



alameda county
Human Resource Services
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COUNTY OF ALAMEDA TRAINING & EDUCATION CENTER

2024 COURSE SCHEDULE



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

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FOLLOW OUR WEBSITE FOR UPDATED SCHEDULING DETAILS:
(HRS.ALAMEDACOUNTYCA.GOV/TRAINING-EDUCATION-CENTER/)

TO REGISTER FOR TRAINING [CLICK HERE](#) OR EMAIL ACLEARNINGCENTER@ACGOV.ORG

DEVELOPING & LEADING OTHERS

Developing The Leader In You (DLP)

July 24, 31, August 7, 14, 21 & 28 (Six, Half-Day Series) | 9:00 a.m. - 12:30 p.m.

"Developing the Leader in You" is a dynamic six-part series for emerging and aspiring leaders. This program runs in person, once a week for six weeks. We will delve into core leadership competencies—Reflection, Innovation, Relationship, and Acumen—equipping you to lead effectively from any organizational level. Through assessments, you will build self-awareness and learn about self-management, intentionally building relationships and your unique leadership style. DLP is more than a program—it's a commitment to continuous learning. Join this transformative journey where self-reflection, practice, and aspiration converge to shape you into the effective leader you aspire to be.

County of Alameda ("County") Employees: \$50 | Public/Non-Profit: \$50 | Private: \$50

Supervisory Development Program (SDP)

October 2, 9, 16, 23, 30 & November 6 (Six Day Series) | 9:00 a.m. – 4:00 p.m.

Note: This six-day SDP Series is for Supervisors and Team/Project Leads. Register for Session One ONLY

This comprehensive series focuses on the essential skills, mindset, and competencies of a supervisor to be an effective "people manager" (competencies of collaboration) and "strategy manager" (competencies of action). Topics Include:

- Purpose & Core Values
- Situational Leadership
- Performance Management
- Coaching
- Employee Experience
- Growth Mindset
- Team Development & Performance
- Strengths-Based Leadership
- Strategic Management Tools
- Organizational Culture

County Employees: \$50 | Public/Non-Profit: \$50 | Private: \$50

Managing within Disability Laws and Leaves

July 18, September 12, or December 5 | 9:00 a.m. – 12:00 p.m.

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.

County Employees: No Fee | Non-Profit/ Private: NA

DEVELOPING INDIVIDUALS

Effective Communication Skills

August 21 | 9:00 a.m. – 12:30 p.m.

Effective communication skills are essential for managers and leaders in any organization. Some key skills explored in this training include: Active Listening; Nonverbal Communication; Empathy; Feedback, and Conflict Resolution. By developing these practical communication skills, participants will be better equipped to build strong relationships with colleagues, foster a positive work environment and achieve organizational goals.

County Employees: \$150 | Public/Non-Profit: \$200 | Private: \$200

Effective Conflict Management

September 10 | 9:00 a.m. – 1:00 p.m.

Difficult conversations are inevitable at work and in life. A misunderstanding, a missed deadline, or an upset boss or customer can result in a difficult conversation. While conflict can be unpleasant, the conversations to resolve can be less painful and produce positive results. Participants will learn best practices for difficult conversations and how to produce better outcomes when faced with conflict. Workshop Objectives:

- Communicate effectively during difficult conversations
- Cultivate a different mindset about difficult conversations
- Manage your emotions
- Cultivate empathy
- Know the 8 Difficult Conversation Essentials

County Employees: \$150 | Public/Non-Profit: \$200 | Private: \$200

Coaching Fundamentals

June 25 & 27 or August 27 & 29 or September 24 & 26 | 9:00 a.m. – 12:00 p.m.

Coaching is a partnership and process that cultivates self-awareness, generates resources and solutions from within, maximizes potential, and elevates imagination, leadership, and new ways of being. Coaching supports individuals to reflect on what might be in the way of achieving desired outcomes. Coaching enhances personal and professional capacity and performance to be more aligned with the needs, goals and ever-shifting priorities of teams and organizations. This two half-day training provides fundamental coaching principles, skills, and opportunities to practice. The goal is to build a foundation for coaching others, applying a coaching approach, and ongoing development *as a coach*.

County Employees: \$25 | Public/Non-Profit: \$25 | Private: \$25

Making the Transition from Staff to Manager

June 12 | 9:00 a.m. – 12:00 p.m.

Transitioning from staff to manager requires a shift in mindset and skillset. Some key skills you'll need to develop to be successful in your new role include:

- Leadership
- Communication
- Building and Leading a High-performance Team
- Delegation
- Time Management
- Problem-solving
- Emotional Intelligence
- Strategic Thinking

County Employees: \$150 | Public/Non-Profit: \$200 | Private: \$200

RESULT ORIENTATION

Office Ergonomics

July 18 | 10:00 a.m. – 11:00 a.m.

