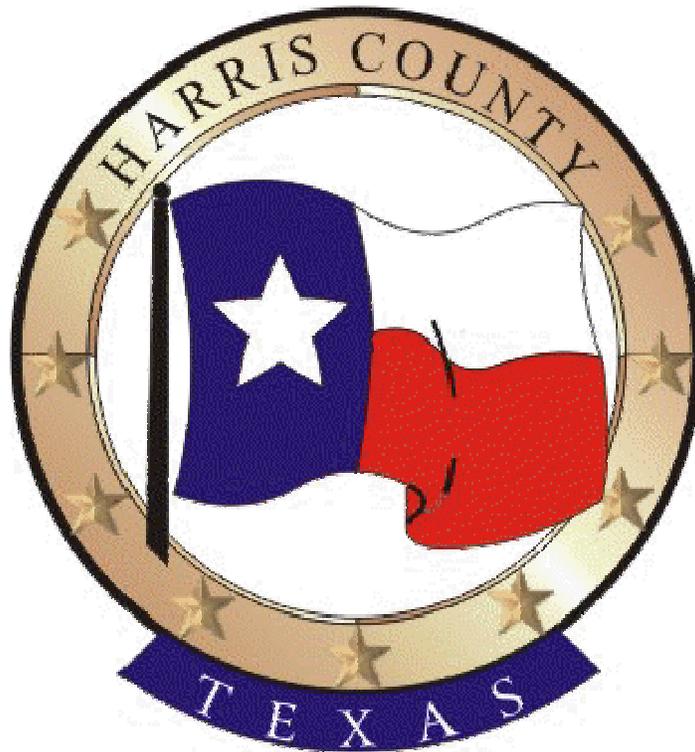


**\*\*\* REVISED \*\*\***

**Employee Training Class  
And Wellness Program Schedule  
May - August 2010**



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. Contact (713) 755-7058 for more information.

## REGISTRATION IS OPEN for May - August 2010

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
* Assertiveness for Leaders	Tuesday	May 25	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
* ADA, FMLA, Workers' Compensation, & HIPAA	Tuesday	May 25	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Leading & Managing	Friday	June 11	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
* Situational Leadership: Adapting Your Leadership Style to Your Employees' Needs	Thursday	June 17	8:00 am – 4:00 pm	1310 Prairie, Suite 230 Training Room	7.0
* Assertiveness in Action	Tuesday	June 22	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
* How to Defend a TWC Unemployment Claim	Tuesday	June 22	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 22	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
* Evaluating and Disciplining Employees	Tuesday	July 20	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* The Americans with Disabilities Act (ADA)	Thursday	July 22	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Feedback Skills for Managers/Supervisors	Tuesday	July 27	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
* Presentation Skills for Managers/Supervisors	Wednesday	July 28	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
* Leading & Managing	Wednesday	August 4	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
* Preventive Counseling	Tuesday	August 10	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Performance Evaluations that Motivate	Thursday	August 12	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0
* Performance Management: Conducting Successful Conversations	Thursday	August 19	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0
* Preventing Sexual Harassment in the Workplace	Tuesday	August 19	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0

# Fundamentals of Leadership Series

**WHO SHOULD ATTEND:** Employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.

## \*\* Fundamentals of Leadership (FOL)

Course	Day	Date	Time	Location	Hours
** FOL Series Session I: * The Role and Responsibilities of the Leader	Thursday	May 20	8:30 am – 12:00 pm	1310 Prairie, Room 1270	3.5
** FOL Series Session II: * Leading Employees to High Performance	Thursday	May 20	1:00 pm – 4:30 pm	1310 Prairie, Room 1270	3.5
** FOL Series Session III: * HR Laws, Policies, & Procedures	Tuesday	June 29	8:30 am – 12:00 pm	1310 Prairie, Room 1270	3.5
** FOL Series Session IV: * Increasing Communication Effectiveness	Tuesday	June 29	1:00 pm – 4:30 pm	1310 Prairie, Room 1270	3.5
** FOL Series Session V: * Managing Time, Projects, and Priorities	Tuesday	August 31	8:30 am – 12:00 pm	1310 Prairie, Room 1270	3.5
** FOL Series Session VI: * Improving Customer Service	Tuesday	August 31	1:00 pm – 4:30 pm	1310 Prairie, Room 1270	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
Free Home Buying Seminar: Find the Right Home Loan for You	Tuesday	May 11	11:30 am – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.5
Customer Service Excellence	Thursday	May 13	8:00 am – 12:00 pm	9418 Jensen Training Room	4.0
Invest in Your Debt (Failsafe Financial Planning)	Thursday	May 13	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
Minutes Matter	Tuesday	May 18	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Mind Stretchers – Critical Thinking Skills for Every Day Life	Tuesday	May 18	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
Peer Today, Boss Tomorrow	Wednesday	May 26	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
The Glass is Half Full! Shifting Perception to Achieve Results	Tuesday	June 8	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5

<b>Transition &amp; Diversity</b>	Thursday	June 10	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
<b>Write Right: Effective Business Writing</b>	Tuesday	June 15	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Notary Public Training &amp; Certification</b>	Tuesday	June 15	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
<b>CreditAbility: Build a Strong Credit History</b>	Tuesday	July 13	11:30 am – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.5
<b>Getting to the Root of the Problem</b>	Thursday	July 15	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Influencing Positive Change</b>	Thursday	July 15	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
<b>Building &amp; Maintaining Personal Credibility</b>	Tuesday	July 20	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Building a New Habit</b>	Thursday	July 22	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Difficult Conversation: How to Avoid Foot-in-Mouth Syndrome</b>	Tuesday	July 27	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>How to Take Your Communication Skills from Worn Out to Wow!</b>	Wednesday	July 28	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Effective Emailing: How to Communicate Powerfully by Email</b>	Thursday	July 29	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Listening in Layers: How to Master the Art of Listening</b>	Thursday	July 29	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Transition &amp; Diversity</b>	Tuesday	August 3	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
<b>Minutes Matter</b>	Tuesday	August 10	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>A Simple Approach to Building Wealth</b>	Thursday	August 12	1:00 pm – 3:00 pm	1310 Prairie, Suite 230 Training Room	2.0
<b>Write Right: Effective Business Writing</b>	Tuesday	August 24	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Time Management &amp; Personal Productivity</b>	Tuesday	August 24	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
<b>Getting Along &amp; Getting Things Done</b>	Thursday	August 26	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>Get Quit Seminar</b>	Tuesday	May 11	8:30 am – 10:30 am	1310 Prairie, Room 1270	2.0
<b>Get Quit Seminar</b>	Tuesday	May 11	11:30 am – 1:30 pm	1310 Prairie, Room 1270	2.0
<b>Get Quit Seminar</b>	Tuesday	May 11	2:30 pm – 4:30 pm	1310 Prairie, Room 1270	2.0
<b>Wellness Lecture Series: More Than Meats the Eye</b>	Wednesday	May 12	8:30 am – 10:30 am	1310 Prairie, Room 1270	2.0
<b>Lunch &amp; Learn: The Effects of Bottled Water Presented by Nikken</b>	Wednesday	May 12	12:00 pm – 1:00 pm	1310 Prairie, Room 1270	1.0

