

HR LEARNING & DEVELOPMENT



2018/2019

LEARNING CATALOG



where your journey begins

Team Placer,

HR Learning and Development values a learning culture and supports a highly skilled workforce that is career ready and mission/vision driven.

HR Learning and Development's professional development program is designed to meet the diverse training needs that run across all County Departments. We are dedicated to provide quality training to you, both in person, and virtual mandatory eLearning courses.

We provide several learning series that fit your development needs: *Career Development Series*, *Foundational Series*, *Advanced Analyst Series*, *Supervisory Skills Series*, and specific skill focused training from our Partners, Managed Health Network, CSAC-EIA, Liebert Cassidy Whitmore, Placer County Office of Education and more.

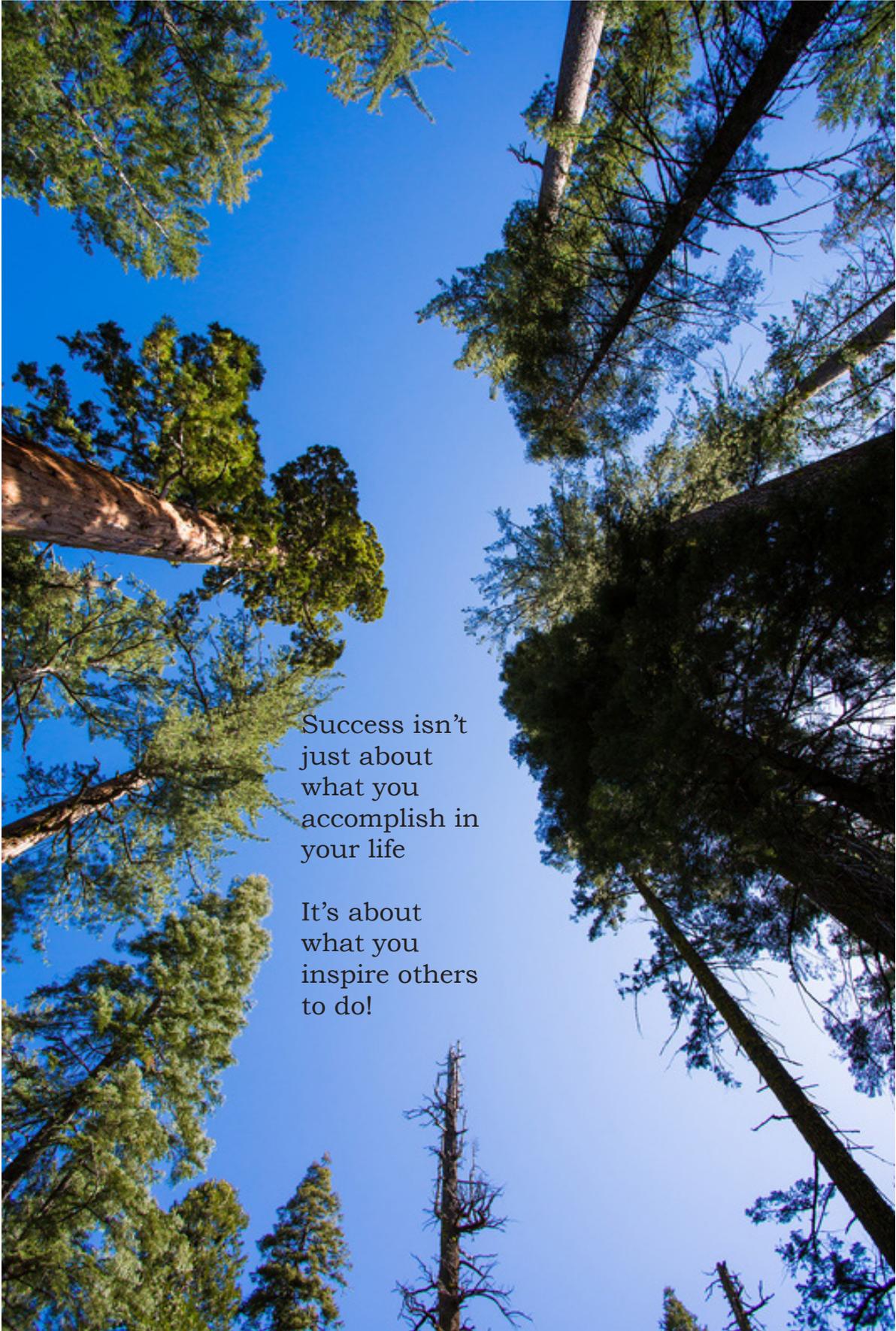
We hope that you will find our new catalog format easy to use where you can find courses and programs to create your professional development plan.

Be on the look out for new programs and opportunities! HR Learning and Development wants to empower you to realize your best self and full potential here at Placer County!

See you in the classroom!

HR Learning and Development Team





Success isn't
just about
what you
accomplish in
your life

It's about
what you
inspire others
to do!

MANDATORY WORKSHOPS

Required for all County employees.

HR Learning & Development will enroll you automatically for these eLearning credential training.

New Employee Orientation

7-hour workshop

As a new employee, you will be automatically enrolled in this course based on your hire date. This course will cover topics to help you effectively transition into your new role. The session includes an overview of the County organizational structure, the County goals, as well as information about the different departments, the services they provide, and all your resources to support the important work you do every day. You will participate in an individual goal setting exercise to help you see how your role connects to your department and the County's goals. Interactive discussions and activities will keep you energized and engaged.

Who should attend? New Hires



eLearning Credential Training



Driving Safety

1-hour eLearning

Traffic accidents are a leading cause of incidental deaths among US workers. This training course presents information to aid employees in operating vehicles safely. This program could save your life or that of a coworker! This training program has 13 learning modules with a ten-question exam. Required every 12 months.

Topics Include:

- Outline Safe and Effective Driving
- External Conditions
- Vehicle Condition
- Driver Condition
- Occupant Restraint Systems
- Avoiding Collisions
- Navigating Intersections
- Passing and Being Passed
- Maneuvering Under Various Situations
- Sharing the Road With Motorcycles
- Expressway and Highway Driving
- Safe Driving Tips
- Handling Accidents and Emergencies

Who should attend? All employees

Computer Security Awareness

1.5-hour eLearning

Security is every computer user's responsibility. Surreptitiously obtained data, such as personal and/or financial information, has great value to cyber attackers. Phishing, social engineering, and password cracking are common tools used to gain access to data. This training is designed to increase computer security awareness, with the goal of protecting valuable information stored on computers. Required every 12 months.

Who should attend? All employees

eLearning Credential Training

Sexual Harassment Awareness

1-hour eLearning

Sexual harassment is a serious problem in the workplace. Victims of sexual harassment can suffer physical and emotional damage while companies can suffer financially from the negative publicity and litigation costs as well as from the loss of job productivity and deteriorated work environment for its employees.

This course has been designed to help prevent incidents of sexual harassment in the workplace as well as provide guidelines on what to do if such an incident occurs. It aims to help employees recognize the seriousness of violations of sexual harassment policy.

After completing the course, you should have a good idea of what sexual harassment is, how it affects the workplace environment, what your role is in preventing it, and what to do if you are a victim. This training course is required every 24 months.

Who should attend? All non-supervisory employees.

Sexual Harassment Prevention for Supervisors AB 1825

2-hour eLearning (CA State Required)

The goal of this training is to assist your agency in understanding sexual harassment in the workplace, including federal and state laws regarding harassment, the consequences of harassment, how to prevent sexual harassment, how to handle sexual harassment claims, and how to maintain a respectful workplace.

