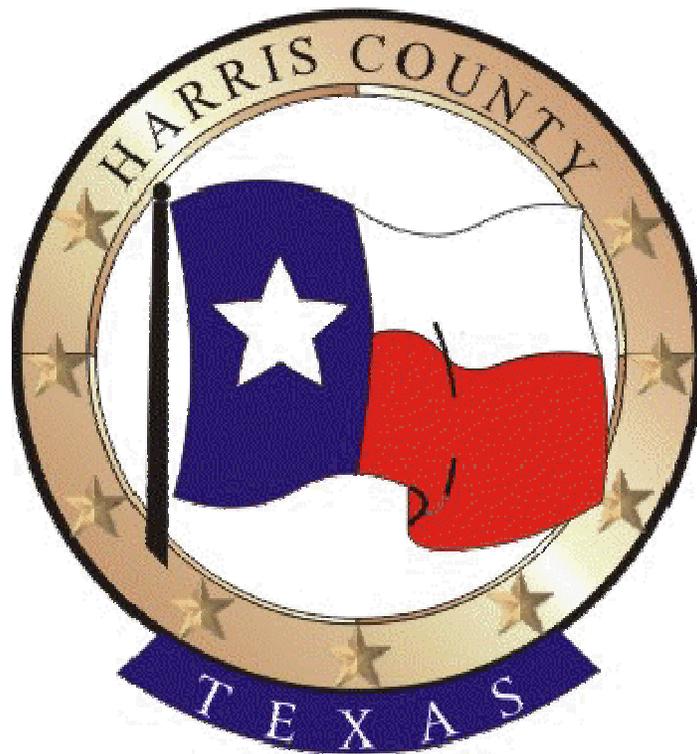


# **Employee Training Class And Wellness Program Schedule June - August 2011**



For Additional Information, Contact

**Human Resources & Risk Management**  
713-755-4843

<http://www.hctx.net/training/>

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



## Distance Learning

Selected HR & RM training classes on various topics are available by Distance Learning to Harris County managers, supervisors, and employees. Dates/times/locations and registration announcements will be available in the quarterly training flyers and through email announcements.

## REGISTRATION IS OPEN for June - August 2011

The website address for registration is <http://www.hctx.net/training/> . Employees who do not have access to the online system should contact their supervisor for help in accessing the online registration system. Supervisors may contact the registrar of the appropriate department for additional help. As always, if an employee cannot attend, please contact our office to cancel or schedule a substitute. Supervisors will be notified of those employees who registered but did not attend or did not cancel.

NOTE: All HR & RM training classes in the training flyer schedule offer topics and materials that can be covered fully during the time period allotted.

CLASSROOM ETIQUETTE: Turn off cell phones and pagers or put them on vibrate. Employees are asked to limit cell phone calls and sidebar conversations to break periods while attending classes. Instructors reserve the right to ask non-cooperative employees to leave class to avoid further disruption and distractions to other attendees. In the event that an employee is asked to leave, HR & RM Training will notify the employee's supervisor.

NOTE: Class room doors are closed 5 minutes after the class is scheduled to begin. Once the door is closed, late arrivals may not enter, but should leave the area and notify their supervisor and ask permission to re-schedule at another time and date.

COMPLIANCE WITH ADA: Harris County offers reasonable accommodation for persons attending classes as required by the ADA. Please call HR & RM at 713-755-4396, 713-755-4843, or 713-755-7058 a minimum of two weeks prior to the event date if you require accommodation.

# Management Training

**WHO SHOULD ATTEND:** Newly promoted managers, supervisors or team leaders who need to learn compliance with employment law or the essentials of supervision or those managers, supervisors and team leaders who want new skills or want to sharpen already acquired skills.

**\* This class is available to Managers and Supervisors Only.**

Course	Day	Date	Time	Location	Hours
* How to Defend a TWC Unemployment Claim	Tuesday	June 21	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
* The FLSA: An Overview of the Wage and Hour Laws	Tuesday	June 21	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
* Preventing Sexual Harassment in the Workplace	Tuesday	July 19	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Preventive Counseling	Tuesday	July 26	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* ADA, FMLA, Workers' Compensation, and HIPAA	Thursday	July 28	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Leading and Managing	Thursday	August 11	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
* Getting to the Root of the Problem	Tuesday	August 16	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5

# Professional Development Training

**WHO SHOULD ATTEND:** Employees who have their supervisor's approval to attend class to acquire new skills or sharpen already acquired skills to improve on the job performance.

**These classes are open to all employees with supervisory approval.**

Course	Day	Date	Time	Location	Hours
Transition & Diversity	Thursday	June 2	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
Mind Stretchers – Critical Thinking Skills for Every Day Life	Tuesday	June 14	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Notary Training & Certification	Tuesday	June 14	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
Conflict or Cooperation	Thursday	June 23	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Construction Zone – Tone Booster	Thursday	June 23	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Power Tools	Tuesday	June 28	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Construction Zone – Microsoft Word Tips Booster	Tuesday	June 28	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
CreditAbility: Build a Strong Credit History	Tuesday	July 12	11:30 am – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.5

<b>Construction Zone</b>	Thursday	July 14	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>The Other Part of Your Job – Dealing with Personalities, Egos, and Politics</b>	Thursday	July 14	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Minutes Matter</b>	Thursday	July 21	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Conflict or Cooperation – Button Pushers</b>	Thursday	July 21	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
<b>Conflict Resolution</b>	Tuesday	July 26	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Leading Across Generations</b>	Thursday	July 28	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Three Steps to Getting Things Done</b>	Tuesday	August 9	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5

