



CAREER DEVELOPMENT Course Catalog May 2016 – February 2017

www.harriscountytexas.gov/hctraining/



CAO & HRRM

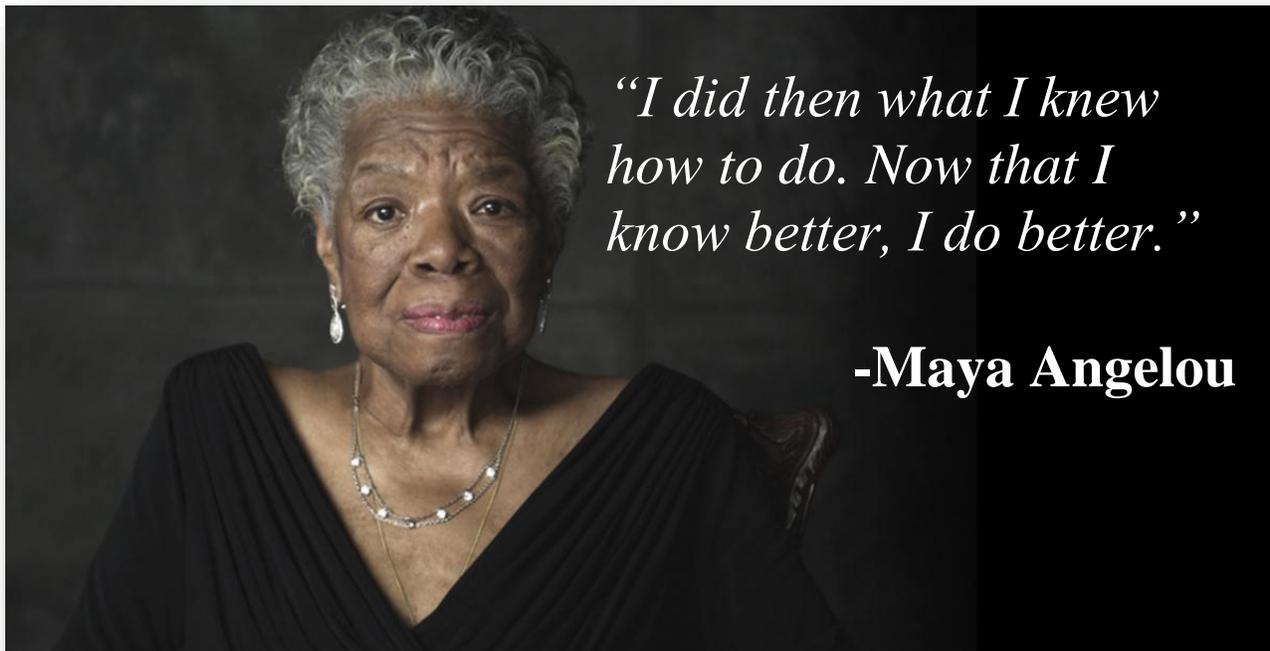
COMPLIANCE

INITIATIVE



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List of All Live Classes

PROFESSIONAL DEVELOPMENT TRACK

- [Assert Yourself Professionally](#)
- [Budgeting Basics & Living Off Your Paycheck](#)
- [Button Pushers – Dealing with Difficult Situations](#)
- [Change Your Attitude – Change Your Work and Life](#)
- [Conflict or Cooperation](#)
- [Conquering Conflict](#)
- [Customer Service Skills for First Contact Employees](#)
- [Dealing with Conflict & Effective Communication in the Workplace](#)
- [Dealing with Difficult People](#)
- [Effective Conflict Resolution](#)
- [Emotional Intelligence 101](#)

MANAGEMENT/SUPERVISORS TRACK

- [Advanced FMLA and ADA](#)
- [Americans with Disabilities Act](#)
- [Basic FMLA](#)
- [Coaching for Excellence](#)
- [Coaching Your Employees: The 364 Days Before a Performance Appraisal](#)
- [Fair Labor Standards Act: Exempt or Non-Exempt?](#)
- [Harassment Awareness and Prevention](#)
- [Learning to Lead](#)
- [Motivating Your Employees](#)
- [Peer Today, Boss Tomorrow – Making A Successful Transition](#)
- [Ten Things Every Supervisor Should Know](#)

LEADERSHIP TRACK

- [Assertiveness for Leaders](#)
- [Building Team and Organizational Excellence](#)
- [Communication Secrets of Highly Successful People](#)
- [Depth on the Bench – Detaching, Delegating, and Developing](#)
- [Growing and Cultivating Your Next Generation of Leaders](#)
- [How Am I Doing? – Leadership Style and Effective Leadership](#)
- [Leading Employees to High Performance](#)
- [Situational Power and Influence](#)
- [Understanding and Motivating Millennial Workers](#)
- [Understanding Human Behavior](#)



List of All Live Classes

PROFESSIONAL DEVELOPMENT TRACK

MANAGEMENT/SUPERVISORS TRACK

LEADERSHIP TRACK

[Ethics Training](#)

[Firm Foundation – Basic Punctuation,
Sentence Structure, and Paragraphing](#)

[Generational Differences](#)

[Harassment Awareness and Prevention](#)

[How Do I Manage My Time – Time
Management Assessment and
Improvement](#)

[Increasing Communication Effectiveness](#)

[Influencing Positive Change](#)

[Know the Personnel Regulations](#)

[Learning to Listen](#)

[Let's Be the Ones to Get it Done – Motivating
Ourselves and Others](#)

[Managing a Difficult Customer](#)

[Planning Your Financial Future & Overcoming
Debt](#)

[Timesheets: What Counts as Hours Worked?](#)

See previous page for courses



List of All Live Classes

PROFESSIONAL DEVELOPMENT TRACK

MANAGEMENT/SUPERVISORS TRACK

LEADERSHIP TRACK

[Professional Writing and Email Etiquette](#)

[Projecting Professionalism](#)

[Providing Excellent Customer Service](#)

[Psychological First Aid Training](#)

[Respectful Communication in the Workplace](#)

[Strengthening Work Relationships – Team Building](#)

[TCDRS Overview](#)

[Understanding and Communicating with a Multigeneration Workforce & Generational Differences](#)

[What’s My Role? – Team Roles and Dynamics](#)

See previous page for courses

See previous page for courses



List of All Online Classes

PROFESSIONAL DEVELOPMENT TRACK	MANAGEMENT/SUPERVISORS TRACK	LEADERSHIP TRACK
Anger and Stress Management	Discovering and Working with Your Strengths and Talents	Coaching and Mentoring in Local Government: Leadership Lessons from a Legendary Coach
Business Writing Skills	FMLA Compliance Guidelines for Supervisors	Coaching Through Difficult Situations
Communication Process: Effective Cycle of Communication I	HIPPA Compliance Training for Supervisors	Creating a Culture of Trust
Communication Processes: Supportive Conversations	Integrating Your Community and Social Media	Five Leadership Principles to Create the Ultimate Customer Experience for Citizens
Crafting a Winning Transmittal Letter	Learning the Language of Multiple Generations	Introduction to Lean Management in Government
Ethics: The Heart of Public Service	Leveraging the Power of Employee Engagement	Lead Like Your Life Depends On It
Extraordinary Customer Service	Managing in the New Normal: Future-Proof Your Organization	Managing Change
Local Government 101	_____	Secrets to Creating Real Change in Local Government Organizations
Mastering the Online Interview		Seven Essential Leadership Strategies to Boost Employee Performance
Overcoming Communication Barriers		Strategic Planning: Creating Strategy for Powerful Results



List of All Online Classes

PROFESSIONAL DEVELOPMENT TRACK

MANAGEMENT/SUPERVISORS TRACK

LEADERSHIP TRACK

[Preventing Sexual Harassment](#)

[Pruning Negativity](#)

[Red Flags Rule: Identity Theft Prevention](#)

[Telephone Skills Training for Local Government Employees](#)

[Time Management Through SMART Goals](#)

[What Were You Thinking?!](#)

[Workplace Harassment Prevention](#)

See previous page for courses

[Strategic Planning Process](#)

[Team Development for Leaders](#)



