

ALAMEDA COUNTY TRAINING & EDUCATION CENTER

2021 COURSE OFFERINGS

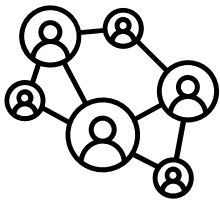
Alameda County Training & Education Center (TEC) welcomes you to our 2021 virtual instructor-led course offerings. TEC provides diverse workforce development resources, including our standard instructor-led trainings, customized trainings, on-line courses, and other organizational development services, such as coaching, and consulting, to support both individual and organizational professional development within Alameda County and throughout the San Francisco Bay Area. Check out our 2021 courses below, which are now open for registration. Please check back often, as we regularly add new offerings.

ALCO LEADERSHIP SERIES

ALCO SUPERVISORY DEVELOPMENT PROGRAM (SDP)

This comprehensive series trains on the essential skills and competencies of effective supervision and leadership. The series will teach you how to successfully navigate organizational dynamics, inspire and promote engagement among your employees, strategically plan, effectively communicate and build relationships, and establish a cohesive, productive team that can work through challenges and conflicts. The key competencies covered include strategic thinking, political and business acumen, organizational planning, communication and relationships, coaching, and accountability.

Recommended for supervisors and Team Project-leads. Participants will receive a program certificate upon successful completion of the series. **Alameda County \$50, External \$450**



REGISTER FOR SESSION-ONE ONLY TO PARTICIPATE IN THIS SERIES.

Tuesdays and Thursdays for six weeks, 10:00 to 11:30am.

WEEK 1: MARCH 2 & MARCH 4

WEEK 2: MARCH 9 & MARCH 11

WEEK 3: MARCH 16 & MARCH 18

WEEK 4: MARCH 23 & MARCH 25

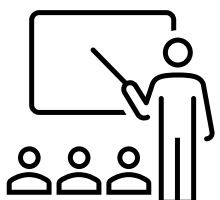
WEEK 5: MARCH 30 & APRIL 1

WEEK 6: APRIL 6 & APRIL 8

ALCO DEVELOPING THE LEADER IN YOU SERIES (DLP)

One's classification or title does not make them a leader. People without anyone "under" them in the organization chart can exhibit exemplary leadership skills without having "supervisor" or "manager" in their title. Leadership is about influence, and the pathway to leadership is about knowing yourself and cultivating a growth mindset. 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.

Recommended for any employee interested in leading from where they are and improving their leadership skills, as well as those who aspire to move into a supervisor role. Participants will receive a program certificate upon successful completion of the series. **Alameda County \$25, External \$360.**



REGISTER FOR SESSION-ONE ONLY TO PARTICIPATE IN THIS SERIES.

Tuesdays and Thursdays for six weeks, 10:00 to 11:30 am.

WEEK 1: JAN. 12 & JAN. 14

WEEK 2: JAN. 19 & JAN. 21

WEEK 3: JAN 26 & JAN 28

WEEK 4: FEB. 2 & FEB. 4

WEEK 5: FEB. 9 & FEB. 11

WEEK 6: FEB 16 & FEB 18

DEVELOPING LEADERS & INDIVIDUALS

MANAGING WITHIN DISABILITY LAWS & LEAVES – 3/11, 6/10, 9/9 OR 12/8 (CHECK LMS FOR TIME)

For Alameda County Managers & Supervisors Only

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.

Alameda County No Fee, External NA



EFFECTIVE CUSTOMER SERVICE IN THE PUBLIC SECTOR – 4/21, 9:00AM TO 11:00AM

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. **Alameda County No Fee, External \$60**

EFFECTIVE EMAIL – 1/13, 9:00AM TO 11:00AM

This 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.

Alameda County \$125, External \$150

GRAMMAR FUNDAMENTALS – 3/10 & 3/12, 9:00AM TO 10:30AM (TWO-DAYS)

At work you likely don't need to be a grammar expert, but we 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 and others. 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 your 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.

Alameda County \$200, External \$240



HOW & WHY I-ENGAGE: AN APPROACH TO PROMOTING EMPLOYEE ENGAGEMENT– 3/31, 2:00PM TO 3:30PM

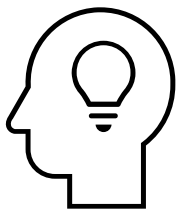
Studies have shown that employees that are highly engaged are 480% more committed to helping their organizations succeed than those who are not engaged. The difference is motivation and engagement! This session will teach you HOW engagement drives productivity and team morale. The WHY of this course 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.

Alameda County No Fee, External \$60

LEADING CHANGE THROUGH UNCERTAIN TIMES - 2/3, 9:00AM TO 1:00PM

Change is constantly putting pressure on every facet of the organization and personal life, especially in the time of a crisis. Learn critical coping techniques and tools to help you and your team navigate through change and uncertainties.