## Wellness Training

<b>Course</b>	<b>Day</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>	<b>Hours</b>
<b>RD on the Go (by appointments)</b>	Wednesday	June 8	8:00 am – 4:30 am	1310 Prairie, Room 230	XXXXX
<b>Wellness Lecture Series: Navigating Your Way to Better Health</b>	Wednesday	June 8	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
<b>RD on the Go (by appointments)</b>	Wednesday	June 22	8:00 am – 4:30 am	1310 Prairie, Room 230	XXXXX
<b>Wellness Lecture Series: Caring for Older Adults-Housing Alternatives &amp; Long-term Care Insurance</b>	Wednesday	June 22	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
<b>RD on the Go (by appointments)</b>	Wednesday	July 13	8:00 am – 4:30 am	1310 Prairie, Room 230	XXXXX
<b>Wellness Lecture Series: Anger Management &amp; Emotional Intelligence</b>	Wednesday	July 13	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
<b>Wellness Lecture Series: What Does Sleep Have to Do With It?</b>	Wednesday	July 27	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
<b>Wellness Lecture Series: Taming Tension</b>	Wednesday	August 3	8:30 am – 11:30 am	1310 Prairie, Suite 230 Training Room	3.0
<b>12 Week Course: Wellness at Work 1.0</b>	Wednesdays	August 3 – November 2	12:00 pm – 1:00 pm	1310 Prairie, Suite 230 Training Room	XXXXX
<b>Exercise Class: 6 Week Yoga</b>	Thursdays	August 4 – September 8	12:00 pm – 1:00 pm	1310 Prairie, 16 <sup>th</sup> Floor Conference Room	XXXXX
<b>RD on the Go (by appointments)</b>	Wednesday	August 10	8:00 am – 4:30 am	1310 Prairie, Room 230	XXXXX
<b>Wellness Lecture Series: The Basics of Investment &amp; The Psychology of Money</b>	Wednesday	August 10	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
<b>Wellness Lecture Series: Sports Nutrition – Peak Your Performance at Any Level</b>	Wednesday	August 24	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
<b>Wellness Lecture Series: Dental Health: Your Mouth-Body Connection</b>	Wednesday	August 24	2:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	2.0
<b>RD on the Go (by appointments)</b>	Wednesday	August 31	8:00 am – 4:30 am	1310 Prairie, Room 230	XXXXX
<b>Wellness Lecture Series: Taming Tension</b>	Wednesday	August 31	8:30 am – 11:30 am	1310 Prairie, Suite 230 Training Room	3.0

# Distance Learning Training

Course	Day	Date	Time	Location	Hours
Wellness Lecture Series: Navigating Your Way to Better Health	Wednesday	June 8	8:30 am – 10:30 am	Commissioner Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: Navigating Your Way to Better Health	Wednesday	June 8	8:30 am – 10:30 am	Commissioner Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
Wellness Lecture Series: Navigating Your Way to Better Health	Wednesday	June 8	8:30 am – 10:30 am	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	2.0
Wellness Lecture Series: Navigating Your Way to Better Health	Wednesday	June 8	8:30 am – 10:30 am	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
* How to Defend a TWC Unemployment Claim	Tuesday	June 21	1:00 pm – 2:30 pm	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
* The FLSA: An Overview of the Wage and Hour Laws	Tuesday	June 21	3:00 pm – 4:30 pm	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	1.5
* The FLSA: An Overview of the Wage and Hour Laws	Tuesday	June 21	3:00 pm – 4:30 pm	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Wellness Lecture Series: Caring for Older Adults-Housing Alternatives & Long-term Care Insurance	Wednesday	June 22	8:30 am – 10:30 am	Commissioner Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
Wellness Lecture Series: Caring for Older Adults-Housing Alternatives & Long-term Care Insurance	Wednesday	June 22	8:30 am – 10:30 am	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	2.0
Wellness Lecture Series: Caring for Older Adults-Housing Alternatives & Long-term Care Insurance	Wednesday	June 22	8:30 am – 10:30 am	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Construction Zone – Tone Booster	Thursday	June 23	1:00 pm – 2:30 pm	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	1.5
Construction Zone – Tone Booster	Thursday	June 23	1:00 pm – 2:30 pm	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5

<b>Construction Zone – Microsoft Word Tips Booster</b>	Tuesday	June 28	1:00 pm – 2:30 pm	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	1.5
<b>Construction Zone – Microsoft Word Tips Booster</b>	Tuesday	June 28	1:00 pm – 2:30 pm	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
<b>Wellness Lecture Series: Anger Management &amp; Emotional Intelligence</b>	Wednesday	July 13	8:30 am – 10:30 am	Commissioner Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
<b>Wellness Lecture Series: Anger Management &amp; Emotional Intelligence</b>	Wednesday	July 13	8:30 am – 10:30 am	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	2.0
<b>Wellness Lecture Series: Anger Management &amp; Emotional Intelligence</b>	Wednesday	July 13	8:30 am – 10:30 am	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
<b>* Preventing Sexual Harassment in the Workplace</b>	Tuesday	July 19	1:00 pm – 4:00 pm	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0
<b>Conflict or Cooperation – Button Pushers</b>	Thursday	July 21	1:00 pm – 2:30 pm	Commissioner Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
<b>Conflict or Cooperation – Button Pushers</b>	Thursday	July 21	1:00 pm – 2:30 pm	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	1.5
<b>Conflict or Cooperation – Button Pushers</b>	Thursday	July 21	1:00 pm – 2:30 pm	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
<b>* Preventive Counseling</b>	Tuesday	July 26	1:00 pm – 4:00 pm	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	3.0
<b>* Preventive Counseling</b>	Tuesday	July 26	1:00 pm – 4:00 pm	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0
<b>Wellness Lecture Series: What Does Sleep Have to Do With It?</b>	Wednesday	July 27	8:30 am – 10:30 am	Commissioner Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
<b>Wellness Lecture Series: What Does Sleep Have to Do With It?</b>	Wednesday	July 27	8:30 am – 10:30 am	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
<b>* ADA, FMLA, Workers' Compensation, and HIPAA</b>	Thursday	July 28	1:00 pm – 4:00 pm	Commissioner Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	3.0

<b>* ADA, FMLA, Workers' Compensation, and HIPAA</b>	Thursday	July 28	1:00 pm – 4:00 pm	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	3.0
<b>* ADA, FMLA, Workers' Compensation, and HIPAA</b>	Thursday	July 28	1:00 pm – 4:00 pm	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0
<b>Wellness Lecture Series: The Basics of Investment &amp; The Psychology of Money</b>	Wednesday	August 10	8:30 am – 10:30 am	Commissioner Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
<b>Wellness Lecture Series: The Basics of Investment &amp; The Psychology of Money</b>	Wednesday	August 10	8:30 am – 10:30 am	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
<b>Wellness Lecture Series: Sports Nutrition – Peak Your Performance at Any Level</b>	Wednesday	August 24	8:30 am – 10:30 am	Commissioner Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
<b>Wellness Lecture Series: Sports Nutrition – Peak Your Performance at Any Level</b>	Wednesday	August 24	8:30 am – 10:30 am	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	2.0
<b>Wellness Lecture Series: Sports Nutrition – Peak Your Performance at Any Level</b>	Wednesday	August 24	8:30 am – 10:30 am	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
<b>Wellness Lecture Series: Dental Health: Your Mouth-Body Connection</b>	Wednesday	August 24	2:00 pm – 4:00 pm	Commissioner Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
<b>Wellness Lecture Series: Dental Health: Your Mouth-Body Connection</b>	Wednesday	August 24	2:00 pm – 4:00 pm	Commissioner Pct. 3 Glazier Senior Education Center 16600 Pine Forest Drive Houston, Texas 77084	2.0
<b>Wellness Lecture Series: Dental Health: Your Mouth-Body Connection</b>	Wednesday	August 24	2:00 pm – 4:00 pm	Commissioner Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0