Summary of Recommended Courses

ALL EMPLOYEES	SUPERVISORS	MID-MANAGEMENT AND ABOVE
<p><u>Ethics</u> - available live or via YouTube - within 6 months of hire and - every other year after that</p>	<p><u>Harassment Awareness and Prevention</u> - within 3 months of hire/promotion to a Supervisor role - every other year after that</p>	<p><u>Understanding Human Behavior</u></p>
<p><u>Harassment Awareness and Prevention</u> - within 3 months of hire and - every other year after that</p>	<p><u>Basic FMLA</u> - within 6 months of hire/promotion to a Supervisor role - more frequently, if desired</p>	<p><u>Leading Employees to High Performance</u></p>
<p><u>Learning to Listen</u></p>	<p><u>Americans with Disabilities Act</u> - within 6 months of hire/promotion to a Supervisor role - more frequently if desired</p>	<p><u>Assertiveness for Leaders</u></p>
<p><u>Dealing with Difficult People</u></p>	<p><u>Advanced FMLA and ADA</u> - after taking and understanding both Basic FMLA and Basic ADA (multiple times, if desired)</p>	<p><u>Building Team and Organizational Excellence</u></p>
<p><u>Effective Conflict Resolution</u></p>	<p><u>Ten Things Every Supervisor Should Know</u> - within 6 months of hire/promotion to a Supervisor role</p>	<p><u>Depth on the Bench – Detaching, Delegating, and Developing</u></p>

All are welcome with supervisor approval!

Professional Development Track

COURSE	DATE	TIME	INSTRUCTOR
<u>Assert Yourself Professionally</u> <i>Available through Distance Learning</i>	Thursday, July 21 Thursday, December 1	1:00 pm – 2:30 pm 1:00 pm – 2:30 pm	Margaret Johnson
<u>Anger and Stress Management</u>	Available Online		SGR Learning Management System
<u>Budgeting Basics & Living Off Your Paycheck</u> <i>Available through Distance Learning</i>	Tuesday, February 21	9:00 am – 11:00 am	Anthony Butina, Aetna Representative
<u>Business Writing Skills</u>	Available Online		SGR Learning Management System
<u>Button Pushers – Dealing with Difficult Situations</u> <i>Available through Distance Learning</i>	Thursday, September 15 Thursday, January 12	1:00 pm – 3:00 pm 1:00 pm – 3:00 pm	Tawnya Mitchell
<u>Change Your Attitude – Change Your Work and Life</u>	Thursday, September 15 Thursday, January 19	9:00 am – 12:00 pm 9:00 am – 12:00 pm	Jim Nutter
<u>Communication Processes: Effective Cycle of Communication I</u>	Available Online		SGR Learning Management System
<u>Communication Processes: Supportive Conversations</u>	Available Online		SGR Learning Management System
<u>Conflict or Cooperation</u>	Thursday, May 12 Thursday, July 7 Tuesday, December 6	9:00 am – 12:00 pm 9:00 am – 12:00 pm 9:00 am – 12:00 pm	Tawnya Mitchell

Professional Development Track (continued)

COURSE	DATE	TIME	INSTRUCTOR
<u>Conquering Conflict</u>	Thursday, May 5 Thursday, September 1	1:00 pm – 4:00 pm 1:00 pm – 4:00 pm	Amy Castro
<u>Crafting a Winning Transmittal Letter</u>	Available Online		SGR Learning Management System
<u>Customer Service Skills for First Contact Employees</u>	Tuesday, July 12 Tuesday, January 24	9:00 am – 12:00 pm 9:00 am – 12:00 pm	Amy Castro
<u>Dealing with Conflict & Effective Communication in the Workplace</u> <i>Available through Distance Learning</i>	Tuesday, February 28	9:00 am – 11:00 am	Richard, Yohr, Aetna Representative
<u>Dealing with Difficult People</u>	Tuesday, July 19 Tuesday, February 7	9:00 am – 12:00 pm 1:00 pm – 4:00 pm	Amy Castro
<u>Effective Conflict Resolution</u>	Thursday, June 9 Tuesday, November 1	1:00 pm – 4:00 pm 1:00 pm – 4:00 pm	Walt Natemeyer
<u>Emotional Intelligence</u>	Thursday, May 19 Thursday, October 6	9:00 am – 12:00 pm 9:00 am – 12:00 pm	Jim Nutter
<u>Ethics: The Heart of Public Service</u>	Available Online		SGR Learning Management System
<u>Ethics Training</u>	Thursday, May 19 Wednesday, October 26	1:30 pm – 3:00 pm 1:30 pm – 3:00 pm	Eileen Begle

Professional Development Track (continued)

COURSE	DATE	TIME	INSTRUCTOR
<u>Extraordinary Customer Service</u>	Available Online		SGR Learning Management System
<u>Firm Foundation – Basic Punctuation, Sentence Structure, and Paragraphing</u>	Tuesday, June 7 Tuesday, October 25 Thursday, January 12	1:00 pm – 4:00 pm 9:00 am – 12:00 pm 9:00 am – 12:00 pm	Tawnya Mitchell
<u>Generational Differences</u> <i>Available through Distance Learning</i>	Tuesday, June 7 Thursday, September 29 Thursday, January 19	9:00 am – 11:00 am 9:00 am – 11:00 am 1:00 pm – 3:00 pm	Tawnya Mitchell
<u>Harassment Awareness and Prevention</u>	Tuesday, June 14 Tuesday, September 20 Tuesday, November 15	1:30 pm – 3:30 pm 9:30 am – 11:30 am 9:30 am – 11:30 am	Eileen Begle
<u>How Do I Manage My Time? – Time Management Assessment & Improvement</u> <i>Available through Distance Learning</i>	Thursday, May 12 Thursday, July 7 Tuesday, December 6	1:00 pm – 3:00 pm 1:00 pm – 3:00 pm 1:00 pm – 3:00 pm	Tawnya Mitchell
<u>Increasing Communication Effectiveness</u>	Thursday, June 9 Tuesday, November 1	9:00 am – 12:00 pm 9:00 am – 12:00 pm	Walt Natemeyer
<u>Influencing Positive Change</u> <i>Available through Distance Learning</i>	Tuesday, May 10 Tuesday, October 18	1:00 pm – 2:30 pm 1:00 pm – 2:30 pm	Margaret Johnson
<u>Know the Personnel Regulations</u>	Thursday, February 2	9:00 am – 12:00 pm	Eileen Begle
<u>Learning to Listen</u> <i>Available through Distance Learning</i>	Thursday, September 29 Thursday, February 9	1:00 pm – 3:00 pm 1:00 pm – 3:00 pm	Tawnya Mitchell

Professional Development Track (continued)

COURSE	DATE	TIME	INSTRUCTOR
<u>Let's Be the One to Get It Done – Motivating Ourselves and Others</u>	Tuesday, May 10 Tuesday, October 18	9:00 am – 12:00 pm 9:00 am – 12:00 pm	Margaret Johnson
<u>Local Government 101</u>	Available Online		SGR Learning Management System
<u>Managing a Difficult Customer</u> <i>Available through Distance Learning</i>	Thursday, February 23	1:00 pm – 2:30 pm	Richard Yohr, Aetna Representative
<u>Mastering the Online Interview</u>	Available Online		SGR Learning Management System
<u>Overcoming Communication Barriers</u>	Available Online		SGR Learning Management System
<u>Planning Your Financial Future & Overcoming Debt</u> <i>Available through Distance Learning</i>	Tuesday, February 14	9:00 am – 11:00 am	Anthony Butina, Aetna Representative
<u>Preventing Sexual Harassment</u>	Available Online		SGR Learning Management System
<u>Professional Writing and Email Etiquette</u> <i>Available through Distance Learning</i>	Tuesday, February 14	1:00 pm – 2:30 pm	Anthony Butina, Aetna Representative
<u>Projecting Professionalism</u>	Thursday, November 10 Thursday, February 9	9:00 am – 12:00 pm 9:00 am – 12:00 pm	Tawnya Mitchell

Professional Development Track (continued)