Alameda County \$150, External \$175



**MINDFULNESS INTERACTIVE WORKSHOP –
2/5, 9:00AM TO 1:00PM**

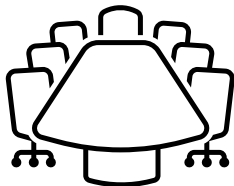
Learn techniques to help experience being in the present moment. In this interactive workshop you will participate in body scan meditation, 5 senses meditation, being the observer - clouds in the sky meditation, diffusion from thoughts - mindful breathing practice and acceptance - waves in the ocean meditation.

Alameda County \$125, External \$150

OFFICE ERGONOMICS – 1/13, 4/14 OR 9/15, 2:00 TO 3:30PM

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.

Alameda County No Fee, External \$60



**PLANNING AND LEADING EFFECTIVE MEETINGS –
2/10, 9:00AM to 10:30AM**

Running effective meetings require 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, handling 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.

Alameda County \$125, External \$150

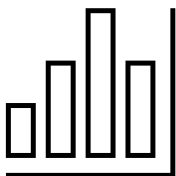
ALCO MICROSOFT EXCEL SERIES CERTIFICATE

Upon completion of the Microsoft Excel Fundamentals, Intermediate and Advanced Training, participants will obtain a Certificate of Completion from the Training & Education Center.

Classes can also be completed as stand-alone trainings.

MICROSOFT EXCEL FUNDAMENTALS (LEVEL 1) – 1/25 & 1/26, 9:00AM TO 12:00PM (TWO-DAYS)

In this introductory excel 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. **Alameda County \$200, External \$240**



**MICROSOFT EXCEL INTERMEDIATE (LEVEL 2) –
2/23 & 2/25, 9:00AM TO 12:00PM (TWO-DAYS)**

Upon successful completion of this Level 2 Excel Course, students will be able to work with functions, lists, analyze data, visualize data with charts and use PivotTables and PivotCharts.

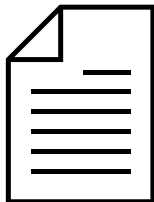
Alameda County \$200, External \$240

MICROSOFT EXCEL ADVANCED (LEVEL 3) – 3/31 & 4/1, 9:00AM TO 12:00PM (TWO-DAYS)

In this advanced level excel course, participants will be able to work with multiple worksheets and workbooks, use lookup functions and formula auditing, share and protect workbooks, automate workbook functionality, create sparklines and map data, and forecast data. **Alameda County \$200, External \$240**

ALCO MICROSOFT WORD SERIES CERTIFICATE

Upon completion of the Microsoft Word Fundamentals, Intermediate and Advanced Training, participants will obtain a Certificate of Completion from the Training & Education Center. Classes can also be completed as stand-alone trainings.



MICROSOFT WORD FUNDAMENTALS (LEVEL 1) - 1/22, 9:00AM TO 12:00PM

This introduction course is designed to help you move smoothly through the task of creating professional-looking documents. Its rich features and powerful tools can make your work easy, and even fun. In this course, you will learn how to use to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

Alameda County \$125, External \$150

MICROSOFT WORD INTERMEDIATE (LEVEL 2) – 2/24, 9:00AM TO 12:00PM

In this course, you will learn to create and modify complex documents and use tools that allow you to customize those documents. You will learn advanced concepts such customizing styles and themes, adding media, tables, flow controls, using mail merge and collaborating on documents with others.

Alameda County \$125, External \$150

MICROSOFT WORD ADVANCED (LEVEL 3) – 3/24, 9:00AM TO 12:00PM

In this course, students will learn to use the advanced capabilities of Microsoft Word including image manipulation, collaboration, and revision tracking, cross-referencing, and linking, document security, forms, and process automation through macros.

Alameda County \$125, External \$150

ADDITIONAL MICROSOFT COURSE OFFERINGS

MICROSOFT EXCEL FORMULAS BEGINNER – 3/17, 9:00AM TO 12:00PM OR 1:00PM TO 4:00PM

Learn Excel Beginning formulas such as Sum, Count, Average, Min, Max, Date and Time Functions, If, And, Or, and Not Functions as well as Understanding Absolute References, Selecting Random data sampling and more.

Alameda County \$150, External \$175

MICROSOFT EXCEL FORMULAS ADVANCED – 3/19, 9:00AM to 12:00PM OR 1:00PM TO 4:00PM

If you need to go beyond Basic Formulas, this is the class for you. Master Excel Intermediate/Advanced Formulas such as SUMIF, Concatenate, Text to Columns, Nested If Statements, Iserror, Index, Vlookup, Match, and much more.

Alameda County \$150, External \$175

MICROSOFT OUTLOOK – 3/3 & 3/4, 9:00AM to 12:00PM (TWO-DAYS)

Students will learn how to start using Outlook 2016 to manage their email communications, contact information, calendar events, tasks, and notes.

Alameda County \$150, External \$175

MICROSOFT TEAMS – 3/3 & 3/4, 1:00PM to 4:00PM (TWO-DAYS)

This course is an introduction to Microsoft® Office 365™ with Teams™ in a cloud-based environment. Using the Office 365 suite of productivity apps, users can easily communicate and collaborate together through Microsoft® Teams™ messaging and meeting functionality.

Alameda County \$150, External \$175

Alameda County Training & Education Center | 125 Twelfth Street, Suite 400, Oakland CA 94607-6467

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