This course was designed to meet the requirements of the law. AB 1825, as well as, the mandates outlined in California AB 2053 on abusive conduct and California SB 396 on gender identity, gender expression, and sexual orientation. This training course has 25 learning modules with a ten-question exam.

Who should attend? All Supervisors and Managers, or if your job description states "may exercise direct supervision over professional, technical and clerical personnel.



HIPAA Privacy and Security Standards

1.5 hour eLearning (CA State Required)

This series of security awareness videos will present tools for protecting PHI. The Privacy Act sets national standards for the use and protection of electronic Protected Health Information (ePHI). In addition, this training provides an overview of the Security Rule, as well as the safeguards used to provide protection for the storage and transmission of health information in electronic form (ePHI).

Failure to comply with federal and state requirements, and actions to be taken in the event of a breach of confidential information are covered in this course. This training course is required every 12 months.

Who should attend? Any employee who handles or comes in contact with a person's private medical information. Designated staff from Health & Human Services Divisions.

Ca Local Agency Ethics AB 1234

2-hour eLearning (CA State Required)

The California State Legislature mandated ethics training every two years for local agency officials. This course provides a brief overview of the topics which must be covered under the law, including the laws relating to personal financial gain by public servants, claiming perquisites of office, government transparency, and fair government processes. The Political Reform Act, the Brown Act, and the Public Records Act, and several other laws which govern the behaviors and practices of public servants is covered. The primary goal of this course is to expose you to California ethics laws and allow you to identify potential conflict-of-interest situations.

Who should attend? Local agency officials, Department Heads, and supervisory employees.

"Learning never exhausts the mind."

-Leonardo da Vinci

Placer County Policy Acknowledgment

15 minute eLearning

This is a yearly process in which employees will receive notifications through the current eLearning system of your responsibility to read and review and acknowledge all policies required by local, state, and federal laws.

The purpose of this Policy is to establish the County of Placer's commitment to: provide a work environment free from illegal discrimination, harassment, or retaliation for reporting or participating in the complaint and investigation process described in this Policy

- define conduct that violates policy
- describe the procedure for investigating alleged violations
- outline the procedures for resolving substantiated violations of the Policy

Because of the tremendous importance of maintaining a workplace free from any form of discrimination, harassment, or retaliation as defined in this Policy, employees must review this on an annual basis.

This eLearning also provides the option to email the Placer County EEO Officer to report concerns or complaints.

Target Audience? All County employees



You will find information about Target Solutions, course catalog and trouble shooting guide on the [Learning Zone](#).

Log into your Target Solutions account by going to <http://www.targetolutions.com/placercounty>.

[Placer Administrative Manual](#) has all Countywide policies and procedures.





Placer Reads L&D

HR Learning and Development has partnered with the CEO Employee Engagement group to bring you a modified Placer Reads program. You will read the book prior to coming to the workshop. Then be prepared for a facilitated discussion on what you learned, your takeaways and how you plan to apply these ideas to the workplace.



Target Solutions Replacement

HR Learning and Development is working to replace Target Solutions with Cornerstone on Demand by February 2019!



Department Training Coordinators

Each Department has a staff person who can help you enroll in trainings, answer questions, and will help you remember to keep your mandatory trainings up to date. You can find an updated list on the [Learning Zone](#).



SPECIAL INTERESTS WORKSHOPS

Open to all County employees.

Enroll in these classes through ACORN eSelf-Service

Adult CPR & First Aid

6-hour workshop

The American Heart Association Heartsaver First Aid, CPR and AED certification course content is designed for individuals with limited or no medical training experience who need a course completion card in first aid, CPR and AED use to meet job, regulatory or other requirements. This certification course is Instructor led with a watch while practicing AHA video format and includes focused skills learning and assessments throughout the program.

The content is based on the most current AHA science with the following modules:

- First Aid Basics
- Medical Emergencies
- Injury Emergencies
- Environmental Emergencies
- Adult CPR and AED use

Who should attend? Open to all County employees



Managing Change for Managers/Supervisors

3-hour workshop

Change happens—whether we want it or not. Sometimes we can plan for it, but often we can't. Sometimes the best we can do is to make sense of change, make the best choices change offers, and make things happen. People and organizations who are the most successful predict and prepare for change—even creating change that benefits them. Simply put, managing change is a required skill for all leaders, managers, and employees. If you want change ready employees who deal with a faster pace and increasing complexity, enroll in this workshop that will give you strategies to deal successfully with change.

Who should attend? All supervisors, managers, and change leaders.

Change Management For Employees

3-hour workshop

One of the things that will always be inevitable is change...full of both vague uncertainty and brilliant promise. Change happens—whether we want it or not. Sometimes we can plan for it, but often we can't. Sometimes the best we can do is to make sense of change, make the best choices change offers, and make things happen. If you want to be a change ready employee, deal with a faster pace and increasing complexity, enroll a workshop that will give you strategies to deal successfully with change.

Who should attend? All non supervisory employees

Resolving Conflict in the Workplace

4-hour workshop

Conflict in the workplace can result from a variety of causes, such as differing beliefs, ideas, values and goals. Although conflict is a natural and sometimes useful process, most people avoid conflict and fail to see the benefits of direct confrontations. In this workshop, conflict will be examined as a normal part of work and methods of creatively handling conflict to achieve successful resolutions will be explored.

Who should attend? Open to all County Employees

Managing Your Responses to Anger

2-hour workshop

It's easy to blame others for your anger, but in reality, personal choice guides the reaction to an external situation. Being easily angered adversely affects personal relationships, whether at work, home or within our communities. This workshop explores the motivation to choose anger over other healthier responses.

In this workshop participants will:

- Identify typical workplace conflicts
- Better understand their anger response
- Understand the relationship between difficult people and conflict
- Better manage their anger

Who should attend? Open to all County employees



Dealing with Difficult People

2-hour workshop

In business and in our personal lives, most of us have come across people we would label "difficult." This workshop examines what makes people "difficult," how emotional triggers are activated by difficult people, and how to mitigate conflict that often accompanies difficult behaviors.

In this workshop participants will:

- Identify typical workplace conflicts
- Apply a problem-solving model for win-win results
- Promote creativity using communication
- Identify common behaviors of difficult people

Who should attend? Open to all County employees.

Effective Meetings - Facilitating for Results

3-hour workshop

Statisticians tell us that most American business people will spend 17 years of their lives in MEETINGS!!! That would be the "good" news....the "bad" news is that 80 percent of that time is wasted. Meetings are integral to results and relationship building on teams. There are, however, ways that work to engage those attending in the process, not waste your time or theirs and get the results you want. Learn/practice 15 techniques that will assure whether you are the facilitator or the attendee you will walk away with a clear goal and a sense of time not wasted.

Learn skills to deal with difficult meeting situations, create meetings that are problem solvers not problem makers.

In this workshop participants will:

- Understand and apply 15 facilitation techniques
- Apply strategies to deal with difficult meeting situations
- Learn how to solve problems in meetings

Who should attend? Managers, Supervisors or staff who need to keep meetings on track with purpose.

SPECIAL INTERESTS WORKSHOPS

Open to all County employees.

Enroll in these classes through ACORN eSelf-Service

Emotional Intelligence: The New Science of Success

3.5-hour workshop

This half-day workshop is framed around Daniel Goleman's four domains of emotional intelligence: self-awareness, self-management, social awareness, and relationship management. An overview of these four frameworks is provided with a focus on self-awareness and self-management – to focus on the new science of success.