COURSE	DATE	TIME	INSTRUCTOR
<u>Providing Excellent Customer Service</u> <i>Available through Distance Learning</i>	Tuesday, February 21	1:00 pm – 2:30 pm	Anthony Butina, Aetna Representative
<u>Pruning Negativity</u>	Available Online		SGR Learning Management System
<u>Psychological First Aid Training</u>	Wednesday, May 25	9:00 am – 12:00 pm	Levonne Harrell & Roxanne Henry
<u>Red Flags Rule: Identity Theft Prevention</u>	Available Online		SGR Learning Management System
<u>Respectful Communication in the Workplace</u> <i>Available through Distance Learning</i>	Tuesday, February 28	1:00 pm – 2:30 pm	Richard Yohr, Aetna Representative
<u>Strengthening Work Relationships – Team Building</u> <i>Available through Distance Learning</i>	Thursday, February 16	1:00 pm – 2:30 pm	Anthony Butina, Aetna Representative
<u>TCDRS Overview</u>	Thursday, April 7 Wednesday, August 10 Friday, August 12 Tuesday, November 15	2:00 pm – 3:00 pm 2:00 pm – 3:00 pm 9:00 am – 10:00 am 1:00 pm – 2:00 pm	Carlos Martinez, TCDRS Representative
<u>Telephone Skills Training for Local Government Employees</u>	Available Online		SGR Learning Management System
<u>Time Management Through SMART Goals</u>	Available Online		SGR Learning Management System

Professional Development Track (continued)

COURSE	DATE	TIME	INSTRUCTOR
<u>Understanding and Communicating with a Multigeneration Workforce & Generational Differences</u> <i>Available through Distance Learning</i>	Thursday, February 16	9:00 am – 11:00 am	Anthony Butina, Aetna Representative
<u>What's My Role? – Team Roles and Dynamics</u> <i>Available through Distance Learning</i>	Tuesday, May 31 Thursday, August 18 Tuesday, January 17	1:00 pm – 3:00 pm 9:00 am – 11:00 am 1:00 pm – 3:00 pm	Tawnya Mitchell
<u>What Were You Thinking?!</u>	Available Online		SGR Learning Management System
<u>Workplace Harassment Prevention</u>	Available Online		SGR Learning Management System

Supervisors are welcome, with their supervisor's approval!

Management/Supervisors Track

COURSE	DATE	TIME	INSTRUCTOR
<u>Advanced FMLA and ADA</u>	Tuesday, August 2 Wednesday, January 25	1:30 pm – 4:30 pm 1:30 pm – 4:30 pm	<i>Alexis Knapp</i>
<u>Americans with Disabilities Act</u>	Wednesday, July 27 Tuesday, January 10	9:00 am – 12:00 pm 9:00 am – 12:00 pm	<i>Alexis Knapp</i>
<u>Basic FMLA</u>	Tuesday, May 24 Tuesday, August 16 Thursday, October 20	1:30 pm – 4:30 pm 9:00 am – 12:00 pm 9:00 am – 12:00 pm	<i>Alexis Knapp</i>
<u>Coaching for Excellence</u>	Thursday, July 21 Thursday, December 1	9:00 am – 12:00 pm 9:00 am – 12:00 pm	<i>Margaret Johnson</i>
<u>Coaching Your Employees: The 364 Days Before a Performance Appraisal</u>	Wednesday, June 1 Thursday, November 3	9:00 am – 12:00 pm 1:00 pm – 4:00 pm	<i>Amy Castro</i>
<u>Discovering and Working with Your Strengths and Talents</u>	Available Online		<i>SGR Learning Management System</i>
<u>Fair Labor Standards Act: Exempt or Non-Exempt?</u>	Tuesday, June 14 Wednesday, December 7	9:00 am – 11:00 am 1:30 pm – 3:30 pm	<i>Alexis Knapp</i>
<u>FMLA Compliance Guidelines for Supervisors</u>	Available Online		<i>SGR Learning Management System</i>
<u>Harassment Awareness and Prevention</u>	Wednesday, July 13 Tuesday, November 8	1:30 pm – 3:30 pm 9:00 am – 11:00 am	<i>Alexis Knapp</i>

Management/Supervisors Track (continued)

COURSE	DATE	TIME	INSTRUCTOR
<u>HIPPA Compliance Training for Supervisors</u>	Available Online		<i>SGR Learning Management System</i>
<u>Integrating Your Community and Social Media</u>	Available Online		<i>SGR Learning Management System</i>
<u>Learning the Language of Multiple Generations</u>	Available Online		<i>SGR Learning Management System</i>
<u>Learning to Lead</u>	Tuesday, September 13 Tuesday, December 19	1:30 pm – 4:30 pm 9:00 am – 12:00 pm	<i>Eileen Begle</i>
<u>Leveraging the Power of Employee Engagement</u>	Available Online		<i>SGR Learning Management System</i>
<u>Managing in the New Normal: Future-Proof Your Organization</u>	Available Online		<i>SGR Learning Management System</i>
<u>Motivating Your Employees</u>	Tuesday, August 2 Tuesday, January 24	9:00 am – 12:00 pm 1:00 pm – 4:00 pm	<i>Amy Castro</i>
<u>Peer Today, Boss Tomorrow – Making a Successful Transition</u>	Wednesday, June 1 Thursday, October 20	1:00 pm – 4:00 pm 1:00 pm – 4:00 pm	<i>Amy Castro</i>

Management/Supervisors Track (continued)

COURSE	DATE	TIME	INSTRUCTOR
<u>Ten Things Every Supervisor Should Know</u>	Thursday, November 3	9:00 am – 12:00 pm	<i>Eileen Begle</i>
<u>Timesheets: What Counts as Hours Worked?</u>	Monday, September 19	1:30 pm – 4:30 pm	<i>Eileen Begle</i>

For mid-managers
and above,
with supervisor approval!

Leadership Track

COURSE	DATE	TIME	INSTRUCTOR
<u>Assertiveness for Leaders</u>	Tuesday, May 3 Thursday, October 6	9:00 am – 12:00 pm 1:00 pm – 4:00 pm	Amy Castro
<u>Building Team and Organizational Excellence</u>	Thursday, July 14 Thursday, December 8	9:00 am – 12:00 pm 9:00 am – 12:00 pm	Walt Natemeyer
<u>Coaching and Mentoring In Local Government: Leadership Lessons from a Legendary Coach</u>	Available Online		SGR Learning Management System
<u>Coaching Through Difficult Situations</u>	Available Online		SGR Learning Management System
<u>Communication Secrets of Highly Successful People</u>	Tuesday, May 3 Thursday, September 8	1:00 pm – 4:00 pm 9:00 am – 12:00 pm	Amy Castro
<u>Creating a Culture of Trust</u>	Available Online		SGR Learning Management System
<u>Depth on the Bench – Detaching, Delegating, and Developing</u>	Wednesday, June 15 Tuesday, October 25 Tuesday, January 17	1:00 pm – 4:00 pm 1:00 pm – 4:00 pm 9:00 am – 12:00 pm	Tawnya Mitchell
<u>Five Leadership Principles to Create the Ultimate Customer Experience for Citizens</u>	Available Online		SGR Learning Management System
<u>Growing and Cultivating Your Next Generation of Leaders</u>	Tuesday, July 12 Tuesday, February 7	1:00 pm – 4:00 pm 9:00 am – 12:00 pm	Amy Castro
<u>How Am I Doing? – Leadership Style and Effective Leadership</u>	Tuesday, May 31 Thursday, August 18 Thursday, November 10	9:00 am – 11:00 pm 1:00 pm – 3:00 pm 1:00 pm – 3:00 pm	Tawnya Mitchell

Leadership Track (continued)