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: No Fee | Public/Non-Profit/ Private: \$25

Business Technical Writing

August 1 | 9:00 a.m. – 12:00 p.m.

Effective business writing is critical for clear communication and achieving individual objectives. Effective writing enhances interpersonal communication skills, email, business communication, customer interaction, social media, diversity and inclusion communication, and personal interactions.

Business writing is not only about grammar and semantics but also includes communicating your thoughts concisely and clearly without jargon and respecting writing etiquette. This training will help individuals improve:

- Email writing
- Business writing
- Social media and customer interaction
- Etiquette, DEI, compliance, and cultural inclusion

County Employees: \$150 | Public/Non-Profit: \$200 | Private: \$200

Effective Time Management

September 5 | 9:00 a.m. – 12:00 p.m.

Effective Time Management skills are crucial for professionals who must balance multiple tasks, projects, and responsibilities. Key skills to focus on like Prioritization, Planning and Scheduling, Delegation, Time Blocking, Saying “No” and Time Tracking. By developing these time management skills, you’ll be better equipped to manage your workload, stay on top of deadlines and achieve your organizational goals.

County Employees: \$150 | Public/Non-Profit: \$200 | Private: \$200

Procurement Basics

July 10 or October 9 | 8:30 a.m. – 12:30 p.m.

The Basic Procurement course is for County staff who are new to procurement. Staff will receive an overview of County procurement policies, procedures, and processes. This four-hour class is designed for staff with limited procurement experience.

County Employees: No Fee | Public/Non-Profit/Private: NA

Contracts Management

August 14 or November 13 | 8:30 a.m. – 12:30 p.m.

This course is for County staff who are new to Contract Management. Staff will receive an overview of County Contract policies, procedures and processes. This four-hour class is designed for staff with limited contract experience.

Objectives:

- Describe ethics in relationship to the responsibilities of County staff
- Describe the roles and responsibilities of the Client Department, Contracts
- Explain Contract Management & Procedures

County Employees: No Fee | Public/Non-Profit/Private: NA

MEDIA SOFTWARE

Microsoft Excel Fundamentals

July 16, July 25, September 12 or September 17 | 9:00 a.m. – 4:00 p.m.

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.

County Employees: \$200 | Public/Non-Profit: \$250 | Private: \$250

Microsoft Excel Intermediate

August 6, August 15 or October 3 | 9:00 a.m. – 4:00 p.m.

In this interactive course, participants will explore the power of data analysis and presentation to make informed, intelligent, and organizational decisions. This Excel Intermediate level training will demonstrate how to work with functions, work with lists, analyze data, visualize data with charts, use PivotTables and PivotCharts.

County Employees: \$200 | Public/Non-Profit: \$250 | Private: \$250

Microsoft Excel Advanced

September 26, November 14, or December 5 | 9:00 a.m. – 4:00 p.m.

In this advanced-level, interactive, and hands-on Excel Course students will learn and practice working 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.

County Employees: \$250 | Public/Non-Profit: \$300 | Private: \$300

Microsoft Outlook Fundamentals

July 17 | 9:00 a.m. – 4:00 p.m.

In this course, participants will learn how to use Microsoft Outlook to enhance email communications, contact information, calendar events, tasks, and notes.

County Employees: \$200 | Public/Non-Profit: \$250 | Private: \$250

Microsoft Word Fundamentals

July 24 | 9:00 a.m. – 4:00 p.m.

In this course, participants will navigate and perform common tasks in Microsoft Word such as opening, viewing, editing, saving, and printing documents, and configuring the application.

- Format text and paragraphs.
- Perform repetitive operations efficiently using tools such as Find and Replace, Format Painter, and Styles.
- Enhance lists by sorting, renumbering, and customizing list styles.
- Create and format tables.
- Insert graphic objects into a document, including symbols, special characters, pictures, and clip art.
- Format the overall appearance of a page through page borders and colors, watermarks, headers and footers, and page layout.
- Use Word features to help identify and correct problems with spelling, grammar, and readability.

County Employees: \$200 | Public/Non-Profit: \$250 | Private: \$250

Microsoft Word Intermediate

August 21 | 9:00 a.m. – 4:00 p.m.

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 as customizing styles and themes, adding media, tables, flow controls, using mail merge and collaborating on documents with others.

County Employees: \$200 | Public/Non-Profit: \$250 | Private: \$250

Microsoft Word Advanced

September 18 | 9:00 a.m. – 4:00 p.m.

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.

County Employees: \$250 | Public/Non-Profit: \$300 | Private: \$300

Microsoft PowerPoint Introduction

June 25 | 9:00 a.m. – 12:00 p.m.