# HeartSaver AED Certification

Course	Day	Date	Time	Location
HeartSaver AED Certification	Friday	June 3	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Friday	June 3	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	July 25	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	July 25	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	August 29	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	August 29	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room

## E-Learning Classes

E-learning courses are open to all employees with supervisory approval. To register for the following e-learning classes, email [gracie.guillen@ms.hctx.net](mailto:gracie.guillen@ms.hctx.net).

**The Martial Art of Communication: 30 minutes**

Participants will learn essential keys to reducing other people's resistance to your point of view, along with the five levels of clear, complete communication. Learn how to use martial arts to turn conflicts into success to build understanding and commitment.

**Feedback and Constructive Criticism: 45 minutes**

Participants will learn three steps in giving constructive criticism and fourteen guidelines for improved feedback. Learn how to present opinions and expectations to avoid or clarify misunderstandings.

19-course Customer Service & 14 Service Scenarios series is limited and on a first come, first serve basis. Employees who register for this series must take all 19 classes and the 14 Service Scenarios.

**Essential Elements of Internal Customer Service (approximately 18 minutes)**

All team members either serve customers directly or they service someone who does. This course illustrates the six essential elements for improving internal communication and customer service.

**Essential Telephone Skills (approximately 20 minutes)**

This session will address ten simple yet crucial skills which form the foundation for delivering exceptional customer service on the phone. Also, learn tips on answering a business phone, offer spoken feedback signals, and the best way to place callers on hold.

**Five Forbidden Phrases (approximately 18 minutes)**

This customer service training highlights the five phrases which are proven to annoy and frustrate customers. Learn how to offer positive alternatives on the phone and in-person.

**Four C's of Coaching Skills (approximately 18 minutes)**

Learn the difference between training, coaching, and counseling and illustrate the proven Four Cs of Coaching in a variety of service and line management situations.

### **From Curt to Courteous (approximately 25 minutes)**

This course will address understanding and being understood in both synchronous (phone, face-to-face, and instant messaging) and asynchronous (e-mail, voicemail, fax, and letters) communication methods.

### **How to Avoid Emotional Leakage (approximately 7 minutes)**

This course will address how not to allow negative feelings from one situation leak into an entirely unrelated situation. This program illustrates how wrong and damaging this behavior can be with external and internal examples.

### **How to Deal With the Foreign Accent (approximately 12 minutes)**

This program explains that all customers are created equal. It includes techniques which make communications with foreign language customers easier. Realistic vignettes and characters make this course a powerful sensitivity builder.

### **How to Handle the Irate Customer (approximately 12 minutes)**

This online session will teach a highly effective four point plan for calming irate customers. Learn quick tips for defusing angry callers, what to do if someone starts swearing, and why you should never make excuses.

### **How to Treat Every Caller As A Welcome Guest (approximately 10 minutes)**

This course explains how incredibly important the role of the front line customer contact employee is. Whoever answers the phone IS THE COMPANY as far as your customers are concerned.

### **Influencing the Interaction (approximately 20 minutes)**

This course identifies six practices which will help offer a more positive experience. From showing patience and tolerance to a senior citizen to the importance of avoiding common distractions in the workplace, this program raises awareness about how each team member contributes to a positive interaction.

### **Listening Skills (approximately 13 minutes)**

Listening is a critical component when determining the needs of your customer. Doesn't everyone listen? Hearing is a physical process but listening requires mental involvement. This course introduces six steps to help team members become better listeners.

### **Maintaining Customer Relationships (approximately 14 minutes)**

Everyone understands the importance of excellent customer service. How do we cement a relationship with customers to move into a long-term relationship? This course emphasizes the importance of follow up and gives realistic examples of how to handle the five most common follow-up scenarios.

### **Proactive Customer Service (approximately 19 minutes)**

Identifies and illustrates passive, average, and proactive customer service levels in a variety of situations. Covers the importance of high energy, enthusiasm, rapport building and cross selling.

### **Questioning Techniques (approximately 12 minutes)**

Proper questioning techniques are the key when gaining needed information from a caller or customer. High level questioning techniques are a learned skill. This course introduces seven types of questioning situations and illustrates how and when to employ them. Improving questioning techniques will expand one's ability to effectively obtain valuable information to become a better problem solver.

### **Seven Keys to a Positive Mental Attitude (approximately 25 minutes)**

This powerful program helps viewers understand that a great attitude isn't something that magically happens. Rather, it's a choice which people make in advance about how they're going to deal with life's events. Key points include choosing your attitude in advance, visualizing success, and resisting negative influences.

### **Six Cardinal Rules of Customer Service (approximately 18 minutes)**

Learn the basics of good customer service. This program illustrates the six cardinal rules of customer service and provides tips on wrong way/right ways to give good service as well as tips on how to fight mediocrity in the workplace.

### **Six Steps to Service Recovery (approximately 24 minutes)**

Normally, it's easy to look good when everything is going well. It's when a customer experience goes wrong that your true character shows. In today's competitive service environment merely correcting the problem isn't always enough. Learn a specific set of actions which customer-oriented organizations take whenever there's a disappointment for the customer.

### **That's Just Rude (approximately 14 minutes)**

Explore the rudeness matrix. Course introduces and analyzes the four quadrants of the rudeness matrix. This program raises awareness about how seemingly innocent behaviors can be considered rude.

### **The Service Mentality (approximately 22 minutes)**

This online course identifies and highlights the seven key characteristics of customer service. Employees will learn the mind-set for serving customers, offering empathy, keeping proper balance, and having the ability to bounce back.

### **14 Service Scenarios:**

**Staying on Track (approximately 5 - 8 minutes)** We've all experienced those long winded callers, the folks who can't wait to tell you their life story. How do you effectively handle such callers while still providing great service?