In this workshop participants will:

- Understand the link between automatic limbic decisions and intentional, conscious decisions
- Learn about the anatomy of an emotion and how emotions and thoughts work together to influence behaviors
- Understand the link between emotional intelligence and success in life
- Discern the difference between automatic limbic decisions and intentional, conscious decisions
- Discover when your automatic processes serve you well, and when these processes need to be better managed
- Practice agile thinking, increasing self-awareness and intentional thinking
- Leverage due diligence and intuition to make effective decisions
- Develop cognitive and behavioral strategies to manage emotions intelligently

Who should attend? Open to all County employees, in particular, Seniors, Leads, Supervisors and Managers

Developing Your Professional Confidence

3.5-hour workshop

This course is designed to help employees build and maintain self esteem, practice positive self affirmations and improve personal and professional relationships. The workshop begins by helping the learner identify self confidence and begin by building self-efficacy, self-esteem. The learner then will begin to apply the steps to stay determined, how to get started and make it happen.

Who should attend? All County employees

Crisis (Disruptive) De-escalation Training

3-hour workshop



The three-hour loss prevention seminar will focus on de-escalation education and training basics. Attendees will learn how to set appropriate expectations, recognize warning signs for when a customer or coworker is beginning to get agitated, strategies for slowing escalation, and tools to begin de-escalating a situation and working towards an amicable resolution. This workshop is open to CSAC-EIA members from outside agencies.

Who should attend? All county employees

Please register directly through [CSAC-EIA](#) (upon Supervisor approval)

Placer Reads L&D

3.5-hour workshop

HR Learning & Development in partnership with CEO Employee Engagement Placer Reads will bring you four amazing book titles per fiscal year. The books that are selected will align with the HR Learning & Development program and have been recommended by employees.

How does it work?

The first 25 enrollees will get the book ahead of time from PPEO.

Then read the book prior to coming to the workshop. Be prepared for a facilitated discussion on what you learned, your takeaways and how you plan to apply these ideas to the workplace.

Who should attend? All County Employees



Are you thinking about retirement in the next 1 - 5 years?

Attend

Planning Your Retirement

to receive valuable information about

CalPERS benefits and the strategic choices you can make to maximize your retirement pension.

Planning Your Retirement

2018 Seminars presented by CalPERS and Placer County Human Resources

Location: Community Development Resource Center
Planning Commission Hearing Room
3901 County Center Dr., Auburn

Enroll: **Online my.CalPERS.ca.gov**
Select: Education Resources
Select: View Classes
Scroll: Employer Sponsored
Select: Planning Your Retirement
(Placer County)

Learn more at CalPERS online

[Member Education](#)

[How to Enroll](#)

[Calendar](#)

[Make an Appointment](#)



Discovering and Working with your Talents and Strengths

CliftonStrengths®

Strengths Finder Workshop

1-day workshop

This class focuses on helping you learn when and how you are at your best: when your talents and strengths are engaged in your work and life.

In class you will learn about the current research and practice of strengths-based work. You will take the Gallup StrengthsFinder assessment, and the class will give you a deeper understanding of your strengths and how to develop and use them for peak performance and maximum job satisfaction. The class includes group and individual exercises to help participants understand and practice bringing their strengths into their work environment every day.

In this workshop participants will:

- Discover your top 5 Signature Themes of talent, based on the StrengthsFinder assessment.
- Become familiar with your full Theme descriptions, insights report, and through these grow in awareness of your strengths.
- Connect your Signature Themes, insight reports, and action items to your specific work.
- Participate in group exercises to explore your strengths and how they relate to others strengths in the workplace.
- Gain understanding in bringing talents and strengths to a team environment.
- Develop strategies to manage around, and not focus on, weaknesses.

Who should attend? All levels of employee who want to learn the top 5 CliftonStrengths profile and learn basic strategies to help you succeed in the workplace.

Implementing Strengths Based Leadership

1-day workshop

Are you a leader who wants to take your team to the next level? Do you want to understand the best talents and strengths of your team members, and focus on them? Do you believe in maximizing performance to drive results? (continued next column)



Instructor Craig Trombly

My mission at work is to help individuals and organizations learn about and implement a strengths based culture. To fulfill this mission, I lead classes and workshops in various organizations to introduce leaders and teams to strengths-based work. I also provide strengths based coaching to individuals.

I am a registered Civil Engineer, have over 30 years of experience working in the public sector, and have managed staff and projects there for more than 25 years, holding increasing levels of responsibility.

If these questions excite you, this one-day workshop is for you. In this workshop you will take the Gallup StrengthsFinder assessment, gain an understanding of your strengths, investigate what areas your team is strong in, and see where opportunities exist to fill in gaps with new talent and strengths. Participants will take a deep dive into understanding Gallup's 34 Signature Themes of Talent, the 4 Leadership Domains, and will complete exercises to grow in use of these concepts in their daily work.

In this workshop participants will:

- Understand why focusing on strengths can lead to increased engagement and improved performance.
- Enhance your self-awareness through a deeper understanding of your unique strengths and talents.
- Learn new ideas and techniques to understand and leverage the strengths and talents of others.
- Develop a plan to guide your team to the next level in use of members' strengths, and drive increased performance and results.

Who should attend? This class is targeted at leaders and their teams, and will also help staff who work in a team environment.

Effective Technical Writing

“Writing isn’t about using big words to impress. It’s about using simple words in an impressive way”

- Sierra Bailey

Technical Writing Workshop

2-day workshop

In this workshop, you will assess your current technical writing skills and learn specific techniques to improve your style. Emphasis is on organization and appropriate choice of language for documents such as email, memos, reports, Board messages, and other technical documents. This workshop focuses on discussion, practice, and evaluation. Follow-up reinforcement occurs via email about a month after the workshop.

Participants should bring a laptop and writing samples of current work documents to the class for editing and critique.

In this workshop participants will:

- Collect your thoughts quickly & efficiently
- Profile your audience
- Structure idea flow with clear, concise sentences & paragraphs
- Compose & revise technical rough drafts
- Match message format to purpose
- Self-check the finished product
- Organize your key points by Content Mapping
- Choose the appropriate tone and language style
- Reduce editing time
- Add interest to your technical writing
- Control your communication costs
- Organize your key points by Content Mapping
- Choose the appropriate tone and language style
- Reduce editing time
- Add interest in your technical writing
- Control your communication costs

Who should attend? Managers, Supervisors and especially **Technical staff** who need to refine writing technical work in plain language.



Instructor Tom Stapleton

Stapleton is a communication consultant to corporations and government agencies who has written and edited reports, proposals, handbooks and procedures manuals at McDonnell Douglas and Nestlé. He is the author of *Excellent Oral & Written Communication Skills Required*, and four novels.

As an educator and trainer, Tom has conducted business writing and oral presentation workshops for numerous clients, among them Amgen, Walt Disney Company, Los Angeles County, the U.S. Dept. of Transportation Caltech and UCLA Extension.

CAREER SERIES

Open to ALL County employees.

Enroll in these classes through
ACORN eSelf-Service



Career Development Workshop

4-hour workshop

This workshop will provide guidance and insight into selecting a fulfilling career that fits your capabilities and aspirations. The Elevations© assessment is central to the workshop that will help you to begin imagining possibilities. This workshop will clarify your values, identify skills you enjoy using, and offers a rich platform to enhance your career satisfaction. You will take the Elevations career assessment prior to the workshop. The assessment only take about 15-20 minutes to complete. Please print your report and bring it with you the day of the workshop.

