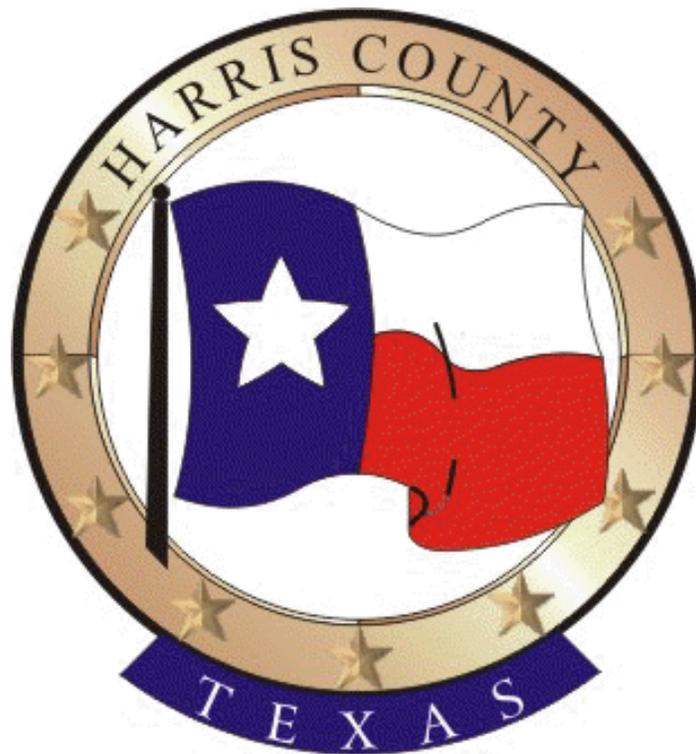


Employee Training Class And Wellness Program Schedule January – February 2014



For additional information, contact

Human Resources & Risk Management
713-755-4843

<http://www.harriscountytexas.gov/hctraining/>

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Harris County Human Resources & Risk Management Guide to Employee Training Classes



Distance Learning

Selected HR & RM training classes are available by Distance Learning. Dates, times, locations, and registration announcements are available online at <http://www.harriscountytexas.gov/hctraining> and through email announcements.

REGISTRATION IS OPEN for January – February 2014

If you do not have access to the online system should, contact your supervisor for help. Supervisors may contact the department for additional help. If you cannot attend, please contact our office to cancel. Supervisors will be notified of those employees who registered but did not attend any class.

CLASSROOM ETIQUETTE: Please turn off cell phones and pagers or put them on vibrate. Limit cell phone calls and sidebar conversations to break periods. Instructors may ask non-cooperative employees to leave class and HR & RM Training will notify the employee's supervisor.

NOTE: Class room doors close 5 minutes after the class begins. Once the door is closed, please do not enter. Return to work, notify your supervisor, and ask permission to re-schedule at another time and date.

COMPLIANCE WITH ADA: Harris County offers reasonable accommodations for people who need them. Please call HR & RM at 713-755-4390 at least two weeks before the class if you need an accommodation.



New Classes



These classes were just recently added!

Course	Date	Time	Instructor	Location
Respectful Communication in the Workplace	Tuesday, January 21	1:00 pm – 2:30 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Providing Excellent Customer Service	Tuesday, February 4	1:00 pm – 2:30 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Business Etiquette & Building Successful Teams	Tuesday, February 18	9:00 am – 11:00 am	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Managing the Difficult Interaction	Tuesday, February 18	1:00 pm – 2:30 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Sexual Harassment Prevention	Thursday, February 20	9:00 am – 11:00 am	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Approaches to Decision Making & Communication Skills	Thursday, February 20	1:00 pm – 3:00 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Communication Skills & Assertiveness	Tuesday, February 25	9:00 am – 11:00 am	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Learning About Your Conflict Management Style	Tuesday, February 25	1:00 pm – 2:30 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Effective Communication at Work & Resolving Conflict	Thursday, February 27	9:00 am – 11:00 am	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Non-Verbal Communication: Identifying, Understanding, and Using Body Language	Thursday, February 27	1:00 pm – 3:00 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room

Management Training

WHO SHOULD ATTEND: Managers, supervisors, or team leaders who need to learn or review employment laws or the essentials of supervision.

* This class is available to Managers and Supervisors Only.

Course	Date	Time	Instructor	Location
* Performance Management I: Performance Goals	Tuesday, January 16	9:00 am – 12:00 pm	Stephen Haslam/ Robert Pennington	1310 Prairie, Suite 230 Training Room
* Managing and Resolving Conflict in the Workplace	Friday, January 17	9:00 am – 12:00 pm	Richard Lewis	1310 Prairie, Suite 230 Training Room
* R*E*S*P*E*C*T	Thursday, January 23	1:00 pm – 4:00 pm	Tawnya Mitchell	1310 Prairie, Suite 230 Training Room
* Big or Small – We Can Manage Them All! (Managing Projects Effectively)	Tuesday, January 28	1:00 pm – 4:00 pm	Margaret Johnson	1310 Prairie, Suite 230 Training Room

* Transition & Diversity	Thursday, February 6	1:00 pm- 4:00 pm	Richard Lewis	1310 Prairie, Suite 230 Training Room
* The Americans with Disabilities Act (ADA)	Friday, February 7	9:00 am – 12:00 pm	Eileen Begle	1310 Prairie, Suite 230 Training Room
* Introduction to Employment Law	Wednesday, February 12	1:00 pm – 4:00 pm	Eileen Begle	1310 Prairie, Suite 230 Training Room

Professional Development Training

WHO SHOULD ATTEND: Employees who have their supervisor's approval to attend class to acquire new skills or sharpen old skills to improve performance.