**It's Not Personal (approximately 5 - 8 minutes)** It's never fun to handle a customer who is hot under the collar. And it's easy to internalize the actions of an irate customer. When you analyze such situations, the caller is normally upset about a problem and not with you specifically.

**Know Your Limits (approximately 5 - 8 minutes)** Recovering from service mishaps is a key component to excellent customer service. But what do you do about customers who continually push the envelope and expect you to deliver the Earth and the Moon for them?

**Don't Bite the Hand That Feeds You (approximately 5 - 8 minutes)** Every organization has rules and policies that you, as an employee, might not always agree with. Are there times when it's appropriate to agree with the customer about a policy they don't like? Or even trash talk your employer?

**Harassment From Customers (approximately 5 - 8 minutes)** We all strive to be friendly and give our clients the best service possible. But how do you handle situations when the client crosses the line of friendly and becomes inappropriate with their comments?

**What's That Noise? (approximately 5 - 8 minutes)** Providing excellent service to your client can be a challenge under perfect conditions. How do you handle a caller who has multiple distractions going on in the background?

**To Escalate or Not to Escalate, Part 1 (approximately 5 - 8 minutes)** You're trained how to handle a customer's issues. But some callers won't stay on script. How do you handle the angry customer who demands an immediate transfer to a supervisor?

**To Escalate or Not to Escalate, Part 2 (approximately 5 - 8 minutes)** Knowing when a customer needs to be escalated to a supervisor can be a tricky situation. Taking ownership of the caller's issue is critical. And problems can arise when a customer service rep is too quick to transfer calls.

**Negative PR (approximately 5 - 8 minutes)** No matter if it's being trashed on a message board or referring your company to a TV stations consumer reporter – upset customers can be a public relationship disaster.

**Unreasonable and Irrational Customers (approximately 5 - 8 minutes)** The customer service business is difficult enough when you're dealing with facts. But how do you react when a customer has his or her own version of reality?

**Condescending Callers (approximately 5 - 8 minutes)** It seems some customers make it a sport to try and talk down to you. We obviously can't reply with what we'd like to say. How do you handle such situations?

**Cell Phone Difficulties (approximately 5 - 8 minutes)** Although wireless technology has come a long way, there are still occasional dead spots and dropped calls. How do you handle the caller who is very difficult to understand?

**Under the Influence (approximately 5 - 8 minutes)** All callers deserve excellent service. But if you're in the service business long enough it's likely that you'll deal with a caller who is impaired or under the influence. What's the best way to manage these situations?

**Caller Threats (approximately 5 - 8 minutes)** Although extremely rare, it's important to be aware of the possibility of a caller with a big ax to grind. They may threaten you or your company in a variety of ways. Being aware of these situations and knowing who to alert about such calls is important.

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 1.5 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 so that a desired result is achieved. 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**

In this session, participants will focus on three critical management skills to establish a methodology for productive interaction between team members and team leaders. This online 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 goal setting, solving problems, and making decisions.

### **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 so 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 possesses 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 one's personal life.

### **Providing Performance Feedback**

This session will establish 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 Complaints**

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.

### **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.guillen@ms.hctx.net](mailto:gracie.guillen@ms.hctx.net).

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## Employee Assistance Program

Contact Harris County Human Resources & Risk Management Benefits Section at **713-755-4827** to schedule an EAP Orientation Program for your department. A minimum of 15 people and a minimum of 2 hours are needed to host an on-site orientation program. Departments are encouraged to open their EAP Orientation Programs to other Harris County employees in their immediate area.

**To Access the Aetna EAP Website:**

[www.AetnaEAP.com](http://www.AetnaEAP.com)

Confidential assistance is available 24 hours a day, 7 days a week at Aetna EAP program. This is a service provided as part of your benefits to you and any member of your household at no additional cost. You can turn to the EAP for help with anything that interferes with your job or personal life. Among other things, your EAP can help you with:

Stress Management	Family or parenting issues
Substance Abuse/misuse	Work/life balance
Burnout	Marital/relationship problems
Child and elder care	Anxiety
Depression	Anger Management
Legal concerns	Financial issues
Coping with Change	Self-esteem

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

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## Upcoming Classes

**These classes are for your future training planning purposes. Specific dates, times, and locations will be announced in upcoming Training Schedules. Additional classes will be added. All classes are subject to change without notice. Classes with an asterisk \* are open to managers/supervisors only.**

### **September 2011 – February 2012**

*Adapting to Change*  
*Assertiveness in Action*  
*Conflict or Cooperation*  
*Conflict or Cooperation – Button Pushers*  
*Conflict Resolution*  
*Construction Zone*  
*Construction Zone – Microsoft Word Tips Booster*  
*Construction Zone – Tone Booster*  
*Customer Service Excellence*  
*Dealing with Difficult People*  
*Flexibility and Openness*  
*\* HR Laws, Policies, and Procedures*  
*\* Leading Across Generations*  
*\* Leading and Managing*  
*\* Maintaining Incredible Focus and Concentration*  
*\* Managing Change*  
*Minutes Matter*  
*Notary Training and Certification*  
*Peer Today, Boss Tomorrow*  
*Power Tools*  
*Power Tools – Proofing Practice*  
*Preventing Sexual Harassment in the Workplace*

*Projecting Professionalism*  
*The Dirty Dozen*  
*The Glass is Half Full! Shifting Perception to Achieve Results*  
*Three Steps to Getting Things Done*  
*Transition and Diversity*  
*Under Construction*  
*Under Construction – Grammar and Usage*  
*Under Construction – Punctuation Booster*  
*Workplace Generational Issues*

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## New Employee Orientation

**\*\* Please note: New Employee Orientation has been postponed until further notice.**

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## Upcoming Retirement Seminars

<b>Date</b>	<b>Location</b>	<b>Address</b>
<b>June 9, 2011</b>	Leon Grayson Community Center	13828 Corpus Christi Houston, Texas 77015
<b>August 4, 2011</b>	Tom Bass Community Center	15108 Cullen Blvd. Houston, Texas 77047
<b>November 3, 2011</b>	Texas AgriLife Extension Auditorium	3033 Bear Creek Drive Houston, Texas 77084

**Employees may register for a Retirement Seminar upon receipt of an invitation for a specific seminar.**

Contact **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.