In this workshop participants will:

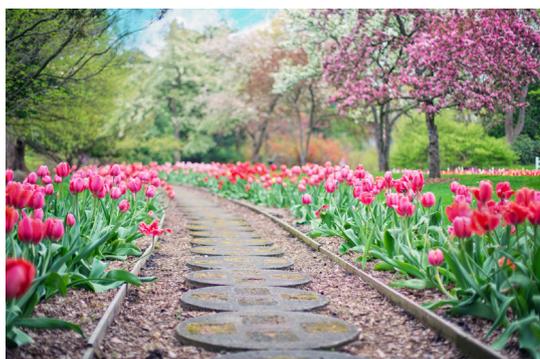
- Gain personal insights so you can make career choices that fit your capabilities and aspirations.
- Learn how careers naturally cycle from satisfaction to dissatisfaction and the key role courage plays in making good decisions
- Identify and understand your career-related values, enjoyable skills, occupational interests and natural talents.
- Understand what the next steps are to design a career that goes beyond traditional job titles.

Placer County Career Series

Placer County's Career Development Series is open to any County employee. Why? Good careers don't happen by accident. Truly satisfying careers are the reward of talent, hard work, a bit of luck, and a carefully managed strategy put to work.

The first step in developing your strategy is the online Elevations© career assessment designed for self-discovery and provides your profile of intrinsic motivators and behavioral strengths. The series has six (6) half-day (1/2) workshops.

Who should attend? Employees, Supervisors, and Managers who want to manage their career strategically.



Developing Your Professional Development Plan

4-hour workshop

This workshop will help you build on your knowledge from the Career Planning Workshop and create a draft of your own career plan. In addition support you to develop professional development goals that you can share with your Supervisor or Manager.

In this workshop participants will:

- Identify the importance of having a career plan.
- Gain an awareness of the key parts of a professional development plan.
- Understand the difference between performance goals and professional development goals.
- Script several major career goals.
- Apply the SMART goal formula to professional development goals.
- Evaluate and audit skills needed to achieve goals.
- Create an action plan.

Placer County Recruitment Workshop

4-hour workshop

The overall goal of this workshop is to support Placer County employees to understand the recruitment process and the importance of it. This workshop will help you navigate through the various required phases of the recruitment process and provide insight on the various eligible lists, types of examinations, and the tools to use to apply for various open and promotional listings.

In this workshop participants will:

- Get a walk through the Placer County Recruitment process
- Understand the rules and laws that dictate the recruitment process
- Practice how to review a job announcement and identify the knowledge, skills and abilities needed for the position
- Gain an awareness of the types of eligible lists
- Know the time-line from job posting to hiring interviews
- Identify the resources to support you to maneuver through the recruitment process

Effective Resume Writing

4-hour workshop

Learn how to create or update your resume so that you will get noticed. In this class you will start creating a market-driven resume that will distinguish you from the competition and grab the attention of the hiring department.

Note: Please bring your current resume with you to class.

In this workshop participants will:

- Discuss importance of a resume today
- Outline the key components of a market-driven resume
- Gain an awareness of the types Resumes
- Identify and articulate your professional accomplishments in writing
- Do and Don'ts & current resume trends
- Helpful Hints
- Practice writing or improving portions of your resume



Interviewing Skills for Success

4-hour workshop

Once your resume' or application gets you in the door, the interview is the best way to communicate how you are the best fit for the job opportunity. How you communicate about yourself can make all of the difference in landing your next position. In this half-day workshop, participants will prepare for different interview formats, gain a better understanding of how to answer interview questions, and learn how to make a good impression.

In this workshop participants will:

- Review interview formats and how to prepare for them
- Learn how to answer questions confidently and effectively
- Outline the do's and don'ts of making a positive impression
- Practice a mock interview

Test Taking Best Practices

4-hour eLearning

This half day workshop will help you assess your study skills and develop areas that are weaker to ensure successful learning efficiency. By doing some simple things you will increase your confidence, and reduce nervousness.

In this workshop participants will:

- Demonstrate best practices for test preparation
- Actively manage test related stress
- Understand oral and written exams and the common mistakes test takers make
- Practice question answering strategies



FOUNDATION SERIES

Open to all County employees.

Enroll in these classes through
ACORN eSelf-Service

Foundation Series

Placer County's Foundational series focus areas are those core areas you asked for in the 2017 Training Needs Assessment. These classes provide a foundational context in writing skills, interpersonal communication, critical thinking, organizing and prioritizing, customer service, presentation skills, and public service ethics. Take one or two that fit your needs or take all for a Placer County Foundational Series Certificate of Completion, six (6), half-day (1/2) workshops.

Who should attend? Employees who need to brush up on professional core content.

Interpersonal Communication

4-hour workshop

Workplace communication can be improved through interpersonal communication skills. Learn to overcome workplace obstacles by strategically applying interpersonal communication skills to persuade and negotiate your way to positive results. This workshop will help you develop core communication skills to make the most of interpersonal relationships at work.

In this workshop participants will:

- Describe communication process and different styles.
- Identify challenges that cause communication breakdown.
- Develop basic social awareness through non-verbal indicators.
- Listen effectively to ensure that you have received messages as intended.



Critical Thinking Tools

4-hour workshop

This must take workshop will help you step back and approach complex problems clearly. You will look at critical thinking from the level 6 process that will help you remember, understand, apply, analyze, evaluate and create a solution based on logic and reasoning. Gain a sense of confidence by applying this framework in the workplace.

In this workshop participants will:

- Understand why critical thinking is so important
- Use critical thinking skills when making decisions
- Know how to recognize assumptions, evaluate arguments, and draw conclusions
- Identify barriers to effective critical thinking and strategies to overcome them
- Gain tools to develop critical thinking skills

Organizing and Prioritizing

4-hour workshop

This workshop will provide insight to the keys to organization. It will help you be more organized, manage time, and prioritize with strategy. Organizing will help you create a system and set a routine that will allow you to capture true to-dos. Time management skills are critical and you will have the opportunity to identify your time wasters and distractions. Finally, prioritizing using a specific method that will help you assess if you are spending time on truly things that matter and how to make the most of your day.

In this workshop participants will:

- Learn how to prioritize tasks so you never fall behind
- Cut time-wasting activities
- Create an efficient work environment while recognizing hidden time wasters
- Understand strategies to organize for efficiency
- Learn how to handle interruptions while building and keeping positive relationships

Best Practices in Customer Service

4-hour workshop

This workshop will help understand the challenges specific to providing customer service on behalf of government. You will be introduced to the C.A.R.E model to enhance your effectiveness of the interactions you have with customers. You will have time to apply this new knowledge and skills in class.

In this workshop participants will:

- Appreciate how vital excellent customer service is to my organization.
- Skills to provide quality customer care both internally and externally.
- Maximize efficiency in communication with various channels including telephone, text, and email.
- Develop techniques to diffuse angry, frustrated, or upset customers.

Presentation Skills Workshop

1-day workshop

This full day workshop will help you create stronger presence, manage first impressions and present with ease. Build confidence when presenting to groups. This workshop includes practice and coaching on ways to get better and refine your skills to be more effective. Learn strategies to ease nervousness before and during your presentation. There is optional video recording of your presentation and you will receive a copy of your video presentation and a written coaching feedback from the instructor.