These classes are open to all employees with supervisory approval.

Course	Date	Time	Instructor	Location
Change Your Attitude, Change Your Life!	Thursday, January 9	8:30 am – 10:00 am	Susanne Gaddis	1310 Prairie, Suite 230 Training Room
Deadly Emotions: How to Handle Your Emotions Before They Have a Handle on You	Thursday, January 9	10:30 am – 12:00 pm	Susanne Gaddis	1310 Prairie, Suite 230 Training Room
Goal Getting Success: How to Set and Get Goals that Matter the Most	Thursday, January 9	1:00 pm – 2:30 pm	Susanne Gaddis	1310 Prairie, Suite 230 Training Room
Crossing the Great Divide	Tuesday, January 14	9:00 am – 12:00 pm	Tawnya Mitchell	1310 Prairie, Suite 230 Training Room
R*E*S*P*E*C*T	Tuesday, January 14	1:00 pm – 4:00 pm	Tawnya Mitchell	1310 Prairie, Suite 230 Training Room
Transition & Diversity	Friday, January 17	1:00 pm – 4:00 pm	Richard Lewis	1310 Prairie, Suite 230 Training Room
Projecting Professionalism	Tuesday, January 21	9:00 am – 12:00 pm	Tawnya Mitchell	1310 Prairie, Suite 230 Training Room
Respectful Communication in the Workplace	Tuesday, January 21	1:00 pm – 2:30 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Under Construction	Tuesday, January 28	9:00 am – 12:00 pm	Tawnya Mitchell	1310 Prairie, Suite 230 Training Room
Conflict or Cooperation	Tuesday, February 4	9:00 am – 12:00 pm	Tawnya Mitchell	1310 Prairie, Suite 230 Training Room
Providing Excellent Customer Service	Tuesday, February 4	1:00 pm – 2:30 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Workplace Generational Issues	Thursday, February 6	9:00 am – 12:00 pm	Richard Lewis	1310 Prairie, Suite 230 Training Room
Business Etiquette & Building Successful Teams	Tuesday, February 18	9:00 am – 11:00 am	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Managing the Difficult Interaction	Tuesday, February 18	1:00 pm – 2:30 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room

Sexual Harassment Prevention	Thursday, February 20	9:00 am – 11:00 am	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Approaches to Decision Making & Communication Skills	Thursday, February 20	1:00 pm – 3:00 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Communication Skills & Assertiveness	Tuesday, February 25	9:00 am – 11:00 am	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Learning About Your Conflict Management Style	Tuesday, February 25	1:00 pm – 2:30 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Effective Communication at Work & Resolving Conflict	Thursday, February 27	9:00 am – 11:00 am	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
Non-Verbal Communication: Identifying, Understanding, and Using Body Language	Thursday, February 27	1:00 pm – 3:00 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room

Wellness Training

Course	Date	Time	Instructor	Location
WLS: New Year, New You – Embrace the Challenge	Wednesday, January 15	1:30 pm – 3:30 pm	Kari Kooi	1310 Prairie, Suite 230 Training Room
WLS: Be a Black Belt in Wellness	Wednesday, January 22	8:30 am – 10:30 am	Kari Kooi	1310 Prairie, Suite 230 Training Room
WLS: All is Well – An Orientation to Employee Wellness	Wednesday, January 22	1:30 pm – 3:30 pm	Sarah Acosta	1310 Prairie, Suite 230 Training Room
WLS: CHO, PRO, FAT – Nutrition to Fuel Exercise	Wednesday, January 29	8:30 am – 10:30 am	Kari Kooi	1310 Prairie, Suite 230 Training Room
WLS: Taking Sleep Seriously & Planning, Prioritizing and Organizing Your Time	Wednesday, January 29	1:30 pm – 3:30 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
WLS: Resiliency – Getting Back Up & How to Keep It Going	Wednesday, February 5	8:30 am – 10:30 am	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
WLS: More Than Meats the Eye	Wednesday, February 5	1:30 pm – 3:30 pm	Kari Kooi	1310 Prairie, Suite 230 Training Room
WLS: Dealing with Anger & Emotional Intelligence	Wednesday, February 19	1:30 pm – 3:30 pm	Judy Entzenberger	1310 Prairie, Suite 230 Training Room
WLS: The Amazing Human Cardiovascular System	Wednesday, February 26	8:30 am – 10:30 am	Kari Kooi	1310 Prairie, Suite 230 Training Room