## New to the library:

- FMLA (DVD)
- Ethics Training (DVD & Handouts)

## **Communication**

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

## **Compliance Training (Managers/Supervisors ONLY)**

- A Concise Guide to Successful Employment Practices (text)
- 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**

- A Women's Guide to Investing (text)
- Balancing Home & Career (text)
- 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; 3<sup>rd</sup> 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 arrange to borrow the titles above, please call 713-755-4843 or 713-755-4396.**

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# Description of June - August 2011 Offerings

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

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

## 12 Week Course: Wellness @ Work 1.0

*(Instructor: Kari Kooi)*

Want to lose weight, get healthier, reduce your blood pressure or lower your blood glucose and cholesterol? Methodist Wellness Services and Harris County present a fun, effective nutrition program that guides you to making better and wiser choices when it comes to what and how you eat. This course involves 12 consecutive 1-hour classes that meet once a week (every Wednesday) beginning August 3<sup>rd</sup> through November 12<sup>th</sup>. *Class is suspended on August 17<sup>th</sup> & September 14<sup>th</sup> due to Astros day games.* In Wellness @ Work 1.0 participants will learn the basics of nutrition while following a flexible calorie meal plan (food cards) and participating in interactive group discussion and activities. Classes are taught by a registered and licensed dietitian and will be held at 1310 Prairie, Room 230. Participants **MUST** attend 8 of the 12 classes to receive training credit. **ELIGIBILITY:** This program is only open to covered members of the Harris County Medical Plan (Aetna). *This course is limited to 30 participants.*

## \* ADA, FMLA, Workers' Compensation, and HIPAA

*(Instructor: Jay Aldis)*

Managers/supervisors who attend this session will cover eligibility requirements and procedures under the Family Medical Leave Act, the Americans with Disabilities Act, Texas Workers' Compensation Act and HIPAA. Recent case law and hypothetical fact situations are reviewed, along with a discussion of dealing with health care providers and return-to-work issues. **Limit: 35 Managers/Supervisors**

**This class is recommended for: Managers/Supervisors**

## Conflict or Cooperation

*(Instructor: Tawnya Mitchell)*

Participants in this session will increase their awareness of conflict provoking behaviors that may exist and provide understanding on how they can be replaced with cooperative behavior. Participants will also 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 or Cooperation – Button Pushers

**!!NEW!!**

*(Instructor: Tawnya Mitchell)*

Participants in this 1 ½ session will identify the top 5 “button pushing” situations and discuss why they escalate rather than resolve. Learn appropriate non-escalating interventions and practice techniques with peer critique and discussion.

**Limit: 35.**

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

## Conflict Resolution

**!!NEW!!**

*(Instructor: Amy Castro)*

Conflict is a natural and inevitable result of human interaction, although it is something most people see as a negative thing, conflict handled correctly can result in increased productivity and more effective working relationships. Participants in this session will learn their individual conflict style and be able to identify the style of their various coworkers. Participants will

also have the opportunity to learn and practice effective conflict resolution techniques that will allow them to see conflict in a new light- as an opportunity for improvement rather than something to be dreaded and avoided. **Limit: 35.**

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

### **Construction Zone**

**!!NEW!!**

*(Instructor: Tawnya Mitchell)*

Participants will identify the purpose of documents and the tasks that are requested to arrange information in a clear, coherent sequence. Learn how to compose clear and concise sentences, identify and eliminate the passive voice, wordiness, and redundancy, and use correct punctuation and grammar. Attendees will identify ways to minimize word, sentence, and paragraph lengths without sacrificing clarity; practice composing effective emails; and get tips to quickly proofread and edit any piece of writing. **Limit: 35.**

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

### **Construction Zone – Microsoft Word Tips Booster**

**!!NEW!!**

*(Instructor: Tawnya Mitchell)*

In this 1 ½ session participants will identify formatting and editing tools, learn how to use tools to improving business writing, and practice tips and techniques. **Limit: 35.**

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

### **Construction Zone – Tone Booster**

**!!NEW!!**

*(Instructor: Tawnya Mitchell)*

In this 1 ½ session participants will understand business writing, the need for inclusive language, positive words, and appropriate level of comprehension. Attendees will practice composing tone appropriate messages and participate in peer critique and discussion. **Limit: 35.**

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

### **CreditAbility: Build a Strong Credit History**

*(Instructor: Vicki Squires)*

Do you know your score? Attend this lunch and learn session to learn the significance of a credit report and credit score. Learn how to establish credit if you do not have any, rebuild a good credit history, and tips for using credit wisely. Attendees will review pitfalls, rights, and responsibilities. Note: Lunch will be provided by the Harris County Federal Credit Union.

**Limit: 35.**

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

### **Exercise Class: 6 Week Yoga**

**!!NEW!!**

*(Instructor: The Methodist Hospital)*

This course involves 6 consecutive 1-hour classes that meet once a week on Thursdays (12:00 pm – 1:00 pm). Beginning with basic poses, participants will develop strength and flexibility, improve their balance and learn to use their breath to experience deeper and deeper levels of relaxation. Classes are taught by a certified Personal Trainer from The Methodist Hospital and each week participants will review their progress, learn new yoga exercises for improving flexibility and relieving stress and tension. All classes will be held at 1310 Prairie, 16<sup>th</sup> Floor Conference Room (Anderson-Clayton Building). This class is **NOT** considered training and employees should use personal time to attend. *This class is limited to 30 participants.*

### **\* Getting to the Root of the Problem**

*(Instructor: Margaret Johnson)*

Managers/Supervisors in this session will examine interpersonal relationships as well as business processes and procedures to determine the root cause of problems and issues. Also, managers/supervisors will learn and practice problem solving techniques to apply to all work concerns and develop plans of action for resolution. **Limit: 35.**

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

### **HeartSaver AED Certification**

*(Instructor: Barry Ponder)*

HeartSaver Certification is designed to teach the basic techniques of adult CPR and use of an AED. The student will also learn about using barrier devices in CPR and giving first aid for choking. At the completion of this course, the student will have the necessary skills and under medical control be able to use the AED. At the conclusion of the course, the student should be able to describe the links in the AHA Chain of Survival, describe how to activate the local 911 system, recognize the signs of four major emergencies, demonstrate skills on the AED, pocket facemask and telephone, and demonstrate how to trouble shoot the most common problems you might encounter while using an AED. **Limit: 40.**

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

### **\* How to Defend a TWC Unemployment Claim**

*(Instructor: Jay Aldis)*

Managers/Supervisors will learn the ins and outs of working through TWC claims from both the department and the TWC viewpoints. **Limit: 35 Managers/Supervisors**