In this workshop participants will:

- Create a clear presentation and staying focused on your goal
- Ensure you plan the presentation with the audience in mind
- Gain a familiarity with the technology used to present
- Practice delivery in the classroom environment
- Prepare to answer questions in a concise manner

Ethics and the Public Servant

4-hour workshop

Ethics is for everyone in this dynamic organization we call Placer County. Every county job is important and each one of us is responsible for the success of the entire organization. This workshop will help to clarify your role in public service and promote an ethical workplace.

In this workshop participants will:

- Apply Placer County code of ethics to workplace events
- Discuss and apply the six pillars of character
- Link laws to values

- Explore Placer County, the organization, and why you chose Placer
- Define and clarify the difference between ethics vs Integrity
- Identify your own set of personal values
- Gain an awareness of the importance of public trust and the five principles of public service

Grammar & Punctuation Brushup

4-hour workshop

Grammar & Punctuation Brush Up will help your ability to use professional grammar. Clients, supervisors, even coworkers may not even always know they're doing it but they're judging you on your written communication skills. Grammar mistakes aren't simply embarrassing they can impact how people perceive your intelligence and credibility. Poorly written memos, emails, or reports can cause misunderstandings and project delays. Your professional reputation matters to you, be seen as the expert you are, and make sure that everything you write is polished, professional, and grammatically correct.

In this workshop participants will:

- Understand the basics of grammar
- Avoid the most common writing errors
- Encourage others to read your writing
- Use the six basic punctuation marks correctly

Better Business Writing

1-day workshop

A business document is many things; a first impression, a proposal, a story, a demonstration, a promise. For some businesses, the document is the deliverable and the reason they do what they do. But none of that matters if your customers and colleagues do not understand the document. Business Writing gives participants the tools to develop the strategies they need to write accessibly, efficiently, and with confidence. The result will be staff with better business writing skills who will showcase your department's professionalism and talent.

In this workshop participants will:

- Use a consistent, professional style
- Use formatting techniques and templates to get across the purpose and key information associated with different communications
- Understand the requirements of various business documents, including email correspondence vs. email conversation, "bad news" letters, executive summaries, and other types of business communication.

ADVANCED ANALYST SERIES

Open to all County employees who need to develop and improve their analytical abilities

Advanced Analyst Series

This series is designed for all employees who need to develop and improve their analytical abilities. Learn how to manage all aspects of completing analytical work assignments using effective strategies and proven frameworks.

Be the master of information with solid and proven techniques. Analytical thinking skills are critical in the work place as they help you gather information, articulate, visualize and solve complex problems. This series helps you make well-informed and correct decisions.

Complete the series within two years to receive your Advanced Analytical Series Certificate of Completion.

Who should attend? Employees who want to develop and improve their analytical abilities. Analysts, Administrative Technicians, and first line Supervisors.



Analytical Problem Solving

2-day workshop

Today, it's everyone's job to effectively solve problems. Analytical Problem Solving enables decision makers to find solutions to problems or address issues after consideration of reasonable, workable, carefully considered alternatives.

Using a seven-step problem solving and decision-making process (sometimes also called Completed Staff Work), participants review case studies, use various analytical tools, and apply the concepts to a realistic work-related scenario. Learning is enhanced through self-assessment, engagement in interactive discussions, independent reading and reflection, and group-scenario based exercises.

In this workshop participants will:

- Analyze and evaluate information and situations
- Ask questions to get to the root cause of issues
- Examine and define issues from multiple perspectives
- Integrate information into a sound decision-making process
- Consider consequences of decisions before taking action prior to implementation

Project Management Essentials

1-day workshop

Running a project requires a mix of skill sets and tools in order to create an environment that leads to success. In this one-day training course, you are provided with a comprehensive overview of the project management process — from planning to execution — and gain the skills to implement project management best practices within your organization.

In this workshop participants will:

- Plan for a successful project
- Outline a project scope
- Identify project life cycle components
- Implement planning steps

Writing Skills For Analysts

1-day workshop

An analyst's work product needs to be clear, concise, logical, and correct. The first step in meeting these requirements is to plan effectively before writing—the best planners are the best writers. This class will help you analyze and organize your writing project, as well as help you choose the most effective way to present completed staff work to your audience. Writing Skills for Analysts helps participants learn how to become more competent and confident writers, to overcome writer's block, to employ critical thinking, and to communicate using clear, concise, and correct language. This course builds on analytical problem solving and focuses on how to write specific types of analyst documents, including proposals, white papers, evaluations, etc.

In this workshop participants will:

- Eliminate unnecessary words and avoid the most common writing errors
- Organize thoughts and write with purpose and conviction
- Effectively plan for audience, purpose, message, and tone
- Organize and edit content for clarity, conciseness, and correctness

Interpersonal Communication Skills for Analysts

1-day workshop

An Analyst's success depends on the ability to communicate with others. Every interaction with another person determines how you are perceived and is an opportunity to develop positive influence. Whether you're communicating individually, conveying information to a project team, or delivering a difficult message, this full-day course will increase your ability to communicate with colleagues and stakeholders in ways that promote positive working relationships.

In this workshop participants will:

- Learn how to prioritize tasks so you never fall behind
- Understand the four essential communication elements and their impact on workplace communication
- Master the four elements using self-awareness and DISC® communication styles\
- Increase your influence through positive rapport with others
- Communicate effectively in difficult situations



Presentation Skills for Analysts

1-day workshop

The purpose of this seven-hour course is to empower participants to prepare and deliver better presentations in terms of capturing, keeping, and motivating the audience. Your delivery, confidence, organization, flow, and competence will increase from this course.

In this workshop participants will:

- Apply adult learning principles to presentation preparation and delivery
- Use methods for engaging an audience and keeping it interested
- Handle nerves and hostility more effectively
- Interact and check in with the audience

Who should attend?

Employees who want to develop and improve their analytical abilities.

Anyone can benefit from these workshops. In particular, Analysts, Administrative Technicians, first line Supervisors.

SUPERVISORY SKILLS SERIES

Open to all County supervisors and managers who have direct reports, and supervises the performance of others that culminates with writing the performance evaluation.

This Series provides best practices an essential supervisory knowledge with eight (8) required half day workshops. Complete the required series within two (2) years to receive your Certificate of Completion.

REQUIRED COURSES

Role of the Leader/Supervisor

4-hour workshop

This half day workshop will support Supervisors in Placer County to lead people. Participants will define the characteristics of what makes a supervisor successful to lead people while you manage your transition successfully from an individual contributor. You will gain an understanding of knowing when to manage processes and lead people. In addition you will gain clarify your own personal values that impact your leadership style. Having insight into self will help you define your own personal leadership philosophy.

In this workshop participants will:

- Define the characteristics and the behaviors of a successful supervisor/leader in Placer County.
- Explore the differences between implementing/managing processes, and inspiring/leading people.
- Explore the impact of transitioning to Supervisor, and create a plan to manage this change/transition.
- Identify your own personal values and the impact a leader has on team culture.
- Develop your own Leadership philosophy in order to clearly communicate with and lead your team.

Leading Self & Teams

4-hour workshop

This workshop provides an opportunity to maximize your leadership capabilities as you begin to explore your role as a leader in more depth. This DiSC® Classic assessment will increase your self-knowledge, how you respond to conflict, what motivates you, what causes you stress, and how you solve problems.