HeartSaver AED/CPR Training

Date	Time	Location
Friday, January 10	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
Thursday, January 16	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
Friday, January 24	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room

Distance Learning Training

Comm. Pct. 1 El Rio Service Center – 7901 El Rio Service Center, 77054
Comm. Pct. 2 Washburn Tunnel – 3100 Federal Road, 77015
Comm. Pct. 3 Glazier SEC – 16600 Pine Forest Drive, 77084
Comm. Pct. 3 Fonteno SEC – 6600 Bissonnet, 77074
Comm. Pct. 4 Admin Offices – 1731 Hugh Road, 77067
Public Health – 2223 West Loop South, 77027

Course	Date	Time	Location
Change Your Attitude, Change Your Life!	Thursday, January 9	8:30 am – 10:00 am	1-El Rio 2-Washburn 4-Admin Office Public Health
Deadly Emotions: How to Handle Your Emotions Before They Have a Handle on You	Thursday, January 9	10:30 am – 12:00 pm	2-Washburn 4-Admin Office Public Health
Goal Getting Success: How to Set and Get Goals that Matter the Most	Thursday, January 9	1:00 pm – 2:30 pm	2-Washburn 4-Admin Office Public Health
WLS: New Year, New You – Embrace the Challenge	Wednesday, January 15	1:30 pm – 3:30 pm	4-Admin Office
WLS: Be a Black Belt in Wellness	Wednesday, January 22	8:30 am – 10:30 am	4-Admin Office
WLS: All is Well – An Orientation to Employee Wellness	Wednesday, January 22	1:30 pm – 3:30 pm	4-Admin Office
WLS: CHO, PRO, FAT – Nutrition to Fuel Exercise	Wednesday, January 29	8:30 am – 10:30 am	4-Admin Office
WLS: Taking Sleep Seriously & Planning, Prioritizing and Organizing Your Time	Wednesday, January 29	1:30 pm – 3:30 pm	4-Admin Office
Providing Excellent Customer Service	Tuesday, February 4	1:00 pm – 2:30 pm	1-El Rio

WLS: Resiliency – Getting Back Up & How to Keep It Going	Wednesday, February 5	8:30 am – 10:30 am	4-Admin Office
WLS: More Than Meats the Eye	Wednesday, February 5	1:30 pm – 3:30 pm	4-Admin Office
WLS: Dealing with Anger & Emotional Intelligence	Wednesday, February 19	1:30 pm – 3:30 pm	4-Admin Office
WLS: The Amazing Human Cardiovascular System	Wednesday, February 26	8:30 am – 10:30 am	4-Admin Office
Effective Communication at Work & Resolving Conflict	Thursday, February 27	9:00 am – 11:00 am	4-Admin Office

Collaborative Training

(COLLABORATIVE TRAINING WITH PUBLIC HEALTH)

Course	Date	Time	Location
Conflict Resolution in the Workplace	Wednesday, January 15	9:00 am – 12:00 pm	2223 West Loop South, Room 532

E-Learning Classes

E-learning courses are open to all employees with supervisory approval. To register for the following e-learning classes, email gracie.quillen@bmd.hctx.net.

Manager /Supervisor Skills Series is limited and on a first come, first serve basis with a maximum of two classes at a time. These classes are worth 2.0 hours of training credit each.

Achieving Communication Effectiveness

Learn to function more productively through improved communication to get tasks done faster with fewer mistakes. Understand the elements of communication to overcome barriers to effective listening. Learn to improve your ability to listen and interpret messages.

Coaching Job Skills

Managers/Supervisors will learn the process of developing relationships with team members to successfully achieve results to perform a job, task, or skill. Understand the special nature of coaching, one-on-one activities that involve showing a team member how to perform a task, and the importance of observation and analysis before coaching a team member. Learn to involve team members in the coaching process by asking questions and encouraging feedback.

Communicating Up

Learn how to frame communication to achieve a desired result. Understand the importance of framing all communication in terms of self-interest. Use questions to focus on benefits to be gained when the objective is reached. Clearly and concisely restate the decisions that resulted from communication to insure that those decisions are mutually understood.

Delegating

Delegating provides the tools necessary to develop messages that communicate the “what” and “why” of every delegated task to increase confidence and responsibility. Understand the importance of effective delegation as well as the problems associated with the lack of delegating or delegating poorly. Encourage participation and involvement through proper delegating methods and establish responsibility and authority for a delegated task.

Developing and Coaching Others

Effectively and successfully develop team members to become better and more consistent performers. Successfully motivate, direct, and coach through a learning process to ensure learning is transferred into improved on-the-job-performance. Effectively handle “coaching moments” to improve performance on the job.

Developing Performance Goals and Standards

Establish specific measurable, attainable, results-oriented, and time-framed performance goals. Learn the steps that gain team member agreement and commitment to those performance goals. Define and establish goals, objectives, and performance standards. Involve and create team member’s own individual performance standards.

Diversity Awareness

Understand, recognize, and appreciate cultural diversity. Learn how to interact with different kinds of people and recognize the benefits and enrichment of wealth multi-culturalism can bring.