<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	May 12	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>Get Quit Seminar</b>	Thursday	May 13	6:00 am – 8:00 am	Westside Service Center 16685 Clay Road	2.0
<b>Get Quit Seminar</b>	Thursday	May 13	11:00 am – 1:00 pm	Westside Service Center 16685 Clay Road	2.0
<b>Get Quit Seminar</b>	Thursday	May 13	3:00 pm – 5:00 pm	Westside Service Center 16685 Clay Road	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	May 19	8:30 am – 10:30 am	1310 Prairie, Room 1270	2.0
<b>Well/Baby Seminar: Exercise for Baby and Me</b>	Wednesday	May 19	12:00 pm – 1:00 pm	1310 Prairie, Room 1270	1.0
<b>Wellness Lecture Series: Know Your Numbers</b>	Wednesday	May 19	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>Well/Baby Seminar: Well Nourished-Feed Your Baby Before &amp; Beyond</b>	Wednesday	May 26	12:00 pm – 1:00 pm	1310 Prairie, Room 1270	1.0
<b>Wellness Lecture Series: More Than Meats the Eye</b>	Wednesday	May 26	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>Wellness Lecture Series: Let the Sunshine In – Vitamin D</b>	Wednesday	June 2	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>Wellness Lecture Series: Grandparents as Parents: Raising Children in a Diverse World</b>	Wednesday	June 9	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>Well/Baby Seminar: What to Expect When Expecting</b>	Wednesday	June 16	12:00 pm – 1:00 pm	1310 Prairie, Room 1270	1.0
<b>Wellness Lecture Series: Let the Sunshine In – Vitamin D</b>	Wednesday	June 23	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>Wellness Lecture Series: Navigating Your Way to Personal Health</b>	Wednesday	June 30	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>Wellness Lecture Series: Family Care Giving - Sharing the Responsibility</b>	Wednesday	July 14	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>12 Week: Wellness at Work</b>	Wednesday	July 14	4:00 pm – 5:00 pm	1310 Prairie, Room 1270	1.0
<b>WellBaby Seminar: Baby Basics – Bring Baby Home &amp; Keep Baby Safe</b>	Wednesday	July 21	12:00 pm – 1:00 pm	1310 Prairie, Room 1270	1.0
<b>Wellness Lecture Series: Vending Vices</b>	Wednesday	July 28	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	August 4	8:30 am – 10:30 am	1310 Prairie, Room 1270	2.0
<b>Wellness Lecture Series: Herbal &amp; Dietary Supplements – What It's All About?</b>	Wednesday	August 4	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>Wellness Lecture Series: Raising Fit Families</b>	Wednesday	August 11	8:30 am – 10:30 am	1310 Prairie, Room 1270	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	August 11	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0
<b>Well/Baby Seminar: Exercise for Baby and Me</b>	Wednesday	August 25	12:00 pm – 1:00 pm	1310 Prairie, Room 1270	1.0
<b>Wellness Lecture Series: Raising Fit Families</b>	Wednesday	August 25	1:30 pm – 3:30 pm	1310 Prairie, Room 1270	2.0

## Distance Learning Training

<b>Course</b>	<b>Day</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>	<b>Hours</b>
<b>Wellness Lecture Series: More Than Meats the Eye</b>	Wednesday	May 12	8:30 am – 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	May 12	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	May 12	1:30 pm – 3:30 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	May 12	1:30 pm – 3:30 pm	PHES Admin Offices 2223 West Loop South, Room 532 Houston, Texas 77027	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	May 12	1:30 pm – 3:30 pm	PHES – Se Clinic 3737 Red Bluff, Conference Room Pasadena, Texas 77503	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	May 12	1:30 pm – 3:30 pm	PHES – Environmental Pasadena Office 107 N. Munger, 1 <sup>st</sup> Floor Director's Office Pasadena, Texas 77506	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	May 19	8:30 am – 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	May 19	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
<b>Wellness Lecture Series: Know Your Numbers</b>	Wednesday	May 19	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
<b>** FOL Series Session I: * The Role and Responsibilities of the Leader</b>	Thursday	May 20	8:30 am – 12:00 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	3.5
<b>** FOL Series Session I: * The Role and Responsibilities of the Leader</b>	Thursday	May 20	8:30 am – 12:00 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	3.5
<b>** FOL Series Session I: * The Role and Responsibilities of the Leader</b>	Thursday	May 20	8:30 am – 12:00 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	3.5
<b>** FOL Series Session II: * Leading Employees to High Performance</b>	Thursday	May 20	1:00 pm – 4:30 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	3.5
<b>** FOL Series Session II: * Leading Employees to High Performance</b>	Thursday	May 20	1:00 pm – 4:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	3.5
<b>** FOL Series Session II: * Leading Employees to High Performance</b>	Thursday	May 20	1:00 pm – 4:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	3.5

<b>Wellness Lecture Series: More Than Meats the Eye</b>	Wednesday	May 26	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
<b>Wellness Lecture Series: Grandparents as Parents: Raising Children in a Diverse World</b>	Wednesday	June 9	1:30 pm – 3:30 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
<b>Wellness Lecture Series: Grandparents as Parents: Raising Children in a Diverse World</b>	Wednesday	June 9	1:30 pm – 3:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
<b>Wellness Lecture Series: Let the Sunshine In: Vitamin D</b>	Wednesday	June 23	1:30 pm – 3:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
<b>** FOL Series Session III: * HR Laws, Policies, &amp; Procedures</b>	Tuesday	June 29	8:30 am – 12:00 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	3.5
<b>** FOL Series Session III: * HR Laws, Policies, &amp; Procedures</b>	Tuesday	June 29	8:30 am – 12:00 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	3.5
<b>** FOL Series Session IV: * Increasing Communication Effectiveness</b>	Tuesday	June 29	1:00 pm – 4:30 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	3.5
<b>** FOL Series Session IV: * Increasing Communication Effectiveness</b>	Tuesday	June 29	1:00 pm – 4:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	3.5
<b>** FOL Series Session IV: * Increasing Communication Effectiveness</b>	Tuesday	June 29	1:00 pm – 4:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	3.5
<b>Wellness Lecture Series: Navigating Your Way to Personal Health</b>	Wednesday	June 30	1:30 pm – 3:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0
<b>Wellness Lecture Series: Navigating Your Way to Personal Health</b>	Wednesday	June 30	1:30 pm – 3:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
<b>Wellness Lecture Series: Family Care Giving – Sharing the Responsibility</b>	Wednesday	July 14	1:30 pm – 3:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
<b>Wellness Lecture Series: Vending Vices</b>	Wednesday	July 28	1:30 pm – 3:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	August 4	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	August 4	8:30 am – 10:30 am	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	August 4	8:30 am – 10:30 am	PHES – Main Office 2223 West Loop South, Room 532 Houston, Texas 77027	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	August 4	8:30 am – 10:30 am	PHES – Environmental Public Health 107 N. Munger, 1 <sup>st</sup> Floor Director's Office Pasadena, Texas 77506	2.0
<b>Wellness Lecture Series: Herbal &amp; Dietary Supplements – What's It All About</b>	Wednesday	August 4	1:30 pm – 3:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0