**This class is recommended for: Managers/Supervisors**

### **Leading Across Generations**

**!!NEW!!**

*(Instructor: Amy Castro)*

Every organization in the United States is experiencing a new set of workplace dynamics based on the phenomenon of five generations working together. Participants will identify defining characteristics of the five generations, recognize issues and situations that may be influenced by the generational differences, and learn tips to work successfully in a multigenerational work environment. Attendees will also use the M.E.E.T. model to communicate effectively and maintain a respect-filled workplace. **Limit: 35.**

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

### **\* Leading and Managing**

*(Instructors: Richard Lewis and Joanne Ford-Robertson)*

Managers/Supervisors will focus on developing leaders within their organization. During this session, individual leadership and management skills are evaluated and a leadership grid is developed to determine strengths and weaknesses. Team building, goal setting, effective communication, and strategic planning are addressed. Explore organizational change and learn how to assess the ability for leading change initiatives. **Limit: 35 Managers/Supervisors**

**This class is recommended for: Managers/Supervisors**

### **Mind Stretchers – Critical Thinking Skills for Every Day Life**

*(Instructor: Margaret Johnson)*

Participants in this session will be able to define critical thinking and describe the basic competencies for steps in decision making. Evaluate arguments, assumptions, and patterns in the thinking process to apply methods and remove hindrances to effective critical thinking. Also, develop an action plan to incorporate the new skills back on the job. **Limit: 35.**

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

### **Minutes Matter**

*(Instructor: Tawnya Mitchell)*

Participants in this session will complete a personal time management assessment to identify "timewasters" and discover techniques to decrease them. Attendees will learn to establish and maintain priorities, effectively sort key tasks and duties, and identify tips and techniques for using technology tools to assist. Participants will develop a personal plan to implement more effective time management techniques in the workplace. **Limit: 35.**

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

## **Notary Training and Certification**

*(Instructor: Jack Sticklen, State Notary Commission)*

Legal procedures for processing documentation, state record keeping requirements, state application processing for non-notaries who want to apply for Notary Public certification, new laws from the 78th legislative session, and liability protection for employees and employers, will be covered in this session. Harris County Human Resources & Risk Management pays the fee for the notary training and course manual for each person confirmed for this seminar. Notary application fees and notary supply fees are not covered by Harris County Human Resources & Risk Management.

State application processing for those who are not notaries, but would like to apply, will take place at the seminar and required notary supplies will be available for purchase. Fees for non-covered materials are noted below:

- Application fee for non notaries and those who need to renew their commissions: \$71.00 per 4 year term
- Notary Record Book: \$15.50 (required for new applicants or those who do not have this item)
- Notary Seal: \$17.25 (required for all new applicants and those renewing their commission)

*Please note: Individuals who are currently notaries must renew their commission during the last 90 days of the commission period to continue their status as a notary. **Limit: 25.***

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

## **Power Tools**

**!!NEW!!**

*(Instructor: Tawnya Mitchell)*

Participants in this session will examine the difference between proofreading and editing. Learn the symbols used most frequently in proofing and editing texts and identify common errors in business writing. **Limit: 35.**

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

## **\* Preventing Sexual Harassment in the Workplace**

*(Instructor: Jay Aldis)*

Using an interactive training video accompanied by live presentation, the viewer is walked through various employment scenarios involving harassment, its prevention, and investigation. Definitions of harassment are provided, along with strategies for avoiding it. **Limit: 35 Managers/Supervisors**

**This class is recommended for: Managers/Supervisors**

## **\* Preventive Counseling**

*(Instructor: Jay Aldis)*

Performance reviews and counseling opportunities can be tools for motivating workers, and provide the basis for merit increases and promotions. The potential hazards of employee appraisals are reviewed, and ten tips are outlined for writing more effective evaluations and counseling letters. **Limit: 35 Managers/Supervisors**

**This class is recommended for: Managers/Supervisors**

## **RD on the Go**

*(Registered Dietitians: Kari Kooi or Karen Brewton)*

This program provides onsite, preventive nutrition and diet counseling by a registered and licensed dietitian from The Methodist Hospital. Come and meet with the dietitian and have your nutrition questions answered: discover your personal eating style; learn to read food labels and evaluate products at the grocery store; or learn sound, solid nutrition strategies. Sessions are based on what YOU want to learn more about! Sessions are 30 minutes in length and are offered on 2 days each month at 1310 Prairie, Room 230. **ELIGIBILITY:** This program is only open to covered members of the Harris County Medical Plan (Aetna). ***This program has a limit of 1 session per covered employee per month.***

### **\* The FLSA: An Overview of the Wage and Hour Laws**

*(Instructor: Jay Aldis)*

Managers/Supervisors will learn the basics of wage and hour laws, including a review of the Department of Labor overtime regulations. **Limit: 35 Managers/Supervisors**

**This class is recommended for: Managers/Supervisors**

### **The Other Part of Your Job – Dealing with Personalities, Egos, and Politics**

*(Instructor: Margaret Johnson)*

Participants in this session will identify their goals for their career and what has been standing in the way of advancing. Learn decision making tools to use when options are out of balance and methods to improve reputation and performance. Also, understand how to "nip situations in the bud" before they become more of a problem and learn communication techniques to improve working relationships. **Limit: 35.**

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

### **Three Steps to Getting Things Done**

**!!NEW!!**

*(Instructor: Amy Castro)*

These days so many people are being asked to do "more with less" at work and struggling to get everything done. In this session participants will learn how to create a productive work environment, prioritize their daily activities, and manage procrastination. Attendees will get tips to get started and stay on task until the task is done. **Limit: 35.**

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

### **Transition and Diversity**

*(Instructors: Richard Lewis & Joanne Ford-Robertson)*

In this interactive session participants will understand societal change and its impact on the workforce. Participants will also familiarize themselves with primary diversity dimensions of race, ethnicity, sex, age, and social class. **Limit: 35.**

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

### **Wellness Lecture Series: Anger Management & Emotional Intelligence**

*(Instructor: Judy Entzenberger)*

Anger is a powerful human emotion that has physical, psychological, and interpersonal consequences. The first part of this class will explore those areas and provide tips to manage angry responses. Objectives include defining anger, physiological responses to anger, identifying anger, proactive approaches to anger and managing anger. The second part of this class will cover emotional intelligence to improve relationships. The content of this half is based upon Daniel Goldman's work that identifies the four components of emotional awareness. It will help identify the range of emotions and how they affect both work and home relationships. Objectives include defining the four major aspects of emotional intelligence, discussing the applications in the business setting and discussing the applications in your personal relationships. **Limit: 35.**