Effective Discipline

Learn effective techniques for addressing problem behaviors. Use communication skills to preserve self-respect and encourage the best kind of discipline – self-discipline. Manage discussions and recognize the importance of team member participation in defining problems and their solutions.

Essential Skills of Communication

This session provides the tools necessary to develop clear, concise messages. By focusing on communication as a two-way process, messages will be clear, well organized, and aimed at the needs and interests of the listener. By developing the essential skills of communication, managers/supervisors will improve relations with their team members and increase productivity.

Essential Skills of Leadership

Participants focus on three critical management skills to establish a methodology for productive interaction between team members and team leaders. This class will help experienced managers, new managers, and aspiring managers refocus on the basics – the skills required to manage the individuals while also leading the team. Deal with your team members on a day-to-day basis to maintain and enhance their self-esteem. Base your discussions about performance and work habits on your team member’s behaviors rather than on their personalities or attitudes and involve your team members in setting goals, solving problems, and making decisions.

Hiring Winning Talent

This session teaches a behaviorally-based interview approach and how to discover the “real” person behind a job applicant.

Improving Work Habits

Learn to recognize and address negative behaviors and poor work habits effectively before it becomes a disciplinary problem. Distinguish between job performance and work habits and understand the importance of dealing with unsatisfactory work habits early. Involve the individual in the process of correcting the unsatisfactory behavior and increase accountability by commitment to a clear plan of action and review progress regularly.

Managing Complaints

Many times complaints may seem unimportant; however they should all be addressed and resolved in a sensitive manner rather than ignored or dismissed. Learn how to resolve simple complaints and identify hidden agendas that often underlie the chronic grievances. Use various techniques to solve problems while maintaining a positive relationship with team members.

Motivating Team Members

Learn implementation tools, troubleshooting guides, and additional resources to help apply skills to perform a job or task. Understand the factors that motivate to perform effectively and distinguish between motivators and dissatisfiers. Learn to create a work environment that will motivate higher performance.

Professionalism in the Office

Gain the skills needed to be more professional on the job. This session will emphasize the positive results when an employee has courtesy, work organization, time management skills, effective interpersonal communication skills, knowledge of organizational culture and flexibility for change. Learn how to increase your productivity by organizing work, setting priorities, and managing your time effectively. Understand all professional skills and behaviors can be learned, perfected, and used successfully in both the business world and in personal life.

Providing Performance Feedback

This session establishes performance standards and a clear and credible performance evaluation. Learn to base assessments on facts and behaviors for positive performance feedback to encourage self-motivation. Gain team member participation, agreement, and commitment to the change needed to improve performance.

Resolving Conflicts

Using effective communication and management techniques, managers/supervisors can develop skills to identify the source of conflicts. Distinguish the two major sources of personality clashes and work structure problems and be aware of the positive and negative impacts of conflicts. Accept conflict as an inevitable part of all work situations, establish a cooperative atmosphere, and help individuals understand each other's point of view and lead them to agree on the facts and solution.

Solving Workplace Problems

Learn a process for solving problems to understand that by working together and looking at things with a new perspective, anyone can be creative and innovative. Participants will learn how to define problems, identify blocks to creativity, and develop skills and create strategies to plan creative solutions.

Supporting Change

Understand and interpret change to set a clear communication to reduce misunderstanding and anxiety. Learn to assist and involve team members as they adjust to change and follow-up to make sure adjustment to the change is going as planned.

To register, send an email to gracie.quillen@bmd.hctx.net.

Resources for Living

Contact Harris County Human Resources & Risk Management Benefits Section at **713-755-4827** to schedule a Resources for Living Orientation Program for your department. A minimum of 15 people is needed to host an on-site orientation program. Departments are encouraged to open their RFL Orientation Programs to other Harris County employees in their immediate area.

To Access the Aetna RFL Website:

www.AetnaEAP.com
Password: EAP4HCTX
1-866-849-8229

Confidential assistance is available 24 hours a day, 7 days a week at Aetna RFL program. Service is provided free to you and any member of your household. You can turn to the RFL program for help with anything that interferes with your job or personal life. Among other things, your RFL can help you with:

Stress Management
Substance Abuse/misuse
Burnout

Family or parenting issues
Work/life balance
Marital/relationship problems

Child and elder care
Depression
Legal concerns
Coping with Change

Anxiety
Anger Management
Financial issues
Self-esteem

For additional information, contact Sarah Acosta at 713-755-4827.

New Employee Orientation

**** Please note: Registration is required.**

Date	Location
January 15, 2014	1310 Prairie, Suite 230 Training Room
February 19, 2014	1310 Prairie, Suite 230 Training Room

Open to all new employees. Learn about your health care, payroll, retirement benefits, your rights and responsibilities as an employee, training programs and other Harris County services. Registration for this class is required.

Retirement Seminars

Employees may register for a Retirement Seminar by invitation only. If you have already attended a Retirement Seminar, you may register for another one, but only on your time.