COURSE	DATE	TIME	INSTRUCTOR
<u>Introduction to Lean Management in Government</u>	Available Online		<i>SGR Learning Management System</i>
<u>Leading Employees to High Performance</u>	Tuesday, May 17 Tuesday, October 4	1:00 pm – 4:00 pm 1:00 pm – 4:00 pm	<i>Walt Natemeyer</i>
<u>Lead Like Your Life Depends On It</u>	Available Online		<i>SGR Learning Management System</i>
<u>Managing Change</u>	Available Online		<i>SGR Learning Management System</i>
<u>Secrets to Creating Real Change in Local Government Organizations</u>	Available Online		<i>SGR Learning Management System</i>
<u>Seven Essential Leadership Strategies to Boost Employee Performance</u>	Available Online		<i>SGR Learning Management System</i>
<u>Situational Power and Influence</u>	Thursday, July 14 Thursday, December 8	1:00 pm – 4:00 pm 1:00 pm – 4:00 pm	<i>Walt Natemeyer</i>
<u>Strategic Planning: Creating Strategy for Powerful Results</u>	Available Online		<i>SGR Learning Management System</i>
<u>Strategic Planning Process</u>	Available Online		<i>SGR Learning Management System</i>

Leadership Track (continued)

COURSE	DATE	TIME	INSTRUCTOR
<u>Team Development for Leaders</u>	Available Online		<i>SGR Learning Management System</i>
<u>Understanding and Motivating Millennial Workers</u>	Tuesday, August 9 Thursday, January 26	1:00 pm – 4:00 pm 1:00 pm – 4:00 pm	<i>Amy Castro</i>
<u>Understanding Human Behavior</u>	Tuesday, May 17 Tuesday, October 4	9:00 am – 12:00 pm 9:00 am – 12:00 pm	<i>Walt Natemeyer</i>

New Employee Orientation

**PLEASE NOTE:
REGISTRATION IS REQUIRED TO GUARANTEE ADEQUATE SPACE AND
MATERIALS.**

LOCATION: 1310 PRAIRIE, 16TH FLOOR

DATES

May 18th

June 15th

July 20th

August 10th

September 21st

October 19th

November 16th

December 21st

January 18th

February 15th

All new employees are welcome to one of these sessions. Learn about your health care, payroll, retirement benefits, your rights and responsibilities as an employee, career development programs, and other Harris County services.



Call 713-274-5425 for further information.

Retirement Seminars

REGISTRATION FOR A RETIREMENT SEMINAR IS **BY INVITATION ONLY. IF YOU HAVE ALREADY ATTENDED A RETIREMENT SEMINAR, YOU MAY REGISTER FOR ANOTHER ONE, BUT ATTENDANCE IS ON YOUR OWN TIME.**

8:00 AM – 4:00 PM

DATE	LOCATION	ADDRESS
June 16, 2016 <i>(registration period: 5/2 – 6/2)</i>	<u>Leon Grayson Community Center</u>	13828 Corpus Christi Houston, Texas 77047
August 25, 2016 <i>(registration period: 7/11 – 8/11)</i>	<u>Tom Bass Community Center</u>	15108 Cullen Blvd. Houston, Texas 77047
November 17, 2016 <i>(registration period: 10/3 – 11/3)</i>	<u>Trini Mendenhall Community Center</u>	1414 Wirt Road Houston, Texas 77055

Learn about your TCDRS account, post-retirement benefits and insurance, health and wellness issues, social security, wills and probate, the required forms and process, and other services for future retirees.

Call 713-274-5425 for further information



The Career Development Library

**WANT TO LEARN AT YOUR OWN PACE AND IN YOUR OWN SPACE?
THESE MATERIALS ON A VARIETY OF RELEVANT SUBJECTS MAY BE FOR
YOU. CHECK OUT MATERIAL FOR TWO WEEKS AT A TIME.
FOR MORE INFORMATION, PLEASE CALL HR & RM AT (713) 274-5435.**

Communication and Writing Topics

- Better Business Writing (text)
- Clear Writing (text)
- Communication Booster Shots: Prescription for Healthy Communications (CD/DVD)
- Fat Free Writing (text)
- *How to Say Anything to Anyone (text)*
- The Building Blocks of Business Writing (text)
- Thinking on Your Feet (text)
- Writing Effective E-Mail (text)
- Writing Fitness (text)
- Writing that Sells (text)

Compliance Topics

- FMLA (DVD)
- HR How To: Recruiting and Hiring (text)
- It's About Respect (CD/DVD)
- Open Government Training Resources (CD/DVD)
- Preventing Workplace Violence (text)

Employee Development

- Balancing Home & Career (text)
- Create Your Own Future (text)
- Doubling Your Productivity (CD/DVD)
- How to Care For Aging Parents (text)
- How to Master Your Time (CD/DVD)
- How to Negotiate with Confidence (text)
- Managing Anger (text)
- Overcoming Anxiety (text)
- Personal Time Management (CD/DVD)
- Preventing Workplace Violence (text)
- Stress that Motivates (text)
- The Great American Debt Opportunity (text)
- The Continuously Improving Self (text)
- The Oz Principle: Getting Results Through Individual and Organizational Accountability (text)
- The Miracle of Self-Discipline (CD/DVD)
- The Psychology of Achievement (CD/DVD)
- The Science of Positive Focus (CD/DVD)
- The Science of Self-Confidence (CD/DVD)
- The Ultimate Goals Program (CD/DVD)
- Time Management for Results (CD/DVD)
- Time Power (text)
- TQM – 50 Ways to Make It Work for You (text)
- Understanding Organizational Change (text)
- Unlock Your Potential (CD/DVD)
- Working With You Is Killing Me (CD/DVD)
- Village of 100; 3rd Edition (CD/DVD)

The Career Development Library (continued)

CHECK OUT MATERIAL FOR TWO WEEKS AT A TIME.
FOR MORE INFORMATION, PLEASE CALL HR & RM AT (713) 274-5435.

Essential Office Skills

- 50 One-Minute Tips to Better Communication (text)
- Office Management (text)
- Professionalism in the Office (text)
- Working Together (text)

Leadership

- *Classics of Organizational Behavior (text)*
By: Walt Natemeyer and Paul Hersey
- *Developing High Performance Teams (text)*
By: Walt Natemeyer
- *Fierce Conversations (text)*
By: Susan Scott
- Five Questions Every Leader Must Ask (CD/DVD)

Leadership (continued)

- *It's Our Ship, The No-Nonsense Guide to Leadership (text)*
By: Captain D. Michael Abrashoff
- Learning to Lead (text)
- Office Politics (text)
- The Critical Difference (CD/DVD)
- *You Don't Need a TITLE to be a Leader (text)*
By: Mark Sanborn

Management

- Achieving Consensus (text)
- Behavior Based Interviewing (text)
- Finance for Non-Financial Managers (text)
- Handling the Difficult Employee (text)
- *Managing Employee Performance (text)*
By: Tom Watson and William F. Hawkins
- Managing Upwards (text)
- *Powerful Performance Appraisals (text)*
By: Karen McKirchy
- The Wall Street MBA – Your Personal Crash Course in Corporate Finance (text)

The Career Development Library (continued)

CHECK OUT MATERIAL FOR TWO WEEKS AT A TIME.
FOR MORE INFORMATION, PLEASE CALL HR & RM AT (713) 274-5435

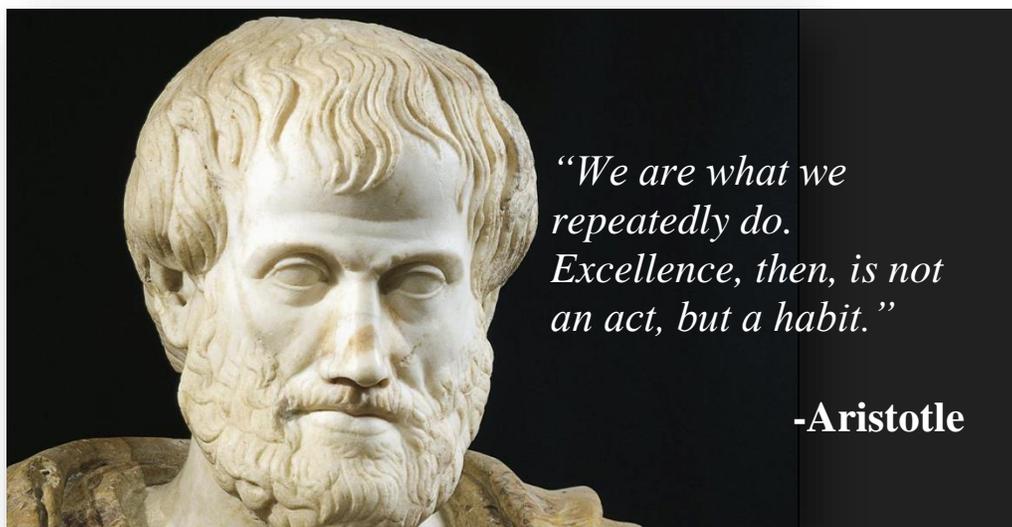
Supervision

- Delegating and Supervising (CD/DVD)
- Dynamics of Diversity (text)
- Effective Recruiting Strategies (text)
- Excellence in Supervision (text)
- Successful Negotiation (text)
- Supervisor's HR Desk Reference (book)
- The Fifty-Minute Supervisor (text)
- The New Supervisor (text)

Train the Trainer

- 50 One-Minute Tips for Trainers (text)
- Effective Presentation Skills (text)
- Sales Training Basics (text)
- Technical Presentation Skills (text)

To borrow any of the resources above, please call 713-274-5435.