The goal of this practical approach is to help you create an environment that will ensure your success by improving workplace relationships, help you understand your communication needs, and those of your team. You will have the opportunity to develop your unique leadership style that works best for you while creating a work culture of skilled and inspired workers who deliver great results for Placer County.

In this workshop participants will:

- Explore classic leadership theories
- Assess your current style with one theory
- Create a leadership style that works for you, your staff, and your organization.
- Assess your DiSC® style and preferences and gain an awareness of the four types.
- You will be able to identify and explain different behavioral styles including, but not limited to, your own.

Performance Development Workshop

4-hour workshop

This workshop supports Supervisors to apply best practices in performance development. Performance development is really about good people management. Maximizing individual performance is an ongoing process that includes performance planning, goal setting, performance feedback, coaching, and finally, preparing to write the performance evaluation. In this workshop you will gain an orientation to Placer's performance factors and how to conduct the performance review one-on-one.

In this workshop participants will:

- Gain an awareness of the steps in the performance development cycle
- Understand your role and the employees' role in the performance development cycle
- Understand the importance of performance planning and goal development.
- Demonstrate ability to write performance goals and professional development goals.
- Apply best practices and identify common mistakes when preparing to review performance prepare the evaluation.

Coaching, Onboarding, and Staff Development

4-hour workshop

The overall goal of this workshop is to support Supervisors on the skills and knowledge they need to train and develop their people to help them excel. This workshop will help Supervisors learn best practices for on-boarding new hires and understand the importance of an employee's first year. Supervisors will gain insight into assessing the will/skill of their staff and when to apply coaching, training, on-the-job training and how to delegate effectively.

In this workshop participants will:

- Gain an awareness of your role in on boarding new employees
- Understand the steps to assess and development your staff
- Gain and awareness of the types of learning in the workplace
- Gain an awareness of unconscious bias and how it affects us
- Apply methods to tailor your coaching method to your staff's skill and will
- Demonstrate how to apply the G.R.O.W. model as a way of developing your employees to the height of their potential
- Write a coaching plan for a direct report
- Be better equipped to delegate work and projects to staff using the five levels of delegation model

Motivating High Performance Teams

4-hour workshop

Leading high performance teams is vital to any organization. This workshop provides best practices to lead a high performing team by understanding the stages of group development. Strategies to create a high trust environment and ways to understand the unique motivational needs of your team members will help you move your group from forming to norming. This workshop also provides strategies to manage conflict understanding your preferred conflict style.

In this workshop participants will:

- Understand the best practices to create high performing teams
- Lead your team successfully through the stages of group development
- Identify and apply ways to increase your personal credibility
- Create a strong foundation of trust within your team
- Understand the motivational needs of exceptional teams, and apply this to your own unit
- Manage conflict constructively
- Apply and compare your DiSC profile to your conflict style.



HR Fundamentals

4-hour workshop

The overall goal of this workshop is to help you learn and refresh your Supervisory accountability from an HR Perspective. Participants will gain an overview and content for the unique aspects of public sector HR. You will understand the importance of supporting public sector merit principles, ethics and culture. You will also gain an awareness of key supervisory skills to ensure you are aware of and manage your people within this legal framework.

In this workshop participants will:

- Understand the implications of a civil service/ merit based organization
- Identify your role in impact of Chapter 3 to how you supervise employees
- Apply accountability as a supervisor to various HR policies to reduce liability
- Gain an overview of the HR hiring process
- Ensure a discrimination free workplace
- Gain an awareness of other important policies

Leave of Absence and Disability Management

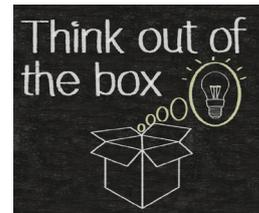
4-hour workshop

The overall goal of this workshop is to support Supervisors on the skills and knowledge they need to effectively manage employee leaves of absence in coordination with the Placer County Disability Management Program and Disability Management Administrator.

In this workshop participants will:

- Recognize the various types of leaves and the local, state, and federal leave management regulations pertaining to leave management
- Understand the Placer County Disability/Leave Management Program and how it works
- Identify your role and responsibilities as a Supervisor related to leave management
- Learn how Reasonable Accommodations, Temporary Transitional Work, and the Interactive Meeting process help effectively manage the workforce

SUPERVISORY SKILLS SERIES



ELECTIVE/OPTIONAL COURSES

Leading Business Process Improvement

4-hour workshop

Open to all County Supervisors and Managers who have direct reports.

RECOMMEND COURSES

Introduction to Progressive Discipline

4-hour workshop

The overall goal of this workshop is to provide Supervisors in Placer County the tools to address poor performance of employees and understand their role in the discipline process. Participants will learn strategies to work with an employee whose performance is unacceptable and does not meet expectations. This workshop will help review best practices for each phase of the process including preventative, corrective and formal adverse action phases. You will learn tools to manage an employee through corrective feedback and adverse action if an employee's performance does not improve.

In this workshop participants will:

- Describe the purpose, benefits, and steps of progressive discipline
- Reinforce the importance of good documentation
- Understand development feedback begins with clear expectations
- Practice communicating when expectations are not met
- Identify the term property right and understand due process
- Identify the process, partners, and resources for each of the progressive discipline steps
- Determine under what circumstances employees are entitled to union or other representation

In this workshop Supervisors will learn the basic principles of process improvement and how to apply them back in the workplace. Gain an awareness of their role and responsibilities in streamlining processes, eliminating waste and ensuring the work unit provides the best customer services in the most efficient ways.

In this workshop participants will:

- Apply business process improvement principles to your work unit.
- Clarify your role in the LEAN process.
- Know what to expect from your analysts in the process improvement process.
- Gain an awareness of the 5 basic LEAN principles.
- Practice mapping a process and identifying areas of value add.
- Link the BPI practices to governmental performance measures.

Leading Problem Solving and Decision Making

4-hour workshop

In this workshop you will define problems, root causes and symptoms. Gain an awareness of the seven step problem solving process and demonstrate problem solving tools. They will also determine their own individual decision making style and apply various problem solving techniques to make independent decisions. A review of group decision making tools is discussed, as well as the pitfalls.

In this workshop participants will:

- Identify the key skills required for problem solving
- Reflect on the role of the leader in problem solving sessions
- Gain an awareness of how to define a problem
- Identify the 7 Step Problem Solving process
- Apply several problem solving processes in practice
- Clearly understand decision-making and identify your preferred decision-making style



ELECTIVE/OPTIONAL COURSES

Writing the Performance Evaluation Lab

4-hour workshop

This workshop will support Supervisors and Managers with **Direct Reports** with effective tools and techniques for writing performance evaluations that accurately and objectively reflect the employ-ee's performance year. Get hands on prac-tice writing objective evaluative statements and get feedback on your chosen language.

In this workshop participants will:

- Demonstrate ability to objectively describe, clarify and evaluate performance
- Gain an awareness of how to apply rating levels
- Practice writing objective evaluative statements for each of the individual contributor performance factor

PDS Technical Workshop

2-hour workshop

This workshop will help **new** Supervisors and Managers with **Direct Reports** who want more than a [video](#) to learn how to use the technical system that is used to write the performance evaluation. Get hands on experience logging into the software and getting familiar with navigating the dashboard.



Placer County Supervisory Series Certificate of Completion

Complete the required workshops within two (2) years to receive your Certificate of Completion.