Date	Location	Address
February 27, 2014 <i>(registration period: 1/13/14 – 2/13/14)</i>	Anderson Clayton Building	1310 Prairie, 16 th floor Houston, Texas 77002

Call **713-755-4843** for further information.

The Training Library

Check out workbooks, CD ROM training programs, and DVDs on a variety of work related subjects and study at your own pace. The library is open for use by all Harris County Departments and employees. Material can be checked out for two weeks at a time. For more information, please call HR & RM at (713) 755-4843.

Communication

- The Continuously Improving Self (text)
- Winning at Human Relations (text)

Compliance Training

- A Concise Guide to Successful Employment Practices (text)
- Ethics Training (DVD & Handouts)
- FMLA (DVD)
- HR How To: Discipline (text)
- HR How To: Harassment Prevention (text)
- HR How To: Recruiting and Hiring (text)
- It's About Respect (CD/DVD)
- Open Government Training Resources (CD/DVD)
- Sexual Harassment - What You Need to Know (text)

Employee Development

- Balancing Home & Career (text)
- Communication Booster Shots: Prescription for Healthy Communications (CD/DVD)
- Concentration! (text)
- Create Your Own Future (text)
- Doubling Your Productivity (CD/DVD)
- How to Master Your Time (CD/DVD)
- How to Negotiate with Confidence (text)
- How to Talk – Secrets of Great Communication (CD/DVD)
- Influence: The Formula for Success (text)
- Managing Anger (text)
- Managing Stress for Mental Fitness (text)
- Overcoming Anxiety (text)
- Personal Time Management (CD/DVD)
- Preventing Workplace Violence (text)
- Stress that Motivates (text)
- Successful Lifelong Learning (text)
- The Oz Principle: Getting Results Through Individual and Organizational Accountability (text)
- The Miracle of Self-Discipline (CD/DVD)
- The Power of Clarity (CD/DVD)

- The Psychology of Achievement (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)
- Village of 100; 3rd Edition (CD/DVD)

Essential Office Skills

- 50 One-Minute Tips to Better Communication (text)
- Giving and Receiving Feedback (text)
- Office Management (text)
- Professionalism in the Office (text)

Leadership

- Behavior Based Interviewing (text)
- Leadership Made Simple (text)
- Learning to Lead (text)
- Life is a Series of Presentations (CD/DVD)
- Office Politics (text)
- Understanding Leadership Competencies (text)
- WorkSmarts: How to Get Along, Get Noticed, and Get Ahead (CD & text)

Management

- Achieving Consensus (text)
- Effective Performance Appraisals (text)
- Finance for Non-Financial Managers (text)
- Handling the Difficult Employee (text)
- Managing Disagreement Constructively (text)
- Managing Performance (text & CD)
- Managing Upwards (text)
- Preventing Workplace Violence (text)
- Retaining Employees (text)
- The Wall Street MBA – Your Personal Crash Course in Corporate Finance (text)

Supervision (Managers/Supervisors ONLY)

- Delegating and Supervising (CD/DVD)
- Discussing Performance (text & CD)
- Dynamics of Diversity (text)
- Effective Recruiting Strategies (text)
- Excellence in Supervision (text)
- Quality Interviewing (text)
- Successful Negotiation (text)
- The Fifty-Minute Supervisor (text)
- The New Supervisor (text)

Train the Trainer

- 50 One-Minute Tips for Trainers (text)
- Delivering Effective Training Sessions (text)
- Effective Presentation Skills (text)
- Sales Training Basics (text)
- Technical Presentation Skills (text)
- Training Managers to Train (text)
- Training Methods that Work (text)

Writing

- Better Business Writing (text)
- Clear Writing (text)
- Fat Free Writing (text)
- The Building Blocks of Business Writing (text)
- Writing Effective E-Mail (text)
- Writing Fitness (text)
- Writing that Sells (text)

To borrow any of the titles above, please call 713-755-4843.

Description of January – February 2014 Offerings

Classes that have an asterisk * are open to **managers/supervisors only**

Collaborative Training: To register for the collaborative training classes, go under the Public Health tab.

NOTE: All topics and presenters are confirmed at the time of printing and are subject to change or cancellation without notice.

Approaches to Decision Making & Communication Skills

!!NEW!!

(Instructor: Judy Entzenberger)

Participants will review problem-solving techniques that give meaning to “thinking outside of the box.” Attendees will review decision levels, planning for decision making, defining consensus, and developing a team approach are covered. Participants will also review mechanisms for creative thinking and problem solving. In the second part, individuals will learn how to overcome barriers to effective communication. Participants will also review communication styles, communication process, and tips to improve communication skills. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

* Big or Small – We Can Manage Them All! (Managing Projects Effectively)

!!NEW!!

(Instructor: Margaret Johnson)

Participants learn to define and describe the phases of the project life cycle, learn the tools of project management, and create diagrams of current work projects to get them on track and/or solve and create back-up plans. Also, learn how to

effectively manage people involved directly or indirectly in projects and practice techniques for motivating your project team.

Limit: 35 Managers/Supervisors

This class is recommended for: Managers/Supervisors

Business Etiquette & Building Successful Teams

!!NEW!!