Course Descriptions

CLASSES WITH AN ASTERISK * ARE OPEN TO MANAGERS/SUPERVISORS ONLY.

Topics and presenters are subject to change or cancellation without notice.

***Advanced FMLA and ADA**

(Instructor: Alexis Knapp)

The Family & Medical Leave Act and Americans with Disabilities Act are both very complex laws. Supervisors and managers who have taken Basic FMLA (or already have a good working knowledge of FMLA) will benefit from this interactive class. Come prepared to engage in lively discussions! We will compare and contrast the protections under both laws; discover the reasons why designating FMLA is crucial; identify legal strategies for dealing with potentially abusive situations; and practice recognizing ADA and FMLA issues in the workplace and developing appropriate responses to them. Dealing with employee health issues is never easy. It takes compassion. But it also takes confidence to know that what you say and do is allowed under the law. This class will give you that confidence! You will have plenty of opportunities to ask questions and discuss possible solutions to current issues you may be facing.

***Americans with Disabilities Act**

(Instructor: Alexis Knapp)

Americans with Disabilities Act (ADA) is a complex law. If you haven't had this training recently, you should attend one of these classes because the ADA has changed significantly since it was enacted. Supervisors and managers need to know what their obligations are to employees with disabilities. Come prepared to engage in lively discussions! We will define what is and what is not a "disability" under the Act, identify when reasonable accommodations are legally required, analyze how to determine whether a requested accommodation is reasonable, compare and contrast the protections under the ADA and the FMLA, explore legal strategies for dealing with potentially abusive situations, and practice recognizing ADA and FMLA issues in the workplace and developing appropriate responses to them.

Assert Yourself Professionally

(Instructor: Margaret Johnson)

NEW

Recognize situations in which you could be more assertive and learn how to identify the boundaries that need to be set. Plan and practice conversations for successful assertiveness.

***Assertiveness for Leaders**

(Instructor: Amy Castro)

Learn the balanced approach to handle people, how to get things done, and communicate in a clear, calm, and confident manner. Attendees will gain the skills needed to leap over hurdles faced on a day-to-day basis and to handle conflicts in a proactive and positive way. Learn your own assertiveness style and how to adapt it to make it more effective in daily interactions with employees and others.

Course Descriptions

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***Basic FMLA**

(Instructor: Alexis Knapp)

Part of your responsibility as a supervisor is to recognize situations that may qualify for protection under the Family & Medical Leave Act (FMLA) to ensure that the County complies with the law. In this interactive session we will identify the FMLA qualifying events; define the three major FMLA protections; distinguish the protections provided by FMLA from those provided under Americans with Disabilities Act (ADA); and discover the reasons why designating FMLA is so important. You will have plenty of opportunities to ask questions and discuss possible solutions to any FMLA issues you may be facing.

Budgeting Basics & Living Off Your Paycheck

(Instructor: Aetna Representative)

Learn basic budgeting concepts which include recognizing debt trouble, setting priorities, reducing expenses, and strategies for saving. This class also provides no-nonsense advice for making ends meet by exploring how personal money beliefs affect the way people save or spend their money. It will help distinguish “meat vs. gravy” spending and includes guidance on reducing debt.

***Building Team and Organizational Excellence**

(Instructor: Walt Natemeyer)

Learn how to examine and assess your teams’ effectiveness and identify opportunities for improvement. Analyze video cases to develop a “passion for excellence” and review key organizational factors.

Button Pushers – Dealing with Difficult Situations

(Instructor: Tawnya Mitchell)

Identify the top five “button pushing” situations and discuss why situations often escalate conflict rather than resolve it. Learn appropriate non-escalating interventions and practice techniques with peer critique and discussion.

Change Your Attitude – Change Your Life

(Instructor: Jim Nutter)

Learn how our attitudes impact every aspect of our lives, and recognize that our attitudes are choices we can make. Also, learn how to change bad attitudes to those that are more empowering and helpful, how to create a team with a stronger positive attitude, and how to translate your attitudes into actions.

***Coaching for Excellence**

(Instructor: Margaret Johnson)

NEW

Learn strategies to inspire commitment, build new competencies, and promote persistence to make sure changes and learning last. Also, identify how to effectively implement change in the environment to reward learning and remove barriers.

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***Coaching Your Employees: The 364 Days Before a Performance Appraisal**

(Instructor: Amy Castro)

Learn to identify what coaching is and is not, to understand the importance in improving and maintaining performance. Participants will practice steps in coaching for success and improvement.

***Communication Secrets of Highly Successful People**

NEW

(Instructor: Amy Castro)

To be successful in life, it's essential that you can communicate your ideas and feedback, as well as listen with respect and accept communication from others. The most successful people in life are those who can do both of these things with ease. Learn several keys to communication success, practice key communication skills with word choices, nonverbal communication, listening, effective questioning techniques, assertiveness skills, and much more!

Conflict or Cooperation

(Instructor: Tawnya Mitchell)

Increase your awareness of conflict provoking behaviors that may exist and gain understanding on how to replace them with cooperative behavior. Participants will role play and discuss the top 12 defusing tactics, as well as identify the difference between conflict avoidance and conflict resolution.

Conquering Conflict

(Instructor: Amy Castro)

Learn your individual conflict style and be able to identify the style of others. Practice effective conflict resolution tips and techniques that will allow you to see conflict in a new light and as an opportunity for improvement rather than something dreaded and avoided.

Customer Service Skills for First Contact Employees

(Instructor: Amy Castro)

Identify the importance of projecting a positive, professional image and understand key customer service skills. Participants will practice a five step problem-solving conversation that can be applied to any customer problem or complaint.

Dealing with Conflict & Effective Communication in the Workplace

(Instructor: Aetna Representative)

Learn and understand the causes of conflict and how to improve communication skills. Review different types of communication used in the workplace and learn the benefits and challenges to be effective in each form. Gain practical tips and techniques to communicate at work.

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Dealing with Difficult People

(Instructor: Amy Castro)

Identify the most common types of difficult personalities and learn verbal and non-verbal techniques to effectively interact with those difficult people. Learn listening skills to survive a face-to-face or telephone conversation with a difficult person. Review tips and techniques for conflict resolution and ways to defuse confrontational situation.

***Depth on the Bench – Detaching, Delegating, and Developing** **NEW**

(Instructor: Tawnya Mitchell)

Most American workers report their task load has increased each year. For experienced leaders, this makes it difficult to devote the time needed to develop new leaders. Using the 3 D's – detaching, delegating, and developing can be key in a leader's success and can prove to be as valuable as focusing on certain technical skills. Discover individual delegation styles and identify barriers to successful delegation. Develop solutions and an action plan to break those barriers for any future discussions.

Effective Conflict Resolution

(Instructor: Walt Natemeyer)

Various types of conflict within an organization will be discussed. An intergroup conflict simulation will provide an opportunity to explore a variety of conflict resolution approaches. Assess your own conflict management style and learn approaches to develop beneficial resolutions and win-win outcomes.

Emotional Intelligence 101

(Instructor: Jim Nutter)

Learn what EQ is and how it differs from IQ, and why developing EQ is so important for every aspect of our lives. Learn how to develop and raise your EQ and become more self-aware and better manage yourself, your moods, and your words. Become more aware of others and learn how to effectively connect with them.