<b>Wellness Lecture Series: Raising Fit Families</b>	Wednesday	August 11	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
<b>Wellness Lecture Series: Raising Fit Families</b>	Wednesday	August 11	8:30 am – 10:30 am	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
<b>Wellness Lecture Series: Anger Management &amp; Dealing with Burnout</b>	Wednesday	August 11	1:30 pm – 3:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
<b>Wellness Lecture Series: Raising Fit Families</b>	Wednesday	August 25	1:30 pm – 3:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
<b>** FOL Series Session V: * Managing Time, Projects, and Priorities</b>	Tuesday	August 31	8:30 am – 12:00 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	3.5
<b>** FOL Series Session V: * Managing Time, Projects, and Priorities</b>	Tuesday	August 31	8:30 am – 12:00 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	3.5
<b>** FOL Series Session V: * Managing Time, Projects, and Priorities</b>	Tuesday	August 31	8:30 am – 12:00 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	3.5
<b>** FOL Series Session VI: * Improving Customer Service</b>	Tuesday	August 31	1:00 pm – 4:30 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	3.5
<b>** FOL Series Session VI: * Improving Customer Service</b>	Tuesday	August 31	1:00 pm – 4:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	3.5
<b>** FOL Series Session VI: * Improving Customer Service</b>	Tuesday	August 31	1:00 pm – 4:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	3.5

## HeartSaver AED Certification

<b>Course</b>	<b>Day</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
<b>First Aid/Bloodborne Pathogens/HeartSaver AED/CPR Certification</b>	Friday	May 28	8:00 am – 1:00 pm	13828 Corpus Christi (Baldree Room)
<b>HeartSaver AED Certification</b>	Monday	June 14	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
<b>HeartSaver AED Certification</b>	Monday	June 14	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
<b>HeartSaver AED Certification</b>	Monday	June 21	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
<b>HeartSaver AED Certification</b>	Monday	June 21	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
<b>HeartSaver AED Certification</b>	Friday	August 6	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
<b>HeartSaver AED Certification</b>	Friday	August 6	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
<b>HeartSaver AED Certification</b>	Monday	August 16	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
<b>HeartSaver AED Certification</b>	Monday	August 16	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room

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# Collaborative Training

## (COLLABORATIVE TRAINING WITH OTHER COUNTY DEPARTMENTS)

Course	Day	Date	Time	Location
* Effective Communication	Thursday	May 13	9:00 am – 12:30 pm	2223 West Loop South, Room 532
* Effective Presentation Skills	Thursday	June 3	8:30 am – 12:30 pm	2223 West Loop South, Room 532
Positive Thinking	Thursday	July 8	9:00 am – 12:30 pm	2223 West Loop South, Room 532
Business Writing	Thursday	July 29	9:00 am – 12:30 pm	2223 West Loop South, Room 416
* Personal Time Management and Effective Meetings	Thursday	August 12	9:00 am – 12:30 pm	2223 West Loop South, Room 532
Business Etiquette	Thursday	August 26	9:00 am – 11:30 am	2223 West Loop South, Room 532

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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 is 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)

**1-866-849-8229**

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  
Substance Abuse/misuse  
Burnout  
Child and elder care  
Depression  
Legal concerns  
Coping with Change

Family or parenting issues  
Work/life balance  
Marital/relationship problems  
Anxiety  
Anger Management  
Financial issues  
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 2010 – February 2011

*40 Hours: Invest in Yourself*

*Adapting to Change*

*Assertiveness in Action*

*Customer Service Excellence*

*Dealing with Difficult People*

*\* FOL: HR Laws, Policies, & Procedures*

*\* FOL: Improving Customer Service*

*\* FOL: Increasing Communication Effectiveness*

*\* FOL: Leading Employees to High Performance*

*\* FOL: Managing Time, Projects, and Priorities*

*\* FOL: The Role & Responsibilities of the Leader*

*Generations in the Workplace*

*\* Getting to the Root of the Problem*

*\* How to Defend a TWC Unemployment Claim*

*\* Leading and Managing*

*\* Managing with a Focus*

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

*Minutes Matter*

*Notary Public Training & Certification*

*Peer Today, Boss Tomorrow*

*\* Preventing Sexual Harassment in the Workplace*

*Preventing Sexual Harassment in the Workplace*

*Projecting Professionalism*

*\* Situational Leadership: Adapting Your Leadership Style to Your Employees' Needs*

*\* Strategies Regarding Workplace Violence*

*Taxable, Tax Deferred, or Tax Free*

*Telephone Skills for Business Professionals*

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

*\* The Glass is Half Full! Shifting Perception to Achieve Results*

*Transition & Diversity*

*Turning Worries into Action Plans*

*Workplace Diversity*

*Write Right: Effective Business Writing*

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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

Date	Location	Address
June 3, 2010	Leon Grayson Community Center	13828 Corpus Christi Houston, Texas 77015
August 5, 2010	Tom Bass Community Center	15108 Cullen Blvd. Houston, Texas 77047

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

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

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## 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 (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)
- Villages 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)
- Accelerated Learning Techniques (CD/DVD)
- 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 contact 713-755-4843.

