant & Being Proactive During Times of Significant Change. The current global impact of COVID-19 is establishing new norms in our professional and personal lives, which can cause stress and feelings of defeat. We are facing new challenges of epic proportions, yet here are daily tools to practice for improved self-care and empowerment.

Visit [trainingcenter@acgov.org](mailto:trainingcenter@acgov.org) to complete the course

### Emotional Intelligence (EQ) – August 26 (Online Webinar)

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**

### StrengthsFinder – June 16, July 21 or December 1 (Online Webinar)

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**

### Conflict Management – 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**

### Leading with Trust – October 7

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**

**CPR/First Aid/Automated External Defibrillator – October 12**

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**

**Office Ergonomics – 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**

**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**

**Understanding and Coping with Change – 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**

**NorCal Public Sector Partnership |**

**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.

### **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**

### **Managing within Disability Laws and Leaves – June 10, September 9 or December 9 (Online Webinar)**

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**

### **Labor Relations 101 – 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**





### **Planning for Development: Coaching for Improved Performance – 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. **9 am – 12:30 pm | County Employees: No Fee**

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

## **Developing Management Competencies | Skills for Managers Supervisors & Leads**

### **Leading Virtual Meetings in Microsoft Teams – (NOW AVAILABLE ON DEMAND)**

During COVID-19, going remote is no longer a choice but has become a critical tool within these new norms. It doesn't mean that you must throw effectiveness and collaboration to the wind. If running a virtual meeting feels like one big question mark, don't sweat it.

Visit [trainingcenter@acgov.org](mailto:trainingcenter@acgov.org) to complete the course

### **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 – July 28**

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 on-line prerequisite that must be completed before the in-person class.

**1 pm – 4:30 pm | County Employees: \$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.

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