Ethics Training

(Instructor: Eileen Begle)

Harris County is committed to providing its services without the influence or even the *appearance* of influence of our own private interests. Learn what the four pillars of the County's Statement of Ethics are and how they relate to your job every day.

***Fair Labor Standards Act: Exempt or Non-Exempt?**

(Instructor: Alexis Knapp)

If you are responsible for classifying positions as exempt or non-exempt under the Fair Labor Standards Act, this class is an absolute must. We will identify the four major exemptions under the FLSA and the multi-factor tests used for classifying positions. You'll also learn best practices for getting it right!

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Firm Foundation – Basic Punctuation, Sentence Structure, and Paragraphing

(Instructor: Tawnya Mitchell)

Go back to the foundation elements of writing. Refresh your knowledge of the basic parts of speech and how they work together to formulate effective written communication. Learn how to build well-written, effective sentences. Also, review elements of basic punctuation and simple paragraph structure.

Generational Differences

NEW

(Instructor: Tawnya Mitchell)

There are four different generations working side by side in America and each has a set of characteristics and preferences. Define and identify the four generations in the current workplace and explore the behavioral characteristics and preferences of each generation. Identify how differences in generational preferences may arise in business interactions and discuss and develop personal plans to adjust behaviors to accommodate differences.

***Growing and Cultivating Your Next Generation of Leaders**

NEW

(Instructor: Amy Castro)

Becoming a leader doesn't happen overnight. Taking the time to grow and cultivate your next generation of leaders must be done NOW! Learn how to identify potential leaders, create a leadership development plan, and identify mentoring, training, and other opportunities to develop those key staff members into leaders.

Harassment Awareness and Prevention

(Instructor: Eileen Begle)

Harris County is committed to providing a work place free of harassment. In this interactive session we will identify all of the legally-protected characteristics; describe what is and what is not illegal harassment; explore cultural influences that affect our behavior at work; and discuss the relevant County policies.

***Harassment Awareness and Prevention**

(Instructor: Alexis Knapp)

Part of your responsibility as a supervisor is to prevent illegal harassment in the workplace. You have to recognize harassment to be able to do that! In this interactive session we will identify all of the legally-protected characteristics; discuss what is and what is not illegal harassment; explore cultural influences that affect our behavior at work; and recognize your role in preventing harassment. After conquering that information, we will analyze the steps to take if you receive a report of harassment. You will have plenty of opportunities to ask questions, role play, and discuss possible solutions to hypothetical situations.

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***How Am I Doing? – Leadership Style and Effective Leadership** **NEW**

(Instructor: Tawnya Mitchell)

Learn and identify your leadership style to help improve your performance and become an effective leader. Learn to assess and adjust your own actions, interpret the behavior of others, and improve your ability to win hearts and minds in any situation calling for effective leadership. Discover how to minimize style trouble spots and learn how to "flex" personal style to interact most effectively with others.

How Do I Manage My Time – Time Management Assessment and Improvement

(Instructor: Tawnya Mitchell)

Review a quick and easy-to-use tool for identifying your personal time management style. Learn how to capitalize on your strengths and understand how to avoid potential trouble spots. Identify ways to improve interaction with others who have different time management styles.

Increasing Communication Effectiveness

(Instructor: Walt Natemeyer)

Effective leadership requires good two-way communication. Examine the responsibilities of the "sender" and the "receiver". Learn how to build listening skills, manage meetings effectively, and resolve conflict productively. Analyze and assess your communication and interpersonal style.

Influencing Positive Change

(Instructor: Margaret Johnson)

Identify and practice behaviors that lead to positive change in yourself and others and learn how to apply strategies to influence both thoughts and actions. Discover sources of influence to be utilized for change and learn how to implement these new skills to influence positive change in the work environment.

Know the Personnel Regulations **NEW**

(Instructor: Eileen Begle)

Every Harris County employee should know the difference between the Harris County Personnel Regulations and his/her department policies. In this session we will discover some of the how's and why's behind the policies that apply to YOU!

***Leading Employees to High Performance**

(Instructor: Walt Natemeyer)

Examine and review the process of leadership and the characteristics of effective leaders. Learn directive and supportive behavior, how to assess employees' readiness levels, and how to use situational leadership to avoid over-leading and under-leading. Assess your own leadership style and develop ways to fit the needs of your employees.

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***Learning to Lead**

(Instructor: Eileen Begle)

NEW

Engaged employees are happier and more productive than employees who are not engaged! Come find out ways to increase engagement! Learn to build relationships by setting expectations and steps to giving oral feedback. Also, learn what At Will Employment really means. We will also examine Ten Skills of Great Leaders and a review of major employment laws.

Learning to Listen

(Instructor: Tawnya Mitchell)

Learn how to focus and explore the visible and invisible aspects of effective listening behavior. Assess your personal listening skills in three dimensions. Learn what traits and behaviors are needed for both physically and mentally listening to maximize your strengths and improve your weaknesses. Understand common barriers to stay focused, capture the message, and help the speaker.

Let's Be the One to Get It Done – Motivating Ourselves and Others

(Instructor: Margaret Johnson)

Determine the events and behaviors that get in the way of getting things done. Examine what motivates you and work to eliminate or minimize de-motivating behaviors. Participants will make a plan to empower themselves and others to get work done effectively and efficiently.

Managing a Difficult Customer

(Instructor: Aetna Representative)

Consider how perception influences a person. Identify the three basic behavioral/personality styles and learn techniques for enhancing customer interactions. Learn how to handle customers who may be challenging to work with appropriately.

***Motivating Your Employees**

(Instructor: Amy Castro)

Examine and analyze motivation myths, evaluate tools and techniques, and identify employee motivators and methods to practice conducting motivational discussions.

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***Peer Today, Boss Tomorrow – Making a Successful Transition**

(Instructor: Amy Castro)

Identify the challenges associated with transitioning from being a group's peer to being its supervisor. Analyze common reactions of others and practice conducting transition interviews. You will also recognize and plan how to overcome pitfalls of new peer-to-boss supervisors.

Planning Your Financial Future & Overcoming Debt

(Instructor: Aetna Representative)

Planning for the future requires saving today. This seminar shows you how to overcome the typical road blocks to saving – not only getting out of debt but also the importance of investing. Learn about the different types of debt and how to work towards living debt-free. This class will help distinguish the differences between good debt and bad debt; explain the effect of interest charges; and describe ways to manage spending habits and create saving habits.

Projecting Professionalism

(Instructor: Tawnya Mitchell)

Learn the importance of projecting a professional image through email, correspondence, and phone etiquette by understanding the impact of first impressions. Identify techniques to improve and polish speaking skills. Also, learn specific tips to improve professional image through dress, posture, poise, and body language, to match experience with expectations and performance.

Professional Writing & Email Etiquette

(Instructor: Aetna Representative)

Identify the do's and don'ts of email to capture the attention of the recipient with all the pertinent information. The presentation includes information about subject lines, format, content, emotions, grammar and punctuation, signatures, and the use of CC and BCC.

Providing Excellent Customer Service

(Instructor: Aetna Representative)

Difficult people make our jobs challenging and we tend to get frustrated, angry, and uncomfortable. Learn how to control your responses while still using appropriate customer service etiquette. Review strategies to deal with situations and people when it escalates and promote good habits for successful interactions.

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Psychological First Aid Training

(Instructor: Levonne Harrell & Roxanne Henry)

Psychological First Aid (PFA) is an evidence-informed approach for assisting children, adolescents, adults, and families in the aftermath of disaster or terrorism. Anyone with a heart for helping and the ability to work in a chaotic environment is qualified for the training. Participants will have the opportunity to be registered in an MHMRA database of possible PFA providers for activation during an event. Employees who receive the training and are called into action, may be eligible to count those hours of service as working time if they are otherwise unable to work at their usual location after an event.

Respectful Communication in the Workplace

(Instructor: Aetna Representative)

It is important to be aware of workplace culture so individuals can navigate these relationships successfully. Learn how to distinguish different kinds of boundaries and understand the wide range of factors in dealing with personalities and situations. Also, learn helpful strategies for dealing with different personalities and develop skills to maintain healthy boundaries.