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# Description of May – August 2010 Offerings

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

To register for classes given by PHES call 713-439-6009 or email [amilan@hcpbes.org](mailto:amilan@hcpbes.org)

**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 at Work**

**!!NEW!!**

*(Instructor: TBA, The Methodist Hospital)*

Want to lose weight, get healthier, reduce your blood pressure or lower your blood glucose and cholesterol? Methodist Wellness Services presents a fun, effective nutrition program just for you. This course involves 12 consecutive 1-hour classes that meet once a week (every Wednesday afternoon, 4:00 – 5:00 PM) beginning July 14<sup>th</sup> through September 29<sup>th</sup>. In Wellness at Work participants will learn to read and understand food labels, figure out serving sizes, plan meals and snacks, evaluate nutrition claims and develop a basic knowledge of healthy eating. Classes are taught by a registered and licensed dietitian and will be held at 1310 Prairie, Room 1270 (Anderson-Clayton Building). Participants **MUST** attend 11 of the 12 classes to receive training credit. To reinforce the commitment to this 12-class course, registrants will be required to sign a commitment contract at the first class. **Limit: 30.**

### Class Meeting Dates

- July 14<sup>th</sup>, 21<sup>st</sup>, 28<sup>th</sup>
- August 4<sup>th</sup>, 11<sup>th</sup>, 18<sup>th</sup>, 25<sup>th</sup>
- September 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, 22<sup>nd</sup>, 29<sup>th</sup>

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

### A Simple Approach to Building Wealth

*(Instructor: Oscar Gutierrez)*

In this session participants will learn a simple process to allocate their income so they can "pay themselves first" automatically. Also, this session highlights the five most important factors involved in the creation of wealth and gives simple tips to manage each factor. **Limit: 40.**

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

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

**!!NEW!!**

*(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: 40 Managers/Supervisors**

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

### \* Assertiveness in Action

*(Instructor: Tawnya Mitchell)*

Managers/Supervisors in this session will understand the unspoken meaning in a situation and identify passive, aggressive, and assertive behavior. Managers/Supervisors will be able to identify techniques in difficult situations with and for will learn to maintain emotional control in conflict situations. **Limit: 25.**

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

### \* Assertiveness for Leaders

*(Instructor: Amy Castro)*

Managers/Supervisors in this session will learn the balanced approach to handle people, get things done, and communicate in a clear, calm and confident manner. Attendees will gain the skills needed to leap over hurdles faced on a day-to-day basis and to handle conflicts in a proactive and positive way. Managers/Supervisors will learn their own assertiveness style and how to adapt it to make it more effective in daily interactions with employees and others. **Limit: 40**

**Managers/Supervisors**

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

### Building a New Habit

*(Instructor: Robert Pennington or Stephen Haslam)*

In this interactive workshop, participants will use Six Steps for Building a Positive Habit to help bring their dreams down to earth and make them a reality. Participants will have a plan for building a new habit which will increase productivity and success to overcome the natural resistance encountered when attempting to change old habits and establish new ones. Also, a step-by-step process will be followed for building any new habit related to professional or personal goals. **Limit: 40.**

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

### **Building and Maintaining Personal Credibility**

*(Instructor: Amy Castro)*

Participants in this session will learn necessary skills for establishing personal credibility, maintaining credibility and what to do to re-establish credibility when it is lost. Attendees will also learn the elements of credibility and understand the knowledge factor. Participants will gain a better understanding why it is important to maintain confidentiality, confidentiality, honesty, do one's "fair share," take responsibility for mistakes, the difference between blame and responsibility, and the importance of staying "up to date" on issues and concerns in the work area. **Limit: 40.**

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

### **Business Etiquette**

*(Instructor: Diana Benoit)*

Participants in this session will learn the tips of business etiquette, how to polish skills, and improve image. This class is a collaboration between PHES and Harris County Human Resources & Risk Management. **Limited.**

*Note: to register for this class call 713-439-6009 or email [amilan@hcpbes.org](mailto:amilan@hcpbes.org).*

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

### **Business Writing**

*(Instructor: Diana Benoit)*

Participants in this session will learn techniques to boost effectiveness in business correspondence. This class is a collaboration between PHES and Harris County Human Resources & Risk Management. **Limited.**

*Note: to register for this class call 713-439-6009 or email [amilan@hcpbes.org](mailto:amilan@hcpbes.org).*

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

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

**!!NEW!!**

*(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.**

### **Customer Service Excellence**

*(Instructor: Deedee Ostfeld)*

Participants will establish their vision of service excellence and identify ways to remove obstacles creating challenges for both co-workers and customers. Recognize the role and responsibility of customer service skills and understand the importance of encouraging the heart to demonstrate belief in people. Participants will commit to making necessary changes in processes and approach. This class is a collaboration between Community Services and Harris County Human Resources & Risk Management. **Limit: 15.**

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

### **Difficult Conversations: How to Avoid Foot-in-Mouth Syndrome**

*(Instructor: Susanne Gaddis)*

Simple. Powerful. Direct. Effective. Is this how you would describe your ability to communicate during difficult times? What do you say to a colleague who frequently interrupts you? What do you say when you think a colleague is not pulling their weight on a project? What words do you use to inform someone they have bad body odor? During this interactive session you'll discover words to use during difficult conversations. At the end of this session, you'll walk away knowing how to communicate in a way that is persuasive, not abrasive. **Limit: 40.**

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

### **\* Effective Communication**

*(Instructor: Diana Benoit)*

Managers/Supervisors in this session will learn how to give and receive constructive criticism. Also learn how important body language and listening are effective for communication and to approach difficult subjects with employees. This class is a collaboration between PHES and Harris County Human Resources & Risk Management. **Limited.**

*Note: to register for this class call 713-439-6009 or email [amilan@hcphes.org](mailto:amilan@hcphes.org).*

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

### **Effective Emailing: How to Communicate Powerfully by E-mail**

*(Instructor: Susanne Gaddis)*

Note: Participants need to bring 5 recent e-mails that they have written to the class; e-mails may be subject to group review. In this interactive session participants will learn how to communicate with clarity and conciseness to set appropriate tone and style for a firm foundation for electronic communication needs. Understand how to properly use CC, BCC and To functions and how to construct subject lines to help you and your end-user. Learn the ability to plan and deliver oral and written communications that are impactful and persuasive. **Limit: 40.**

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

### **\* Effective Presentation Skills**

*(Instructor: Linda Forys)*

Managers/Supervisors will learn presentation skills which will help determine exactly what needs to be accomplished with presentations and how to persuade, inspire, and entertain. Also, learn how to establish presentation objectives using factors such as occasion, audience, and setting. This class is a collaboration between PHES and Harris County Human Resources & Risk Management. **Limited.**

*Note: to register for this class call 713-439-6009 or email [amilan@hcphes.org](mailto:amilan@hcphes.org).*

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

### **\* Evaluating and Disciplining Employees**

*(Instructor: Jay Aldis)*

This presentation deals with managing the problem employee through performance appraisals, communication skills and the documentation of corrective actions. Also included are suggestions on how to communicate to employees their performance successes. A discipline checklist and the Top Ten Do's and Don'ts of discipline are provided. **Limit: 40**