Learn how to create and deliver an engaging PowerPoint presentation in this course. Practice navigating and performing common tasks in PowerPoint, such as opening, viewing, editing, saving, and printing documents, and configuring the application. Learn to:

- Perform advanced text editing operations
- Perform repetitive operations efficiently using tools such as Find and Replace and Format Painter.
- Insert graphic objects into a document, including symbols, special characters, pictures, and SmartArt.
- Format graphical objects.
- Prepare to deliver your presentation

County Employees: \$100 | Public/Non-Profit: \$150 | Private: \$150

Microsoft PowerPoint Advanced

August 7 | 9:00 a.m. – 12:00 p.m.

Participants will learn how to use advanced tools and features in PowerPoint to create and deliver engaging presentations.

County Employees: \$100 | Public/Non-Profit: \$150 | Private: \$150

Microsoft OneNote

July 11 | 9:00 a.m. – 12:00 p.m.

This is a live, interactive, instructor-led virtual training where participants will develop elevated note-taking methods in a digital platform to ultimately enhance productivity and organization skills.

County Employees: \$100 | Public/Non-Profit: \$150 | Private: \$150

Microsoft Excel Pivot Tables

August 14 | 9:00 a.m. – 12:00 p.m.

In this course, participants will work with a live instructor practicing interactive and hands-on learning exercises to enhance knowledge in compiling local and external data sources, creating multiple local data sources, summarizing data, organizing data, filtering and sorting data, formatting tables, refreshing tables creating and editing and formatting pivot charts.

County Employees: \$150 | Public/Non-Profit: \$200 | Private: \$200

Microsoft Excel Formulas Beginner

September 10 | 9:00 a.m. – 12:00 p.m.

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

County Employees: \$150 | Public/Non-Profit: \$200 | Private: \$200

Microsoft Excel Formulas Advanced

October 8 | 9:00 a.m. – 12:00 p.m.

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.

County Employees: \$150 | Public/Non-Profit: \$200 | Private: \$200

Introduction to SharePoint

August 6 | 9:00 a.m. – 12:00 p.m.

This live, instructor-led interactive training is aimed at instilling a core understanding of SharePoint Online, focusing on key functionalities including navigation, content management, and permissions through hands-on exercises. Participants will have an opportunity to practice the various tools available in SharePoint and ask questions to a live instructor. |

County Employees: \$100 | Public/Non-Profit: \$150 | Private: \$150

Microsoft Teams

August 15 | 9:00 a.m. – 12:00 p.m.

This course is a live instructor-led interactive virtual introduction to Microsoft® Office 365™ with Teams™ in a cloud-based environment. Learners will practice using Office 365 Suite Apps, how to communicate and collaborate through Microsoft® Teams™ via the messaging and meeting functionality.

County Employees: \$100 | Public/Non-Profit: \$150 | Private: \$150

NORCAL PUBLIC SECTOR PARTNERSHIP

LCW LIEBERT CASSIDY WHITMORE

County Employees Only: \$25 for each session

Workplace Bullying: A Growing Concern (LCW)

August 22 | 1:00 p.m. – 4:00 p.m.

Workplace Bullying: A Growing Concern This workshop will define bullying and distinguish it from simple rudeness, and identify strategies for recognizing when it occurs, including when a supervisor is bullying subordinates (versus merely supervising). The session will also provide pragmatic advice for holding bullies accountable for their conduct and for assisting "targets" of bullying in reporting and responding to bullying conduct.

Maximizing Supervisory Skills for the First Line Supervisor (LCW)

Part One: October 9 | 9:00 a.m. – 12:00 p.m.

Part Two: October 23 | 9:00 a.m. – 12:00 p.m.

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.

Supervisor’s Guide to Understanding and Managing Employees’ Rights: Labor, Leaves, and Accommodations (LCW)

September 18 | 9:00 a.m. – 12:00 p.m.

This workshop provides attendees with an overview of three key areas. Addressing protected leave and managing attendance, the disability interactive process and 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 for seasoned managers.

Nuts & Bolts: Navigating Common Legal Risks for the Front-line Supervisor (LCW)

November 6 | 9:00 a.m. – 12:00 p.m.

Public agencies are facing increasing risks of being targeted by grievances, harassment/discrimination claims, unfair practice charges, and wage and hour litigation, to name a few. Front-line supervisors can provide an effective front-line defense to these dangers, or they can expose your agency to even greater risk. This workshop will train supervisors to effectively and appropriately respond to situations that place the agency at risk by offering real-life scenarios and recommendations for dealing with a myriad of legal and interpersonal issues in the workplace. workshop provides attendees with an overview of three key areas. It addresses protected leave and managing attendance, the disability interactive process, 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 for seasoned managers.

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