Strengthening Work Relationships – Team Building

(Instructor: Aetna Representative)

Recognize the importance of workplace satisfaction and positive team engagement. Understand that the contributions of each team member are of vital importance to team success. Topics include workplace satisfaction and learn to trust to create positive energy. Gain the knowledge that all contributions and team member are important and learn how to appreciate each other's differences.

***Situational Power and Influence**

NEW

(Instructor: Walt Natemeyer)

Learn your leadership style and the power bases that will effectively influence others. Participants will fill out and analyze the Power Perception Profile and then discuss how to build and utilize seven different power bases to succeed in their influence attempts.

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TCDRS Overview

(Instructor: Carlos Martinez, TCDRS Representative)

NEW

Learn how Harris County's retirement plan works and get a jump on your retirement planning. Ask questions, learn about vesting and retirement eligibility, and the County's matching dollars. Learn the seven retirement payment options and how they work. *(The TCDRS representative will be available after each session for additional questions. This is solely a TCDRS overview. Harris County specific benefits (health insurance) will not be covered.)*

***Ten Things Every Supervisor Should Know**

(Instructor: Eileen Begle)

Whether you have just been promoted or have been a supervisor for years, this class is a MUST! You will walk away with more confidence in dealing with tough issues like performance, attendance, and health-related matters. (Think ADA and FMLA!) We will start with the very basics and progress to detailed discussions of how to manage employee performance.

Timesheets: What Counts as Hours Worked

(Instructor: Eileen Begle)

NEW

Most managers know that the Fair Labor Standards Act requires employers to pay employees for the hours they work. But do you know what does and what does NOT count as work under the law? In this class, we will explore several specific situations to determine the right way to record time on timesheets. You will also learn why keeping accurate timesheets is so important. Along the way, you'll learn valuable tips and legal strategies for dealing with employees and timesheet issues.

Understanding and Communicating with a Multigeneration Workforce & Generational Differences

(Instructor: Judy Entzenberger)

There are four diverse generations working side-by-side in today's workplace, each with its own viewpoint, values, and style. It is very important to develop and maintain harmonious workplace relationships. Learn how to communicate with all your coworkers regardless of age, identify generational differences, eliminate old stereotypes, and learn how to custom-fit your communication style to meet the challenges of generational differences and find commonalities among the generations.

***Understanding and Motivating Millennial Workers**

(Instructor: Amy Castro)

NEW

According to Forbes Magazine, there are an estimated 80 million young Americans who belong to the millennial generation, roughly ages 18 to 35. Learn what motivates this generation of workers, how to keep them engaged, and how to build trust with them.

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***Understanding Human Behavior**

(Instructor: Walt Natemeyer)

Analyze what motivates people and discuss how to avoid employee frustration. Topics to be explored include the performance equation, hierarchy of needs and achievement motivation, and values and human behavior.

What's My Role? – Team Roles and Dynamics

(Instructor: Tawnya Mitchell)

Identify your personal team member style and develop the interpersonal skills needed for effective teamwork. Understand how to capitalize on style strengths and how to improve on trouble spots. Identify your fellow team members' styles to better understand their behavior, learn how to adapt it to improve interpersonal relationships, and develop rapport to become an effective team.

SGR Learning Management System

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Anger and Stress Management

With the pace of life so fast, it seems as if anger and stress can control our lives. It has been estimated that more than half of all doctor visits are due to anger or stress-related illnesses. When we do not have a healthy mechanism to deal with the frustrations in our lives, it can lead to serious health problems. If we take the time for purposeful and constructive action, the path that we take to deal with our anger and stress can actually be a positive one. Learn to communicate anger in healthy ways and implement effective stress management techniques.

Business Writing Skills

Learn to write clearly, concisely, and appropriately in a business context. This class is designed for those who prepare written presentations, letters, memos and emails and want to enhance their writing skills. The class includes grammar basics, exercises to enhance sentence structure, and overall improvement of written communication so that participants can convey their messages professionally.

Coaching and Mentoring in Local Government: Leadership Lessons from a Legendary Coach

The legendary UCLA basketball coach, with a record 10 national titles in a 12-year period (seven in a row), and the first person to be voted into basketball's Hall of Fame as both a player and a coach, has a lot to teach us about leadership. You'll apply Coach John Wooden's 12 lessons in leadership and his acclaimed Pyramid of Success to your role as a coach or mentor.

Coaching Through Difficult Situations

Learn a process to coach others - particularly during difficult situations. This webcast shows how coaching can be used to address difficult situations, while creating a trusting climate for collaborative problem solving.

Communication Processes: Effective Cycle of Communication I

Before we can communicate effectively, we must understand the basics of interpersonal communication. This course introduces participants to the components of an effective communication cycle. Participants will review the message, medium, feedback, inference, intention, and other components of an effective communication cycle.

Communication Processes – Supportive Conversations

Healthy communication is critical for a thriving workplace. Many factors contribute to healthy communication, but one of the most powerful ways is for workplace conversations to be supportive. Learn to leverage the strength of supportive conversations to foster healthy relationships throughout an organization.

SGR Learning Management System (continued)

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Crafting a Winning Transmittal Letter

This course reviews "stand out from the crowd" email submission techniques, a successful transmittal letter crafting process, and transmittal letter spoilers to avoid. This course is a must for the seasoned local government professional seeking to transition to a new job or advance his/her career.

Creating a Culture of Trust

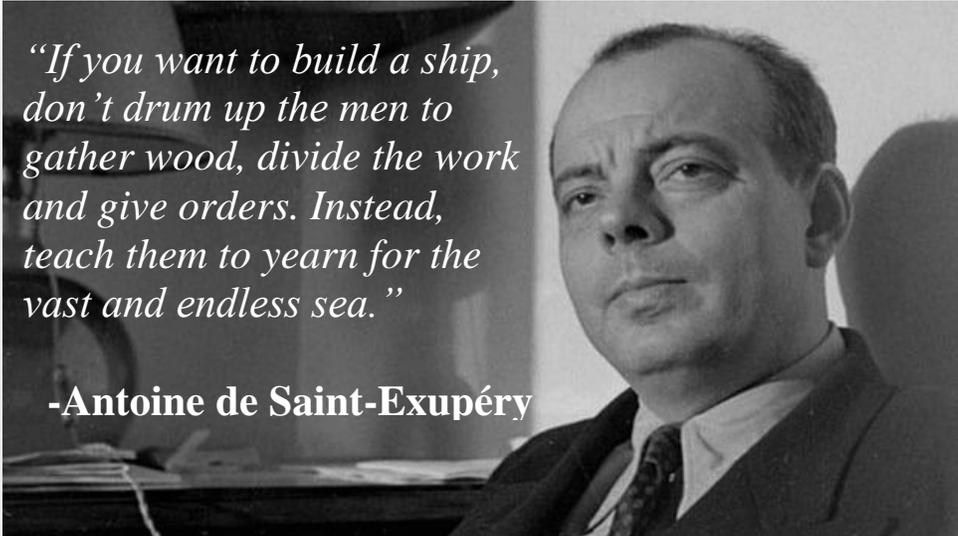
Without mutual trust, work relationships suffer. When work relationships suffer, communication breaks down, productivity slows, and engagement on the job all but disappears. It is clear that creating, nurturing, and safeguarding trust may be the most important aspect of a work environment for managers and employees alike. In today's workplace, employees and managers often work remotely, whether in the field, down the hall, or in separate buildings altogether. More than ever, trust provides an essential ingredient to effective communication. This webinar touches on the value of trust, how to frame a culture where trust can thrive, and offers tips and actions to earn and maintain trusting relationships at work.

Discovering and Working with Your Strengths and Talents

Learn how focusing on your strengths or the strengths of your team can lead to peak performance and maximum job satisfaction.

Ethics: The Heart of Public Service

Ethical behavior is the foundation of a successful organization. Participants review the basic rules of ethical conduct and learn how to utilize the HEART Ethical Decision Making Process[®]. The class also includes many practical applications and several worksheets, including Unethical Behaviors Public Sector Employees Should Avoid.