**Managers/Supervisors**

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

### **\* Feedback Skills for Managers/Supervisors**

*(Instructor: Susanne Gaddis)*

In this interactive workshop, you'll explore and experiment with the various ways to construct a clear and concise message. Whether you're delivering constructive criticism, responding to specific requests, or delivering praise, you'll learn how to communicate in a way that invokes consideration and cooperation, and much, much more! **Limit: 40**

**Managers/Supervisors**

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

### **First Aid/Bloodborne Pathogens/HeartSaver AED/CPR Certification**

*(Instructor: Barry Ponders)*

First Aid: Participants in this class will learn the knowledge and skills needed to recognize emergencies at the worksite and give first aid. Upon completion of this class, attendees will be able to describe how to provide CPR, and care for sudden illnesses, including wounds, burns, and bone and muscle injuries. Bloodborne Pathogens: This session will cover the definition of bloodborne pathogens, universal precautions, immunization exposure control, determination of exposure to blood borne pathogens, and post-exposure reporting. HeartSaver AED/CPR Certification: 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. This class is a collaboration between Commissioner Precinct 2 and Harris County Human Resources & Risk Management. **Limited.**

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

**\* FOL Series Session I: The Role and Responsibilities of the Leader**

*(Instructor: Walt Natemeyer)*

Participants will learn how to lead and supervise employees. Also, participants will identify the role and responsibilities of a leader to employees, to the organization, and to other leaders and learn how their time is spent. In addition, participants will learn how to plan work, make work assignments, select, train, and motivate employees, and counsel and discipline when necessary, along with many of the basic skills a good supervisor employs on the job. **Limit: 35.**

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

**\* FOL Series Session II: Leading Employees to High Performance**

*(Instructor: Walt Natemeyer)*

Participants will learn the definition of leadership and the characteristics of an effective leader. Participants will learn how leadership is defined along with important leadership behaviors. In addition, participants will learn about directive and supportive behavior, situational leadership, and how not to over lead or under lead employees. Additionally, participants will assess their own leadership styles. **Limit: 35.**

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

**\* FOL Series Session III: HR Laws, Policies, and Procedures**

*(Instructors: Jay Aldis and Walt Natemeyer)*

Jay Aldis will present an overview of important HR laws, and Harris County policies and procedures. Participants will learn how to observe performance, document, evaluate and provide performance feedback in a lawful way.

Walt Natemeyer will clarify coaching goals and expectations, discuss performance reviews and giving positive feedback to resolve performance problems. Attendees will also learn how to manage a diverse workforce. **Limit: 35.**

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

**\* FOL Series Session IV: Increasing Communication Effectiveness**

*(Instructor: Walt Natemeyer)*

Participants will learn that effective leadership requires good two-way communication. Participants will learn about communication and listening, managing meetings, and conflict resolution. **Limit: 35.**

**This class is recommended for: all employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.**

**\* FOL Series Session V: Managing Time, Projects, and Priorities**

*(Instructor: Walt Natemeyer)*

Time management is an essential leadership skill. Participants will learn how to list goals and set priorities, make a daily to do list, learn how to best use time, and the rules of good time management. Attendees will identify time wasters, and learn how to plan a productive day. **Limit: 35.**

**This class is recommended for: all employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.**

### **\* FOL Series Session VI: Improving Customer Service**

*(Instructor: Walt Natemeyer)*

Participants will learn who their customers are, what those customers want, how to assess and improve customer service. Participants will learn how to deal with the media, how to develop an action plan, establish deadlines and assign responsibilities, as well as how to conduct an action plan progress review. **Limit: 35.**

**This class is recommended for: all employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.**

### **Free Home Buying Seminar: Find the Right Home Loan for You**

**!!NEW!!**

*(Instructor: Wallace Jones)*

Attend this lunch and learn session to learn the home buying process from pre-approval to final closing. Learn how much house you can afford, what factors influence financing, how to choose a lender, and tax advantages. Understand different loan programs, down payment options, learn how to apply and manage your credit score, and much more! Note: Lunch will be provided by the Harris County Federal Credit Union. **Limit: 35.**

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

### **Get Quit Seminar**

**!!NEW!!**

*(Instructors: Certified Cessation Specialist, Mayo Clinic & Lisa Patton, Aetna Clinical Programs Consultant)*

This 2-hour session addresses the new tobacco cessation program, Quit & Fit, which Harris County will be offering its covered members beginning May 1<sup>st</sup> 2010. The purpose of the Get Quit Seminar is to provide interested members and/or family members of tobacco users information on the cessation process in a non-threatening setting. Seminars will be taught by certified tobacco cessation specialist of the Mayo Clinic and an area physician will be onsite to answer questions. Attendees will have the opportunity to enroll in the new Quit & Fit program. A complementary healthy meal will be provided.

**Limit: 35.**

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

### **Getting Along & Getting Things Done**

*(Instructor: Amy Castro)*

Participants in this session will learn how to balance "getting the job done", with building and maintaining strong working relationships with those around them. Success or failure in the workplace can usually be traced back to an inability to maintain this balance. Participants will be provided with tools and techniques for maintaining this delicate balance.

**Limit: 40.**

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

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

*(Instructor: Margaret Johnson)*

Participants in this session will examine interpersonal relationships as well as business processes and procedures to determine the root cause of problems and issues. Also, participants 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: 40 Managers/Supervisors**

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

### **How to Take Your Communication Skills from Worn to Wow!**

*(Instructor: Susanne Gaddis)*

Participants will learn how to communicate with clarity and confidence, understand ways to get and hold an audience's attention, and how to re-engage and re-energize listeners. Learn to tailor a presentation for a specific audience and understand the importance of first and last impressions. Become aware of techniques to create a two-way dialogue and learn why less is often more. **Limit: 40.**

### **Influencing Positive Change**

*(Instructor: Margaret Johnson)*

In this 1 ½ hour session participants will be able to identify and practice behaviors that lead to positive change in themselves and others and learn to apply strategies that influence both thoughts and actions. Discover sources of influence that can be utilized for change and learn how to implement these new skills to influence positive change in the work environment. **Limit: 35.**

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

### **Invest in Your Debt (Failsafe Financial Planning)**

*(Instructor: Tom Watson)*

Participants will learn a proven strategy to eliminate personal debt in as little as 5 - 8 years! If you want to feel less pressure to make more money to support your family; to be able to concentrate on your job without having to worry about money problems; and to understand how to handle emergencies without using credit, this session is for you! Avoid the "monthly payment trap", and discover ways to save 10-40% on spending without sacrificing your quality of life. **Limit: 40.**