(Instructor: Judy Entzenberger)

Business etiquette is a practical social skill that plays an important role in career success, building better relationships, and increasing professionalism. Participants will gain guidance on business etiquette in the workplace and understand why it matters. Individuals will learn to build productive relationships, increase workplace courtesy, and avoid common challenges in the workplace. Also, focus on the four stages of team development to enhance team unity and support. Attendees will learn how to understand team development issues and increase understanding of team building techniques. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Change Your Attitude, Change Your Life!

(Instructor: Susanne Gaddis)

Find a way to make a positive difference in your daily life and improve your relationships with co-workers, clients, and family members! With the right tools, you can easily change the way you think about yourself and your abilities while improving your communication and productivity. This workshop gives you the tools to show that changing your attitude can change your life. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Communication Skills & Assertiveness

!!NEW!!

(Instructor: Judy Entzenberger)

Individuals will learn how to overcome barriers to effective communication. Participants will also review communication styles, communication process, and tips to improve communication skills. In the second half, participants will identify the assertiveness skills needed and situations where assertiveness should be applied. Individuals will review the differences between assertiveness, aggressiveness, and passiveness. Learn the steps toward gaining assertiveness. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Conflict or Cooperation

(Instructor: Tawnya Mitchell)

Recognize conflict provoking behaviors that may exist and learn 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. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Conflict Resolution in the Workplace

!!NEW!!

(Instructor: Charlie Cunningham)

Workplace conflicts usually do not resolve themselves! Learn techniques that will help to diffuse conflicts and even prevent them. **Limited.**

This class is recommended for: all employees with supervisory approval.

Crossing the Great Divide

(Instructor: Tawnya Mitchell)

Employees will define various generations and their workplace characteristics and understand the how differences affect communication and relationships. Learn to determine your approach when communicating with employees of different generations and gain appreciation and respect for what is important to each generation. Formulate a plan to identify barrier behaviors and replace them with appropriate generational approaches. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Deadly Emotions: How to Handle Your Emotions Before They Have a Handle on You

(Instructor: Susanne Gaddis)

Learn tips and techniques to better handle your emotions before they have a handle on you. Understand the physiological changes that occur with enhanced emotions and learn the difference between primary and mixed emotions. Explore how to increase your emotional vocabulary so you can express how you truly feel. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Effective Communication at Work & Resolving Conflict

!!NEW!!

(Instructor: Judy Entzenberger)

Individuals will review different types of communication used in the workplace and learn how to be effective in each form. Participants will learn the benefits and challenges for each type of communication, and gain practical tips and “do’s and don’ts” to communicate at work. In the second half, students will understand the different personality types described by Myer Briggs Type Indicator (MBTI) to gain knowledge on how to interact with others to help improve communication. Also, learn tips and techniques on communicating with different personality types. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Goal Getting Success: How to Set and Get Goals that Matter the Most

(Instructor: Susanne Gaddis)

Recognize the common gaps, traps, and obstacles that keep you from accomplishing goals. Learn how to write goals that you are more likely to achieve. Learn how to prioritize them and effectively track your progress. Also, learn how to increase focus and engagement and create the support necessary to achieve your goals. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** Introduction to Employment Law**

(Instructor: Eileen Begle)

A litany of laws governs the employer-employee relationship. New supervisors as well as those with years of experience will benefit from this class. Learn the major laws involved and how to comply with them in an atmosphere that invites your questions and provides practical answers you can use! **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Learning About Your Conflict Management Style

!!NEW!!

(Instructor: Judy Entzenberger)

Participants will learn to identify conflict management styles of others and their approach to conflict. Individuals will learn how to deal with conflict situations and ways to handle conflict more effectively. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** Managing and Resolving Conflict in the Workplace**

(Instructors: Richard Lewis and Joanne Ford-Robertson)

Identify and understand conflict issues in the workplace. Learn to determine various types of conflict and how they occur and examine ways to resolve conflict effectively. Also, recognize the role of bullying and retaliation in the workplace and identify ways to reduce it. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Managing the Difficult Interaction

!!NEW!!

(Instructor: Judy Entzenberger)

Participants will learn how to manage a difficult interaction and how perception influences our behavior. Students will review options for handling a difficult encounter and increase skill-building techniques. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Non-Verbal Communication: Identifying, Understanding, and Using Body Language

!!NEW!!

(Instructor: Judy Entzenberger)

Participants will learn to create trust and transparency in relationships by sending nonverbal signals that match their words. Attendees will learn how to accurately read others and respond with non-verbal cues. Also, participants will explore the difference between words and body language. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Overcoming Fear of Public Speaking

!!NEW!!

(Instructor: Jeraine Root)

If you dread public speaking more than death come, release the tensions, anxieties, and physical sensations that distract you from sharing your ideas, talents, and expertise. Use relaxation techniques, affirmations, and visualizations that you will help you. **Limited.**

This class is recommended for: all employees with supervisory approval.

* Performance Management I: Performance Goals

!!NEW!!