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

### **Wellness Lecture Series: Caring For Older Adults-Housing Alternatives & Long-term Care Insurance**

**!!NEW!!**

*(Instructor: Judy Entzenberger)*

The first part of this class will explore housing options and care facilities for older adults. The instructor will guide participants through assessing a loved one's living situation; types of housing alternatives; evaluating facilities; communicating with a loved one about care options; avoiding caregiver burnout; and other helpful resources. The second half of this class will discuss long-term care insurance. At least 70 percent of people over age 65 will require some long-term care services at some point in their lives. And, contrary to what many people believe, Medicare and private health insurance programs do not pay for the majority of long-term care services that most people need. This seminar provides a basic understanding of long-term care insurance, including: understanding long-term care; coverage and benefit choices; the cost of long-term care insurance; designing coverage to meet your needs; buying long-term care insurance; and state partnership long-term care insurance programs. **Limit: 35.**

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

### **Wellness Lecture Series: Dental Health: Your Mouth-Body Connection**

*(Instructor: TBA, GMS Dental Centers)*

Did you know that your mouth is a window into what's going on throughout your body? If you have problems with your teeth and gums, they could be causing serious problems with other parts of your body. This class will discuss the connection between the mouth and body, common dental issues and what is typically recommended for treatment. Healthy dental habits and other methods of prevention will also be discussed along with a Q&A section with the dentists. **Limit: 35.**

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

### **Wellness Lecture Series: Navigating Your Way to Better Health**

*(Instructor: Lisa Patton)*

Do you know your health risk score? Can you easily find an in-network doctor? Would you like the convenience of viewing, accessing and managing your personal health information in one, private and secure location? Aetna Navigator is the website that provides those tools to help you better manage your health. This seminar will guide participants through the tools and features of the Aetna Navigator website including Cost of Care, the Simple Steps to a Healthier Life® health risk assessment, DocFind®, the Personal Health Record, Aetna IntelliHealth® and more. *This class is for employees covered by the Harris County Medical Plan, Aetna.* **Limit: 35.**

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

### **Wellness Lecture Series: Sports Nutrition-Peak Your Performance at Any Level**

**!!NEW!!**

*(Instructor: Kari Kooi)*

Whether you're a weekend warrior or an aspiring athlete, you are what you eat! Physical activity, athletic performance, and recovery from exercise are enhanced by optimal nutrition. Participants will receive useful strategies on fueling for daily exercise as well as competitive events. From pre-exercise meals to recovery foods, this presentation will cover it all.

**Limit: 35.**

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

### **Wellness Lecture Series: Taming Tension**

**!!NEW!!**

*(Instructor: Peggy Vincent)*

This stress management course focuses on elements of positive psychology which have been shown to reduce stress and enhance health and well-being. Participants will begin by learning about the body's vulnerability to stress and the consequences of chronic stress. The instructor will guide the class in group activities and research-proven techniques for stress reduction that utilize visualization, journaling, gratitude and happiness. **Limit: 35.**

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

### **Wellness Lecture Series: The Basics of Investment & The Psychology of Money**

**!!NEW!!**

*(Instructor: Judy Entzenberger)*

This basic course in investments will define terms like: mutual funds, bonds, Roth IRA, IRA as well as explain the different types of investments. Questions will be presented for participant consideration of personal investment goals and strategies. The second half of this course will help participants understand why they spend, why they save, and what money means to them. The "neuroscience of money" is explored and participants learn how to leverage their money value system to reach their financial goals. *This course does not provide specific financial or investment advice.* **Limit: 35.**

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

### **Wellness Lecture Series: What Does Sleep Have To Do With It?**

**!!NEW!!**

*(Instructor: Karen Brewton)*

More than we typically know! Current research is adding to our understanding of the link between sleep and health, mood, memory and much more. This class will explore sleep - what's normal, why it's important, what happens when you don't get enough sleep, as well as common sleep disorders. Participants will learn what's healthy for adults and children of various ages, how sleep changes as we age and how to improve personal sleep hygiene. **Limit: 35.**

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



# all is well at Harris County

## June - August 2011 Wellness Program Schedule

Activity	Date(s)	Location (if applicable)
<b>JUNE</b>		
Fireworks Safety Month	6/1 – 6/30	County-wide
RD on the Go** (by appointment)	6/8	8:00 am – 4:30 pm 1310 Prairie, Room 230
Wellness Lecture Series: Navigating Your Way to Better Health**	6/8	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room DL available
RD on the Go** (by appointment)	6/22	8:00 am – 4:30 pm 1310 Prairie, Room 230
Wellness Lecture Series: Caring For Older Adults: Housing Alternatives & Long-term Care Insurance**	6/22	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room DL available
<b>JULY</b>		
RD on the Go** (by appointment)	7/13	8:00 am – 4:30 pm 1310 Prairie, Room 230
Wellness Lecture Series: Anger Management & Emotional Intelligence**	7/13	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room DL available
Onsite Mammograms by The Rose (by appointment)	7/14-7/15	8:45 am – 3:45 pm 1310 Prairie, Room 240
Wellness Lecture Series: What Does Sleep Have to Do with It?**	7/27	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room DL available
<b>AUGUST</b>		
National Immunization Awareness Month	8/1 – 8/31	County-wide
Wellness Lecture Series: Taming Tension**	8/3	8:30 am – 11:30 am 1310 Prairie, Suite 230 Training Room

12 Week Course: Wellness @ Work 1.0** (Class 1)	8/3 – 11/2	12:00 pm – 1:00 pm 1310 Prairie, Suite 230 Training Room
Exercise Class: 6 Week Yoga	8/4 – 9/8	12:00 pm – 1:00 pm 1310 Prairie, 16 <sup>th</sup> Floor Conf. Room
Live Healthy Harris County 8 Week Steps Challenge – <b>REGISTRATION OPENS!</b>	8/9	County-wide
RD on the Go** (by appointment)	8/10	8:00 am – 4:30 pm 1310 Prairie, Room 230
Wellness Lecture Series: The Basics of Investment & The Psychology of Money**	8/10	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room DL available
Wellness Lecture Series: Dental Health-Your Mouth-Body Connection**	8/10	2:00 pm – 4:00 pm 1310 Prairie, Suite 230 Training Room DL available
Wellness Lecture Series: Sports Nutrition: Peak Your Performance at Any Level**	8/24	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room DL available
RD on the Go** (by appointment)	8/31	8:00 am – 4:30 pm 1310 Prairie, Room 230
Wellness Lecture Series: Taming Tension**	8/31	8:30 am – 11:30 am 1310 Prairie, Suite 230 Training Room

\*Dates, locations and program content subject to change.