**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: 40 Managers/Supervisors**

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

### **Listening in Layers: How to Master the Art of Listening**

*(Instructor: Susanne Gaddis)*

The average person listens with only 25% efficiency. Attendees will learn specific ways to improve listening skills to enhance the ability to listen to word choice. Participants will enhance their ability to listen and effectively respond to expression. **Limit: 40.**

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

### **Lunch & Learn: The Effects of Bottled Water Presented by Nikken**

**!!NEW!!**

*(Instructor: Vicki Cummings-Rosenkranz, Earth Patriot Technologies)*

The environmental cost of bottled water is evident in the mountain of discarded, non-biodegradable containers. In addition to this, commercially bottled water may be a health risk due to certain chemicals that are in plastic containers. Attend this Lunch & Learn to find out more on the health and environmental effects of bottled water and possible solutions that could help. A complimentary healthy lunch will be provided. **Limit: 30.**

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

### **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: 25.**

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

### **Notary Public 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.

**NOTE: LIMIT: 20 PEOPLE. ONLY INDIVIDUALS DESIGNATED AS A NOTARY BY THEIR RESPECTIVE DEPARTMENTS MAY REGISTER. PARTICIPANTS CONFIRMED FOR THIS CLASS MUST BRING PAYMENT TO THE NOTARY CLASS, FOR SUPPLIES TO BE PURCHASED DURING THE SEMINAR.**

**This class is recommended for: individuals designated as a notary by their respective departments may register with supervisory approval.**

### **Peer Today, Boss Tomorrow**

*(Instructor: Margaret Johnson)*

Participants will be able to define the four strategies to help navigate the transition from peer to boss effectively and learn how they are important in their positions. Participants will learn how to set boundaries for their relationships with former

peers who they now manage. Attendees will improve communication skills by examining behavior styles and more appropriate ways to deal with each style. **Limit: 35.**

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

**\* Performance Evaluations that Motivate**

*(Instructor: Deedee Ostfeld)*

Managers/Supervisors will recognize and understand the components of an effective performance management process. Identify best practices for writing performance evaluations to avoid common rating errors. Managers/Supervisors will also learn how to conduct performance reviews that clearly communicate strengths, areas for development, and development plans. **Limit: 30 Managers/Supervisors**

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

**\* Performance Management: Conducting Successful Conversations**

*(Instructor: Deedee Ostfeld)*

(It is suggested students take "Performance Evaluations that Motivate" before taking this class.)

Managers/Supervisors will study and implement communication skills necessary to hold successful performance decisions. Participants will practice skills in challenging situations they will face and receive guidance and feedback. Managers/Supervisors will leave with an action plan and be better prepared to hold successful, motivating performance conversations. **Limit: 20 Managers/Supervisors**

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

**\* Personal Time Management & Effective Meetings**

*(Instructor: Diana Benoit)*

Managers/Supervisors in this session will learn how to set priorities, conduct effective meetings, and get organized. This class is a collaboration between PHES and Harris County Human Resources & Risk Management. **Limited.**

*Note: to register for this class call 713-439-6009 or email [amilan@hcphe.org](mailto:amilan@hcphe.org).*

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

**Positive Thinking**

*(Instructor: Diana Benoit)*

Participants in this session will learn techniques to foster a positive work environment and improve relationships with co-workers and supervisors. This class is a collaboration between PHES and Harris County Human Resources & Risk Management. **Limited.**

*Note: to register for this class call 713-439-6009 or email [amilan@hcphe.org](mailto:amilan@hcphe.org).*

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

**\* Presentation Skills for Managers/Supervisors**

**!!NEW!!**

*(Instructor: Susanne Gaddis)*

In this interactive session managers/supervisors will learn how to choose the right language for messages and structure the flow of communication. Learn to establish leadership presence through body language and posture and learn how to engage the audience by pacing and vocal tone. **Limit: 20 Managers/Supervisors**

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

**\* 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: 40 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: 40 Managers/Supervisors**

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

### **\* Situational Leadership: Adapting Your Leadership Style to Your Employees' Needs**

*(Instructor: Deedee Ostfeld)*

In this session, managers/supervisors will learn the concept developed by Kenneth Blanchard to show leaders how to provide their direct reports, peers, and managers with clear goals, direction, support, training, and feedback to have them become self-directed, self-motivated, and self-reliant. Participants will practice diagnosing situations and will determine which need more directive or supportive initiative. **Limit: 20 Managers/Supervisors**

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

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

**!!NEW!!**

*(Instructor: Jay Aldis)*

Managers/supervisors who attend this session will learn the basics of the Americans with Disabilities Act. **Limit: 40 Managers/Supervisors**

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

### **\* 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: 40 Managers/Supervisors**

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

### **The Glass is Half Full! Shifting Perception to Achieve Results**

*(Instructor: Margaret Johnson)*

Participants in this session will examine their thinking patterns and learn to look for opportunities rather than problems, strengths more than weaknesses, and what can be done instead of what can't. Also, attendees will identify those areas where they react negatively and change the way they see themselves, others and situations practicing practical applications. **Limit: 35.**

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

### **Time Management & Personal Productivity**

*(Instructor: Amy Castro)*

Participants will become aware of specific time management techniques, learn key personal productivity skills in building an organized workspace, and how to handle paperwork, emails, and other correspondence effectively. Participants will also become aware of the impact of ineffective delegation for both the person delegating a task and the person to whom the task is delegated. **Limit: 40.**

**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: 40.**

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

**Well/Baby Seminar: Baby Basics – Bring Baby Homes & Keep Baby Safe**

**!!NEW!!**

*(Instructor: Kari Kooi, The Methodist Hospital)*

This class covers the “baby basics” and other practical tips on being a parent. We discuss normal newborn appearance, hands-on practice includes diapering, holding, burping, and infant safety and getting baby back to sleep. **Limit: 35.**

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

**Well/Baby Seminar: Exercise for Baby and Me**

**!!NEW!!**

*(Instructor: Karen Brewton, The Methodist Hospital)*

For most women, exercise is an important part of a healthy pregnancy. What is safe? Are there activities I should avoid? How much is enough and how much is too much? This class will explore safe options for exercise during your pregnancy.

**Limit: 35.**

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

**Well/Baby Seminar: Well Nourished: Feeding Baby Before and Beyond**

**!!NEW!!**

*(Instructor: Karen Brewton, The Methodist Hospital)*

What should I eat during pregnancy? How can I be sure I am eating the foods that are best for my baby? What things should I avoid? This fun, interactive class will explore what it means to eat optimally during pregnancy and beyond.