(Instructor: Stephen Haslam/Robert Pennington)

Use the SMART objective outline to set clear performance objectives for your employees. Learn to monitor progress against goals, ensure feedback, and address performance problems and issues promptly. Also, learn how to involve employees in setting positive expectations for tasks and work relationship behaviors. Make performance management an ongoing process, not a year-end event. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

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. Learn specific tips to improve professional image through dress, posture, poise, and body language, to match experience with expectations and performance. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Providing Excellent Customer Service

!!NEW!!

(Instructor: Judy Entzenberger)

Difficult people make our job challenging and we tend to get frustrated, angry, and uncomfortable. Participants will learn how to control their responses while still obtaining appropriate customer service etiquette. Attendees will review strategies to deal with situations and people when it escalates and promote good habits in successful interactions. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

* R*E*S*P*E*C*T

(Instructor: Tawnya Mitchell)

Managers/Supervisors are responsible for ensuring a harassment-free work place. Receiving and exhibiting mutual respect in the workplace is one essential way to do that. Video scenarios and discussions will help alert managers/supervisors to potentially difficult situations to help avoid harassing and disrespectful behaviors. A multitude of scenarios will reflect on discriminatory behavior, teamwork, and responsibility in the treatment of others. Learn how to manage your biases, find common ground, and practice effective bridging techniques. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

R*E*S*P*E*C*T

(Instructor: Tawnya Mitchell)

Receiving and exhibiting mutual respect in the workplace is one of the most essential ways to build and maintain appropriate professional relationships. Video scenarios and discussions will help alert employees to potentially difficult situations to help avoid harassing and disrespectful behaviors. A multitude of scenarios will reflect on discriminatory

behavior, teamwork, and responsibility for how people are treated at work. Learn how to manage your biases, find common ground, and practice effective bridging techniques. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Respectful Communication in the Workplace

!!NEW!!

(Instructor: Judy Entzenberger)

It is important to be aware of workplace culture so individuals can navigate these relationships successfully. Participants will learn how to distinguish different kinds of boundaries and understand the wide range of factors in dealing with personalities and situations. Students will learn helpful strategies when dealing with different personalities and develop skills to maintain healthy boundaries. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Sexual Harassment Prevention

!!NEW!!

(Instructor: Judy Entzenberger)

Participants will review the federal laws prohibiting discrimination in the workplace. Harassment and discrimination will be defined and examples will be given. Attendees will recognize behavior that could be considered or interpreted as harassment. Employee's responsibilities are described to create a harassment free work environment. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** The Americans with Disabilities Act (ADA)**

(Instructor: Eileen Begle)

The Americans with Disabilities Act (ADA) requires Harris County to provide reasonable accommodations for qualified individuals with disabilities. Managers and Supervisors need to know what constitutes a disability under the law, when we might be responsible for providing a reasonable accommodation, and how to handle requests for unreasonable accommodations. Along the way, participants will also learn how the Family & Medical Leave Act and Workers' Comp overlap with the ADA. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

*** Transition and Diversity**

(Instructors: Richard Lewis and Joanne Ford-Robertson)

Participants study societal change and its impact on the workforce. Participants will also learn the primary diversity dimensions of race, ethnicity, sex, age, and social class as well as other legally protected categories. **Limit: 35**

Managers/Supervisors

This class is recommended for: Managers/Supervisors

Transition and Diversity

(Instructors: Richard Lewis and Joanne Ford-Robertson)

Participants study societal change and its impact on the workforce. Participants will also learn the primary diversity dimensions of race, ethnicity, sex, age, and social class as well as other legally protected categories. **Limit: 35.**

This class is recommended for: all employees with supervisor approval.

Under Construction

(Instructor: Tawnya Mitchell)

Learn and practice rules to correct common punctuation and grammar errors. Learn the common mistakes of spelling and usage errors with confusing words, prefix and suffix use, and abbreviations. Get help developing a personal writing plan to implement immediately. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: All is Well: An Orientation to Employee Wellness

(Instructor: Sarah Acosta)

This class reviews the basics of the Harris County employee wellness program, All is Well at Harris County. Whether you

are new or have been around for a while, the employee wellness program has something for you. Team challenges, classes and coaching are just a few of the benefits this program offers at no cost to all covered members of the Harris County Medical Plan (Aetna). In addition to a review of benefits/services, this class will also discuss the new, 2015-2016 Healthy Actions Medical Plan, a premium incentive for benefits-eligible employees. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Be a Black Belt in Wellness

!!NEW!!

(Instructor: Kari Kooi)

By shifting the focus from outcomes to actions, participants will learn what it takes to be a master at staying healthy and well throughout their lives. This presentation takes a holistic perspective on wellness and defines the set of wellness skills which can be mastered by anyone. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: CHO, PRO, FAT: Nutrition to Fuel Exercise

!!NEW!!