\*\*Posted on the Training website (<http://www.hctx.net/training/>) for registration

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## Description of June - August 2011 Wellness Activities

**12 Week Course: Wellness @ Work 1.0:** Want to lose weight, get healthier, reduce your blood pressure or lower your blood glucose and cholesterol? Methodist Wellness Services and Harris County present a fun, effective nutrition program that guides you to making better and wiser choices when it comes to what and how you eat. This course involves 12 consecutive 1-hour classes that meet once a week (every Wednesday) beginning August 3<sup>rd</sup> through November 12<sup>th</sup>. *Classes are suspended on August 17<sup>th</sup> and September 14<sup>th</sup> due to Astros' day games.* In Wellness @ Work 1.0 participants will learn the basics of nutrition while following a flexible calorie meal plan (food cards) and participating in interactive group discussion and activities. Classes are taught by a registered and licensed dietitian and will be held at 1310 Prairie, Room 230. Participants **MUST** attend 8 of the 12 classes to receive training credit. **ELIGIBILITY:** This program is only open to covered members of the Harris County Medical Plan (Aetna). *This course is limited to 30 participants.*

**Employee & Retiree Wellness Website:** Employee wellness is now online! Harris County has a new website dedicated to employee & retiree wellness. This website features our very own employees taking action on their health and is **THE PLACE** to find out more on our programs, challenges, incentives and health benefits. Check it out at [www.wellathctx.com](http://www.wellathctx.com), and type in our **password, WELL4HCTX** (not case-sensitive).

**Exercise Class: 6-Week Yoga:** This class meets for 6 consecutive weeks from 12:00 – 1:00 PM each Thursday. Beginning with basic poses, participants will develop strength and flexibility, improve their balance and learn to use their breath to experience deeper and deeper levels of relaxation. Classes are taught by a certified Personal Trainer from The Methodist Hospital and each week participants will review their progress, learn new yoga exercises for improving flexibility and relieving stress and tension. All classes will be held at 1310 Prairie, 16<sup>th</sup> Floor Conference Room (Anderson-Clayton Building). Registration for these classes will be available on the Training website (<http://www.hctx.net/training/>), under Exercise Classes. *This class is limited to 30 participants.*

**Live Healthy Harris County 8-Week Steps Challenge:** This program is a team-based physical activity challenge that will assist employees in making positive changes that lead to a healthier lifestyle. The challenge begins September 13<sup>th</sup> and ends November 7<sup>th</sup> with online registration opening on August 9<sup>th</sup> at [www.livehealthyhouston.org](http://www.livehealthyhouston.org). If Captains would like an onsite training session for all members of the team to attend, please contact Sarah Acosta at 713-755-4827 or [sarah.acosta@ms.hctx.net](mailto:sarah.acosta@ms.hctx.net). More program and registration information will become available late July.

8-Week Steps Challenge, September 13<sup>th</sup> – November 7<sup>th</sup>

- **Registration:** Opens August 9<sup>th</sup>. Returning teams will need to register again.
- **Fee: \$0** (Standard registration fee is \$5; Harris County is contributing \$5 per eligible\* employee, dependent and retiree).
- **Incentives:** All team members will receive an Accusplit AE 120XL pedometer. Other incentives include weekly team prizes and individual/team completion prizes. All prizes and awards will be announced late July.

To register, go to [www.livehealthyhouston.org](http://www.livehealthyhouston.org)

- Enter the Group Registration Code, **LHHC**, to get to the Live Healthy Harris County Registration page.
- Teams may have 2-10 members and captains are allowed to manage multiple teams.

\*Eligible participants for the Live Healthy Harris County 8-Week Steps Challenge include employees, dependents (18 years and older) and retirees covered by the Harris County Medical Plan (Aetna). Eligibility is subject to verification. Please contact Human Resources & Risk Management, Benefits Division at 713-755-7057 for more information.

**Monthly Health Observances:** The following are selected national health observances that the wellness program will promote with County email, newsletter articles, flyers, posters and/or guest speakers.

- Firework Safety Month (June)
- National Immunization Awareness Month (August)

**Onsite Mammograms:** The Rose, a non-profit breast cancer organization, will be providing their mobile screening services to eligible Harris County employees and covered dependents at the Anderson-Clayton Building (1310 Prairie) in Room 240 every other month for 2011. Appointments may be made by contacting The Rose directly at (281) 464-5136 or Toll Free at (866) 680-4708 at least 2 weeks in advance. Employees and dependents that may take advantage of this onsite service provided at NO COST (covered 100%) include those that are covered by the Harris County Medical Plan (Aetna) and meet the plan criteria for receiving routine mammography:

- 1 baseline mammography for ages 35-40 years
- Age 40 years and older, 1 mammography every calendar year

*Women who are under age 35, have been diagnosed with breast cancer within the prior two years, are pregnant or currently breastfeeding, have implants or are experiencing symptoms cannot be screened by The Rose's mobile mammography. Please contact The Rose to make an appointment at one of their two facilities or your current screening/diagnostic provider.*

**RD on the Go:** This program provides onsite, preventive nutrition and diet counseling by a registered and licensed dietitian from The Methodist Hospital. Come and meet with Kari Kooi, RD, LD, MS, and have your nutrition questions answered: discover your personal eating style; learn to read food labels and evaluate products at the grocery store; or learn sound, solid nutrition strategies. Sessions are based on what YOU want to learn more about! Sessions are 30 minutes in length and are offered 2 days each month at 1310 Prairie, Room 230. Registration is required for this program and will be

available on the Training website (<http://www.hctx.net/training/>). **ELIGIBILITY:** This program is only open to covered members of the Harris County Medical Plan (Aetna).

*This program has a limit of 1 session per employee per month.*

**Wellness Lecture Series:** This lecture series consists of weekly 2-hour training classes focused on selected health topics taught by health professionals (dietitians, personal trainers, nurses, etc.) from The Methodist Hospital and Aetna. All classes will be held at 1310 Prairie, Suite 230 Training Room (Anderson-Clayton Building) and also offered through Distance Learning. Registration for these classes will be available on the Training website (<http://www.hctx.net/training/>).