*“If you want to build a ship,
don’t drum up the men to
gather wood, divide the work
and give orders. Instead,
teach them to yearn for the
vast and endless sea.”*

-Antoine de Saint-Exupéry

SGR Learning Management System (continued)

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Extraordinary Customer Service

As the pressure increases to keep citizens happy and local business growing and thriving, it is more important than ever that local government employees know how to deliver customer service at the highest level. This course provides a broad overview of customer service and dealing with both internal and external customers. It also covers making great first impressions, professional phone etiquette, using email professionally, being respectful and responsive to customers' needs, and interacting with difficult customers.

Five Leadership Principles to Create the Ultimate Customer Experience for Citizens

Learn how to apply principles to create the ultimate customer experience. Learn how to achieve goals and look at real-world examples that demonstrate the lessons that can be learned by local government organizations.

FMLA Compliance Guidelines for Supervisors

FMLA Compliance Guidelines for Supervisors provides a comprehensive overview of the Family and Medical Leave Act. In addition, the class familiarizes supervisors with the history of FMLA, reviews FMLA notice requirements, reviews the supervisor's role in FMLA compliance, and answers multiple FMLA frequently asked questions.

HIPAA Compliance Training for Supervisors

HIPAA Compliance for Supervisors reviews federal compliance guidelines for local government supervisors responsible for Health Insurance Portability and Accountability Act employee awareness, pattern, and practice.

Integrating Your Community and Social Media

The nature of communication is rapidly changing. Take the guess work out of using social media as a dynamic communication tool. Whether your organization is fully engaged in social media or just beginning, find out how to leverage the various social media applications to enhance your communication plan. You'll discover why more and more local governments are turning to social media to engage their residents in two-way communication.

Introduction to Lean Management in Government

Doing more with less has become a way of life for many local governments. However, using traditional techniques of simply working harder offers limited opportunity for substantial improvements. Traditional approaches often result in decline in service levels and employee morale. Learn principles to increase productivity by working smarter, not harder.

SGR Learning Management System (continued)

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Lead Like Your Life Depends On it

This one hour archived webcast focuses on how effective leadership WILL determine your organization's future success! Learn why applying "progressive people practices" is not simply a good idea, but absolutely vital to the longevity and stability of public agencies.

Learning the Language of Multiple Generations

Now, more than any time in history, different generations with diverse outlooks are working together. Learn and understand the confusing differences between generations. In this course, participants overcome generational misconceptions and employ effective techniques for communicating with people of all ages, whether citizens or co-workers.

Leveraging the Power of Employee Engagement

In this CPS HR Webcast, HR professionals and local government managers discuss various components of employee engagement. Questions asked and answered during the webcast include: What is employee engagement? Why does it matter? How do we know if our employees are engaged? How can we achieve high levels of employee engagement?

Local Government 101

Substantial differences exist between operating in a private company and in the very high visibility and accountability of local government. Learn and understand the legal, cultural, and political environments of local government. This course provides an overview of the types of local governments and discusses forms of municipal government. Topics also covered include municipal revenue sources, the annual budget process, and strategies for a successful career in local government.

Managing Change

For any change initiative to be effective, the change process must be aggressively managed. This class instructs supervisors in the essential elements of change, including strategy, execution, and the all-important human element. An interactive approach is used to understand the dynamics of individual and organization-wide changes great and small. Gain a heightened awareness of adapting to fundamental change, while acquiring tools in understanding and guiding others through change.

Managing in the New Normal: Future-Proof Your Organization

You've survived the economic recession, likely by changing how your local government does business, reducing spending, cutting budgets, and more. However, change continues to happen rapidly all around us, including new social, mobile, and cloud technologies that bring new opportunities, as well as challenges. How can you ensure your organization will survive in a world of relentless change, where what works today will not work tomorrow? In other words, how can you future-proof your organization? Review today's challenges that local governments face.

SGR Learning Management System (continued)

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Mastering the Online Interview

Learn the purpose of an online interview, recognize the tools needed to succeed, and identify how to set the stage in order to “stand out from the crowd.” In addition, this course teaches participants how to prepare for an online interview and identifies common pitfalls to avoid.

Overcoming Communication Barriers

Learn to overcome barriers through effective communication.

Preventing Sexual Harassment

Sexual harassment and discrimination in the workplace are issues that cannot be ignored. This online session provides a comprehensive overview of sexual harassment prevention and includes a test to recognize harassment, principles to create a safe environment and mitigate risks, and discussion of actual workplace scenarios.

Pruning Negativity

Negativity is a crushing, poisonous epidemic in the workplace that drains employees of energy and enthusiasm. Learn how to handle negativity within yourself, co-workers, and customers appropriately and effectively, as well as how to prevent negativity in the future.

Red Flags Rule: Identity Theft Prevention

Identity Theft is the fastest growing crime in the United States. Participants will identify various types of red flags, and detect, address, and respond appropriately to red flags. Also, learn how to prevent and mitigate identity theft by protecting sensitive customer information.

Secrets to Creating Real Change in Local Government Organizations

Change is hard. And big change is overwhelming. Whether it’s an unplanned change that’s forced upon your organization (such as the economic crisis), or a planned change you are implementing (such as a culture change), you may face resistance and lack of motivation. Not only is this frustrating for everyone involved, but the changes that happen likely won’t stick. Real, lasting change is possible and not so painful – if you are able to align people’s rational and emotional systems. Learn the principles to apply to unplanned and planned change for better results and cooperation.

SGR Learning Management System (continued)

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Seven Essential Leadership Strategies to Boost Employee Performance

Local governments have faced tough financial times over the past few years, working harder with fewer resources and under more stress. At the same time, government employees have been taking a beating in public opinion, with a noticeable rise in public distrust. All this takes a toll on productivity and morale. Review ways to apply practical strategies so your leadership team can help people achieve higher goals of performance. You'll discover how to unleash the power that lies within a very simple principle of human performance: people like to be recognized for doing their best.

Strategic Planning - Creating Strategy for Powerful Results

Before you take your leadership team into your next strategic planning session, make sure you understand the difference between good strategy and bad strategy. You and your staff may be surprised to learn that good strategy is rare. Most organizations think they have a strategy, but they don't. They have strategic goals, they have objectives, and they have buzzwords. Discover ways to have "good strategy."

Strategic Planning Process

Discover how to create a "High Performing" organization through a strategic planning process to achieve great strategic planning results.

Team Development for Leaders

Learn the characteristics of the stages of team development. In addition, this class provides insights related to understanding current team dynamics, the challenges associated with various stages of development, and creating strategies to move team members through the developmental stages.

Telephone Skills Training for Local Government Employees

In today's fast paced culture, it is critical that employees who answer the telephone are equipped to represent their organizations professionally and courteously. They should also be able to successfully transfer calls, answer customer inquiries, and reduce rework that results from insufficient information gathering. Participants also review how to streamline processes and maximize respect and accountability while creating a customer centric culture and reputation for excellence.

Time Management Through SMART Goals

It takes time to make time work for you. If you are truly going to make any difference in how you manage your time, you have to be prepared to make some changes. In rare cases, such changes may need to be radical. However, small shifts in time management today can lead to huge benefits over the long haul. Learn to make subtle shifts that can lead to those huge benefits. Equip your employees to manage their time more effectively by incorporating goals that are: Specific, Measurable, Attainable, Relevant, and Timed.

SGR Learning Management System (continued)

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What Were You Thinking?!

What once were presumed to be commonly shared behavioral standards can no longer be taken for granted. This class uses humor to address inappropriate social behaviors and helps prepare the employee to respond appropriately to a variety of workplace situations and circumstances. By clearly articulating social and behavioral expectations, organizations increase the potential for an employee's success.

Workplace Harassment Prevention

Workplace Harassment Prevention instructs participants to create a place of mutual respect for all employees. This class educates employees at all levels of responsibility on what the law says about sexual and other types of harassment and what constitutes harassment. It also helps define what is and is not appropriate personal behavior in a variety of specific situations and circumstances.

Thank you for viewing the Course Catalog!

**Please feel free to contact us
if you have any questions**

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