1. Role of the Supervisory/Leader
2. Leading Self and Teams
3. Performance Development System
4. Coaching, On-boarding and Staff Development
5. Motivating High Performance Teams
6. HR Fundamentals
7. Leave and Disability Management
8. Introduction to Progressive Discipline

Placer County Lead Supervisor Certificate of Completion

Complete the required workshops within two (2) years to receive your Certificate of Completion.

1. Role of the Supervisory/Leader
2. Leading Self and Teams
3. Performance Development System
4. Coaching, On-boarding and Staff Development
5. Motivating High Performance Teams
6. HR Fundamentals



COMPUTER TRAINING

Microsoft Excel 2013 Level 1

1-day workshop

Students will learn how to create and format workbooks in Excel. Students will also learn how to use formulas and functions to automated calculations in Excel. Completion of Windows 7 Introduction or Windows 10 Introduction or equivalent knowledge and skills is recommended.

Who should attend? Students who are familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders

Microsoft Excel 2013 Level 2

1-day workshop

Students will learn how to use intermediate features of Excel, including the use of advanced functions, sorting and filtering data, and analyzing data using pivot tables and charts. Completion of Microsoft Excel 2013 Level 1 or equivalent knowledge and skills is recommended.

Who should attend? Students who are familiar with how to create and format workbooks in Excel and basic knowledge of formulas and functions.

Microsoft Excel 2013 Level 3

1-day workshop

Students will explore advanced Excel concepts, including validating data, setting up formulas across multiple files and use many "what-if" scenarios in Excel. Students will also be introduced to the use of macros in automating processes. Completion of Microsoft Excel 2013 Level 1 & 2 or equivalent knowledge and skills is recommended.

Who should attend? Students should be familiar with basic and intermediate concepts of Microsoft Excel. This includes being able to build basic formulas and functions, charts, and pivot tables.



Microsoft Excel 2013 Level 4

1-day workshop

Students will learn advanced features of pivot tables, functions, charts, macros, and will also round out their knowledge of Microsoft Excel. Completion of Microsoft Excel 2013 Level 1 & 2 or equivalent knowledge and skills is recommended.

Who should attend? Students should have the equivalent knowledge of the first three courses in the Microsoft Excel series. This involves your knowing how to build Excel files, enter formulas both for basic and complex calculations, format Excel files, sort and filter data, build charts, record macros, and run data analysis tools, such as pivot tables.

Microsoft Excel 2013-2016 Pivot Tables

3-hour workshop

Upon successful completion of this 3 hour instructor-led course, you will be able to use Excel advanced PivotTable functionality to analyze your raw data.

Advances in technology have made it possible to store ever increasing amounts of data. Along with this, the need to analyze that data and gain actionable insight is greater than ever. Using advanced PivotTable features and create Pivot Charts will help you to gain a competitive edge. You will be able to summarize data for you to analyze, and also organize the data in a way that can be meaningfully presented to others. This leads to data-driven business decisions.

Who should attend? Those students who has taken Microsoft Excel 2013 or 2016 Level 1 and Microsoft Excel 2013 or 2016 Level 2 or have equivalent knowledge.

Microsoft Excel 2013-2016 Functions & Formulas

1-day workshop

In this instructor-led course you will learn advanced Excel formulas and functions to bring your spreadsheets to the next level. Learn how to develop more complex formulas and learn the power of arrays. Learn formulas to help you automate your spreadsheets to simplify them for others to use, as well as yourself.

Who should attend? Anyone who has an understanding of Excel Intermediate and Advanced topics including basic formulas, IF Statements and basic Lookup formulas. This is an intense 1 day course just learning about functions and formulas.

Microsoft Word 2013 Level 1

1-day workshop

Students will create and edit basic Microsoft Word documents.

Who should attend? Students should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Microsoft Word 2013 Level 2

1-day workshop

Students will enhance their knowledge of Microsoft Word through using Word to build lists, tables, charts, templates, and page layouts. Completion of Microsoft Word 2013 Level 1 or equivalent knowledge and skills is recommended.

Who should attend? Students should be familiar enough with Microsoft Word to be able to create, edit, and perform basic formatting on documents.

Microsoft Word 2013 Level 3

1-day workshop

Students will learn some of the advanced features of Microsoft Word, including the automating of processes, working with long documents, and learning about collaboration and security features in Microsoft Word. Completion of Microsoft Word 2013 Level 1 & 2 or equivalent knowledge and skills is recommended.

Who should attend? Students should be familiar enough with Microsoft Word to be able to create, edit, and format documents as well as work with lists, tables, and page layouts.

Microsoft OneNote 2013

1-day workshop

In this one day course you will learn the essentials of Microsoft OneNote, a software package for free-form information gathering, and multi-user collaboration. You will learn the concept of OneNote's interface, an electronic version of a tabbed three-ring binder which can be used directly for making notes, gathering "pages" printed or sent from other applications, embedding graphics and web links and much more. Create a Notebook and customize the interface, and enter, format and save notes. You will also create Template-Based Notes and learn how to organize, search and print Notes. You will learn how to use OneNote with Outlook, Excel and PowerPoint. Lastly, you will learn how to collaborate with others by sharing Notebooks on a network location.

Who should attend? Students who are familiar with personal computers and the use of a keyboard and mouse. Furthermore, this course assumes that students have equivalent experience with Windows XP or Windows 7 and Microsoft Office 2010.

Microsoft PowerPoint Level 1

1-day workshop

Students will learn how to create powerful slideshow presentations using Microsoft PowerPoint. Completion of Windows 7 Introduction, Windows 8 Introduction, Windows 10 Level 1 or equivalent knowledge and skills is recommended.

Who should attend? Students should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Microsoft PowerPoint Level 2

1-day workshop

Students will learn advanced features of Microsoft PowerPoint in this one-day, instructor-led. Specifically, students will learn how to customize PowerPoint presentations and the PowerPoint environment. Completion of Microsoft PowerPoint Level 1 or equivalent knowledge and skills is recommended.

Who should attend? Students should be familiar enough with Microsoft PowerPoint to be able to create and edit basic PowerPoint presentations.

COMPUTER TRAINING

Microsoft Office 2013: Transition from Office 2007/2010

1-day workshop

This course builds upon the foundational Microsoft Office 2007/2010 knowledge and skills you've already acquired. It focuses on the enhanced features you'll want to leverage to improve the way you manage, organize, present, and distribute your company's data and information.

You'll explore a variety of enhancements, from Word's ability to edit PDF files to the new Flash Fill functionality in Excel that dramatically increases the speed at which you can add data to a spreadsheet. You'll discover how the cloud has been deeply integrated into your Office experience and how collaborating with colleagues has never been easier.

Completion of Microsoft Word 2007/2010 Level 1, Microsoft Excel 2007/2010 Level 1, Microsoft PowerPoint 2007/2010 Level 1, Microsoft Access 2007/2010 Level 1, Microsoft Outlook 2007/2010 Level 1 or equivalent knowledge and skills is recommended.

Who should attend? To be successful in this course, you should be familiar with using personal computers and you should have used the mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on the computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Microsoft Outlook Level 1

1-day workshop

Students will gain an introduction to Outlook and learn how to use e-mail, contacts, calendars, tasks, and notes in Outlook. Completion of Windows 7 Introduction, Windows 8 Introduction, Windows 10 Level 1, Microsoft Outlook Level 2 or equivalent knowledge and skills is recommended.