(Instructor: Kari Kooi)

A balance of carbohydrates, proteins, and fats are important to fuel your exercise schedule. Let's discuss how to incorporate this into your daily routine! **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Dealing with Anger & Emotional Intelligence

(Instructor: Judy Entzenberger)

Anger is a powerful human emotion that has physical, psychological and interpersonal consequences. The first part of this class explores those areas and provides tips to manage angry responses. Participants will be able to defining anger, identify the physiological responses to anger, understand how to us proactive approaches to dealing with anger as well as manage their anger. This second part of this class is based upon Daniel Goleman's work and it identifies the 4 components of emotional awareness. The class will help identify the range of emotions and how they affect both work and home relationships. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: More Than Meats The Eye

(Instructor: Kari Kooi)

Meat is often the centerpiece of our meals and menus. Learn what a portion is and how various cuts of meat stack up calorie-wise. This interactive session is a hands-on class that combines the most up-to-date nutrition information with practical strategies to enhance participants' eating habits. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: New Year, New You: Embrace the Challenge

!!NEW!!

(Instructor: Kari Kooi)

It's a new year! Start the New Year off right with small, manageable changes to positively impact your lifestyle. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Resiliency: Getting Back Up & How to Keep it Going

(Instructor: Judy Entzenberger)

We all face difficult times in our careers and personal lives at one time or another; the challenge is how to get back up and into the game. In the first part of this class, participants will learn the most important skill today—how to forge forward in spite of adversity! In the second part participants will identify their biggest challenges—the events or issues in their lives that are keeping them down and learn best practices to overcoming those hurdles. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Taking Sleep Seriously & Planning, Prioritizing and Organizing Your Time

!!NEW!!

(Instructor: Judy Entzenberger)

How important is sleep? Without it you wouldn't survive. Sleep is an essential part of daily life. It helps us to stay focused, remember things, and keeps us energized and able to face the tasks of the day. The first part of this class looks at what is considered "normal" sleep; things that might indicate a sleeping disorder; lifestyle influences on sleep; ways to increase your chances of getting a good night's sleep; and where to go for more information. Time management and organizational skills are critical to successfully balancing work, life and family. In the second half of this class you will learn strategies and tips for organizing and managing that will make a critical difference in the quality of your work and life. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: The Amazing Human Cardiovascular System

!!NEW!!

(Instructor: Kari Kooi)

What an awesome thing the human body is! Join us in exploring how your heart and lungs work together in making up an amazing cardiovascular system. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Workplace Generational Issues

(Instructor: Richard Lewis & Joanne Ford-Robertson)

Participants focus on how age differences impact leading and managing in complex organizations. Age influences culture, work styles, professional orientation, and social etiquette. Identify and discuss generational issues that negatively affect organizations. Learn strategies that enhance the ability of leaders to successfully manage and motivate individuals from various age groups. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.



all is well at Harris County



www.wellathctx.com
Password: WELL4HCTX

Online Training

Learn more about important health topics such as nutrition, fitness, work/life balance and stress management while at work or at home. Classes are worth 2 hours of training credit and can be streamed directly from the Employee Wellness website, www.wellathctx.com (**well4hctx**). Training credit is provided upon completion of the corresponding, online quiz (60% or better) and will be reported to your department. It is at the department’s discretion to accept/deny credits earned from wellness training classes.

To view the online training classes:

1. Go to the Employee Wellness website at www.wellathctx.com (**well4hctx**)
2. Click on “Be Informed” and then “Online Training”
3. Click on the class you want to begin and register.

Course	Online	Hours
Emotional Eating	Online	2.0
How Long Is Your Food Chain? – <i>New!</i>	Online	2.0
More Fiber, Please!	Online	2.0
More Than Meats the Eye	Online	2.0
Portion Distortion – <i>New!</i>	Online	2.0
Sports Nutrition: Peak Your Performance at Any Level	Online	2.0
The Pressure is On	Online	2.0
What Does Sleep Have to Do with It?	Online	2.0

Onsite Training

Learn more about important health topics such as nutrition, fitness, work/life balance and stress management while at work. Wellness Lecture Series classes are generally 2 - 3 hours in length while the new Culinary Roadshow Series is 1 hour in length during the noon hour. Training credit is provided upon completion and will be reported to your department. It is at the department’s discretion to accept/deny credits earned from wellness training classes.

To register for an onsite class:

1. Go to the Training website at <http://www.harriscountytexas.gov/hctraining/>
2. Click on the '+' to expand Human Resources & Risk Management
3. Click on Wellness Training and then class you want.

To register for an onsite class offered through Distance Learning:

1. Go to the Training website at <http://www.harriscountytexas.gov/hctraining/>
2. Click on the '+' to expand Human Resources & Risk Management
3. Click on Distance Learning and then the class/location you want.

Healthy Actions Medical Plan 2015 – 2016

Completion of 2 hours of wellness training (online or onsite) fulfills an eligibility requirement of the Healthy Actions Medical Plan. You must receive a passing grade (60%) for the online class to receive credit.

Not Downtown?

Check with your department Wellness Champion for requesting onsite classes for your office/department. Go to www.wellathctx.com (**well4hctx**) and click on "About Employee Wellness" to find your department Wellness Champion.

For questions, email wellness@bmd.hctx.net or call the Benefits Office at 713-755-7057.