**Limit: 35.**

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

**Well/Baby Seminar: What to Expect When Expecting**

**!!NEW!!**

*(Instructor: Kari Kooi, The Methodist Hospital)*

This class will provide a pregnancy overview and explore what you can expect on a month to month basis as your baby grows and develops. **Limit: 35.**

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

**Wellness Lecture Series: Anger Management & Dealing with Burnout**

**!!NEW!!**

*(Instructor: Aetna Employee Assistance Program Representative)*

Anger is a powerful human emotion that has physical, psychological, and interpersonal consequences. The first part of this seminar 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 seminar will address burnout, a very real phenomenon that needs attention. This section will provide basic information on how to recognize and cope with burnout. Objectives include defining burnout, identifying signs and symptoms of burnout, prevention, taking a personal assessment and the steps that are needed to address the issue.

**Limit: 35.**

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

**Wellness Lecture Series: Family Care Giving – Sharing the Responsibility**

**!!NEW!!**

*(Instructor: Judy Entzenberger)*

The personal commitment of caring for a loved one can sometimes be overwhelming for a single person. The first part of this class will focus on how to involve family members and others in the care giving process, and provide suggestions and tips for making the process smoother. Learning objectives will address assessing a loved one’s needs, taking on the role of caregiver, sharing care giving responsibilities with siblings, and communicating with family members. The second part of the class will cover critical legal and financial issues involved in caring for an older loved one. Learning objectives will address talking about critical issues, locating and organizing important documents, executing or updating important legal documents (e.g., wills, trusts, advance directives, guardianships/conservatorships), finding an elder care attorney, and planning for your own future. **Limit: 35.**

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

### **Wellness Lecture Series: Grandparents as Parents: Raising Children in a Diverse World**

**!!NEW!!**

*(Instructor: Judy Entzenberger)*

In many families, roles have been reversed and raising children the second time around can be quite different. The first part of this class provides tips for grandparents who are caring for their grandchildren. Learning objectives will address care giving issues, legal issues, academic/school issues, safety tips for grandparents raising a child, and helpful resources. The second part of this class will provide parents and/or grandparents with information on teaching children about diversity and tolerance. Learning objectives will address making children proud of their heritage, introducing children to other cultures, religions, races, etc., answering tough questions, teaching diversity, protecting your child from discrimination, and being a good role model. **Limit: 35.**

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

### **Wellness Lecture Series: Herbal & Dietary Supplements – What’s It All About**

**!!NEW!!**

*(Instructor: Kari Kooi, The Methodist Hospital)*

Do I need them? Should I take them? Are they safe? Can you get too much? Find out where the facts are in this ever-changing sea of health claims. **Limit: 35.**

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

### **Wellness Lecture Series: Know Your Numbers**

**!!NEW!!**

*(Instructor: Karen Brewton, The Methodist Hospital)*

Most of us know if our cholesterol, triglycerides or glucose are “high” or “normal,” but what does that mean and how can you improve them? Are medications the only way to impact out-of-range numbers? This session will review the basic health targets, what the numbers mean, and provide proven strategies for optimizing your health status. **Limit: 35.**

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

### **Wellness Lecture Series: Let the Sunshine In Vitamin D**

**!!NEW!!**

*(Instructor: Kari Kooi, The Methodist Hospital)*

Many Americans may be suffering from unrecognized deficiencies of a key nutrient – Vitamin D. This vitamin has long been known for its role in creating strong bones. Learn how to get your daily dose of the sunshine vitamin to counter a host of ailments that have been linked to low vitamin D levels. **Limit: 35.**

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

### **Wellness Lecture Series: More Than Meats the Eye**

**!!NEW!!**

*(Instructor: Kari Kooi & Karen Brewton, The Methodist Hospital)*

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: 25.**

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

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

**!!NEW!!**

*(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 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: Raising Fit Families**

**!!NEW!!**

*(Instructor: Karen Brewton, The Methodist Hospital)*

With rates of childhood obesity rising, parents need to learn more about healthy nutrition and appropriate physical activity for kids. In this fun, interactive session, you'll learn more about what's in foods that are marketed to kids as well as appropriate nutrition goals for kids of all ages. Learn how to raise fit, active kids instead of mouse potatoes. Find out how much exercise is enough for your kids and learn about fun things you can do with kids in Houston. **Limit: 35.**

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

### **Wellness Lecture Series: Vending Vices**

**!!NEW!!**

*(Instructor: Kari Kooi, The Methodist Hospital)*

A favorite spot in most offices is right in front of the vending machines. We'll purchase snacks from your office machines and snack bars and show you how to evaluate their nutritional impact. 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: 25.**

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

### **Write Right: Effective Business Writing**

*(Instructor: Amy Castro)*

With the advent of all forms of electronic communication, some people have been quick to say that writing is going out of style. This couldn't be further from the truth. Computers, email, and text messaging have turned us all into writers. Never before has it been more important to compose clear, accurate messages - and to compose them quickly and concisely. Participants in this session will learn writing skills and techniques that will give a strong foundation for writing emails, letters, reports, and memos that people will read! Workshop topics include overcoming "page fright," the importance of planning written messages, organization and formatting techniques, how to structure strong sentences that get people's attention, choosing words for maximum impact, and more. **Limit: 40.**

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

# Harris County Auditor's Office Training

## Budget Process

Course	Day	Date	Time	Location
Policies, Procedures, and Stakeholders in Various Phases of Harris County Budget	Thursday	June 3	8:30 am – 12:00 pm	1310 Prairie, Room 1250
Policies, Procedures, and Stakeholders in Various Phases of Harris County Budget	Thursday	July 8	1:30 pm – 5:00 pm	1310 Prairie, Room 1250

## Employee Maintenance Procedures

Course	Day	Date	Time	Location
Employee Maintenance Process Training	Thursday and Friday	August 12 and August 13	8:30 am – 4:30 pm and 8:30 am – 12:00 pm	1310 Prairie, Room 1250

## FA/Fixed Assets & Inventory Control

Course	Day	Date	Time	Location
Policies, Procedures, and Stakeholders Involved with IFAS-FA	Thursday	August 5	1:30 pm – 5:00 pm	1310 Prairie, Room 1250

## Fund Accounting and ACS

Course	Day	Date	Time	Location
Fund Accounting and ACS: Fund Accounting & IFAS ACS	Wednesday	June 2	8:30 am – 12:00 pm	1310 Prairie, Room 1250
Fund Accounting and ACS: Fund Accounting & IFAS ACS	Thursday	July 1	8:30 am – 12:00 pm	1310 Prairie, Room 1250
Fund Accounting and ACS: Fund Accounting & IFAS ACS	Wednesday	August 4	1:30 pm – 5:00 pm	1310 Prairie, Room 1250