Who should attend? Students should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Microsoft Outlook Level 2

1-day workshop

Students will learn some of the advanced features of Microsoft Outlook. Students will learn how to organize and customize the Outlook environment as well as learn how to integrate Outlook with other Microsoft Office programs. Completion of the following course or equivalent knowledge and skills is recommended: -Microsoft Outlook 2013 Level 1

Who should attend? Students should be familiar enough with Outlook to be able to create and format e-mail messages, manage contacts and calendars, and manage tasks and notes.

Microsoft Office Publisher 2013

1-day workshop

This desktop publishing software application capable of producing 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.

This course is intended for persons in a variety of job roles and knowledge workers who need to use Microsoft Publisher 2013 to create, lay out, edit, and share publications.

Who should attend? Students should be comfortable in the Windows environment and be able to use Windows to manage information on their computers. Specifically, they should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Microsoft Visio 2013 Level 1

1-day workshop

Visio is the industry-leading diagramming applications that lets you work visually to create all sorts of diagrams. Visio offers thousands of shapes that meet industry standards, including BPMN 2.0, UML 2.4 and IEEE. Whether you want to map out an IT network, build an organization chart, document a business process, draw a modern floor plan or capture a flow-chart from a whiteboard, Visio can help you work visually and stay compliant.

During this one-day, instructor-led course, the first course in a series of two, students will learn how to create visually engaging diagrams, maps, and drawings, using graphical elements to make information easier to comprehend.

In the vast majority of exercises, Visio 2013 and Visio 2016 will look and behave in the same fashion.

Who should attend? For this course, a basic understanding of Windows is needed. Having familiarity with the ribbon and backstage concepts in Microsoft Office 2013 or 2016 is a big plus.

Microsoft Visio 2013 Level 2

1-day workshop

In this 1-day instructor-led course, you will begin reusing elements of your Visio 2010 drawings plus working with other data sources. You will learn how to create custom shapes and package them into master shapes. You will learn how to create and work with custom stencils of your favorite master shapes and how to identify which shapes others have used in their Visio drawings. You will learn how to create and share styles for consistent formatting of shape text, line or fills and how to package your stencils, printing setup and background pages into a custom template. You will learn the techniques of working with layers to eliminate groups of shapes from viewing or printing and how to quickly create a scaled physical map of a floor plan. You will also learn how to bring data from other sources into Visio drawings and to run Excel shape data reports out of a Visio drawing. Finally you will learn embedding and linking techniques for using your Visio drawings with other applications.

Who should attend? Students should attend Course VIS10-1, Visio Professional 2010 Level 1, or have equivalent skills and knowledge



Registration Best Practices

HR Learning and Development encourages you to **make a note on your calendar** when registering for a workshop.

These workshops are in **high demand** and only holds 18 seats.

If you find that you have a conflict with a registered class, **please email HR Learning and Development as soon as possible** so that we can enroll the next person on the waitlist.

We encourage you to **use the waitlist**. We use the waitlist to understand the demand for various classes.

In addition, if you don't see a class you want please email HR Learning and Development and let us know.

Contact Us
HR Learning and Development
learning@placer.ca.gov
530-886-4670

GOLD COUNTRY EMPLOYMENT RELATIONS CONSORTIUM

Managing the Marginal Employee

4-hour workshop

This workshop is designed to train supervisors and managers on how to manage the employee who does the “bare minimum” and/or “pushes the envelope.”

Who should attend? Supervisors and Managers

Difficult Conversations

4-hour workshop

Interpersonal problems are a fact of life. Whenever you interact with people, it is likely that you will have problems from time to time. Our natural 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 teaches the participant how to transform difficult conversations on such issues as personality conflicts between co-workers, body odor or emotional outbursts into successful conversations.

Who should attend? Supervisors and Managers

The Future is Now - Embracing Generational Diversity and Succession Planning

4-hour workshop

This is the first time four generations have been present in the workforce at the same time. The generational differences brought by each group, if properly channeled, can enhance every organization. If not, these differences can lead to frustration and turnover, as well as potential legal challenges. This workshop aims to assist agencies in making the most of their generationally-diverse workforce.

Who should attend? Supervisors and Managers



Risk Management Skills for the Front Line Supervisor

4-hour workshop

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.

Who should attend? Supervisors and Managers

Workplace Bullying: A Growing Concern

4-hour workshop

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.

Who should attend? Supervisors and Managers

Supervisor's Guide to Public Sector Employment Law

4-hour workshop

This workshop covers the unique aspects of being a public sector employee, including the discoverability of email, off-duty conduct, conflict of interest, ethics, personal liability, the Brown Act, and the Public Records Act.

Who should attend? Supervisors, Managers, and Above

Labor Negotiations from Beginning to End

4-hour workshop

From pre-negotiation planning to negotiation strategy, to negotiations and post negotiation follow up, this workshop walks you through every step of the process so you know what to expect.

Who should attend? Members of negotiation teams

12 Steps to Avoiding Liability

4-hour workshop

This session will provide managers and supervisors with preventive steps to take before a lawsuit is filed as well as steps to follow if that dreaded lawsuit is filed.

Who should attend? Supervisors through Executive Management



Gold Country Employment Relations Consortium

An ERC is a number of local agencies (cities, counties and special districts), or school and community college districts, in a geographic area joining together for the purpose of securing quality employment relations training on a very economical basis.

Currently, there are close to 800 cities, counties, special districts, school districts, community college districts, universities, private and independents schools, and other agencies involved with Liebert Cassidy Whitmore's 35 consortiums.

Workshop leaders are attorneys who are accomplished trainers and experienced in the subject of their presentations. They are widely recognized for their adaptability to translate their legal expertise into everyday language and are adept at demonstrating how you can apply important legal principles to on-the-job situations.

If you have a legal question please contact Placer County County Counsel or contact your Department's HR Analyst.

Questions? Contact
HR Learning and Development
learning@placer.ca.gov
530-886-4670

PLACER COUNTY EDUCATION FAIR

HR Learning and Development provides an opportunity 1-2 times per year where employees will have access to Universities representatives to learn about programs, discounts, financial aid, and much more from representatives of the [Sacramento Regional Higher Education Coalition](#) (SRHEC)

Current Members

Alliant University
Ashford University
Brandman University
California Institute of Intergral Studies
California State University, Sacramento
DeVry University
Golden Gate University
Grand Canyon University
Holy Names University
National University
Northeastern University
Sacramento City College
Sacramento State
Sacramento State College of Continuing Education
Sierra College
Union Institute & University
University of the Pacific Graduate School
University of the Pacific McGeorge School of Law
University of Phoenix
USC Price - Sol Price School of Public Policy
University of San Francisco
William Jessup University

These events are open to all County employees whether shopping for programs and degrees for yourself or a family member.



TUITION REIMBURSEMENT PROGRAM

Program Purpose

The tuition reimbursement program is designated to provide employees the opportunity to continue their self-development by enrolling in accredited classroom courses that will:

- Enable them to apply new concepts, methods, and ideas in their occupational fields.
- Empower them to meet the changing responsibilities within their job.
- Offer employees opportunities for career advancement in their occupational field.
- Provide employees the opportunity to improve their skills and abilities in their respective careers.

Employee Eligibility

All permanent employees who have successfully completed their initial probation period are eligible for reimbursement under this program.

Reimbursement Amount

Check online for the current [Memorandum of Understanding](#) (MOU) for up to date amounts eligible for PPEO and DSA bargaining units.

Questions?

Contact HR Learning & Development at 530.886-4670 or learning@placer.ca.gov