## Grants Management Process

Course	Day	Date	Time	Location
Life Cycle of a Harris County Grant	Wednesday	July 7	8:30 am – 4:00 pm	1310 Prairie, Room 1250

## Online Quarterly Updates

Course	Day	Date	Time	Location
Harris County Accounting Manual Update – 2 <sup>nd</sup> Quarter	Wednesday	July 28	9:30 am – 10:30 am	Online
Harris County Accounting Manual Update – 2 <sup>nd</sup> Quarter	Thursday	July 29	2:00 pm – 3:00 pm	Online
Harris County Accounting Manual Update – 2 <sup>nd</sup> Quarter	Friday	July 30	1:30 pm – 2:30 pm	Online

## Description of Auditor's Office Offerings

### Budget Process: Policies, Procedures, and Stakeholders in Various Phases of Harris County Budgets

Harris County Management Services – Budget Management and the Auditor's Office present this class which covers:

- Comprehending policies & procedures for request, adoption, and adjustment phases of Harris County budgets.
- Better understanding of revenue recognition and revenue estimation.
- Resolving expenditure budget blocks.

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

### Employee Maintenance Process

Management Services – Human Resources & Risk Management, County Attorney's Office, and Auditor's Office present this class, which will:

- Discuss major policies, procedures, and players for various Harris County employment stages.
- Provide a glossary of key terms related to hiring, maintaining, and terminating employees.
- Facilitate understanding of how IFAS Human Resources (IFAS-HR), IFAS Daily Time Entry (DTE), and IFAS Payroll (IFAS-PY) modules are used for paying employees and providing employee benefits, and interest in various Harris County employment stages.

### FA/Fixed Assets Process Training: Policies, Procedures, and Stakeholders Involved with IFAS-FA

Purchasing Department and Auditor's Office present this class, which:

- Defines various types of Fixed Assets and provides a glossary of key terms related to them.
- Discusses major policies, procedures, and players involved with handling County Personal Property (excludes buildings and real property).
- Facilitates understanding of how the County's financial system (IFAS) Fixed Assets Module (IFAS-FA) assists each Harris County Department maintain control of inventory and track certain types of Fixed Assets.

### Fund Accounting and ACS: Fund Accounting & IFAS ACS

As the knowledge required in IFAS 101 lays the foundation for all future IFAS module application training offered by ITC, this class is designed to lay the foundation for all future IFAS-related process training classes offered by the Auditor's Office. It will:

- Provides an overview of governmental fund accounting and the IFAS Account Code Structure (ACS) in a bit more depth than what is offered in IFAS 101.
- Describes the process of requesting new GL & JL Org Keys and changing/closing existing GL & JL Org Keys.
- Define Quick Keys and Default Mapping and when to use them.
- Explain how to access helpful Click, Drag, and Drill, (CDD) reports and export them to text files, which can be imported to Excel for data manipulation and storage.
- Demonstrate the use of General Ledger Interactive Inquiry (GLIQ) for better understanding of journal entries.

**This class is recommended for: Managers/Supervisors and Payroll Clerks**

### **Grants Management Process Training: Life Cycle of a Harris County Grant**

It is highly recommended that you also take the Grants Management class taught by ITC for a complete understanding of the life cycles of Harris County grants. In the ITC class you will learn how to utilize the IFAS screens within the GM module. It does not matter which class you take first - just be sure to take both the ITC class and this one. New Accounting Procedures have been developed to deal with American Recovery & Reinvestment Act (ARRA) Grants and their requirements for transparency and accountability. The Grants Management Process class now includes a special session just on ARRA grants and their particular reporting/accounting needs.

Auditor's Office and the Grants Coordination Section of Management Services developed this class, which will:

- Discuss major policies, procedures, and players in the life cycle of a Harris County Grant
- Provide a glossary of key terms related to grants
- Facilitate understanding of how IFAS Grants Management Module (IFAS-GM) intersects with each stage of life in a Harris County Grant

**This class is recommended for: Managers/Supervisors and Payroll Clerks (if your department receives a lot of grants)**

### **Classes currently available on demand via the Auditor's Intranet site:**

Introduction to the Auditor's Office (no CPE offered)

Fund Accounting and IFAS Account Code Structure (ACS) (1 hour CPE)

Capital Projects (1 hour CPE)

Fixed Assets and Inventory Control (3 hours CPE)

Life Cycle of a Harris County Grant (3 hours CPE) **NOTE:** After these 3 sessions, take ARRA Grants.

American Recovery & Reinvestment Act (ARRA) Grants (3 hours CPE)

Employee Maintenance Process Training (8 hours CPE)

Because these classes are available to you 24 hours a day, seven days a week through the Auditor's website, take them whenever is most convenient for you and as frequently as you desire. These self-paced, interactive classes allow you to take as much time as you need to learn the material. Each one includes at least one quiz so you can test your comprehension of the major points. Most offer Continuing Professional Education (CPE) credit. Information on how to receive CPE and/or a certificate of completion is explained at the conclusion of each course.

Each quarter, three one-hour online 'live' training sessions will explain any new Harris County Accounting Procedures or County Auditor Forms as well as revisions to existing Procedures and Forms. In addition, whenever major changes occur in the IFAS-related process training classes, there will be online 'live' classes that people who have attended the traditional training or completed the online 'on demand' classes may attend. Because this training will cover just these changes, they will typically take no more than one hour to present. Experts that attend the traditional training classes will be online to answer questions. Dr. Root will send an e-mail invitation to all who have requested a certificate of completion from the 'on demand' classes and those who have come downtown to complete a traditional class whenever these online 'live' sessions are scheduled.

If you have any questions, please contact Dr. Jeraine R. Root, Training Coordinator at 713-755-3493 or via e-mail [jeraine.root@aud.hctx.net](mailto:jeraine.root@aud.hctx.net).

# Harris County Human Resources & Risk Management



## May – August 2010 Wellness Program Schedule

Activity	Date(s)	Location (if applicable)
<b>MAY</b>		
National High Blood Pressure Education Month	5/1 – 30	County-wide
Asthma & Allergy Awareness Month	5/1 – 30	County-wide
Get Quit Seminar**	5/11	8:30 am – 10:30 am, 11:30 am – 1:30 pm & 2:30 pm – 4:30 pm 1310 Prairie, Room 1270
6 Week Course: Conscious Choice Change™** (Class 4)	5/11	12:00 pm – 1:00 pm Civil Courts Building 201 Caroline, <b>Ste 860</b>
Get Quit Seminar	5/12	9:00 am – 11:00 am & 3:00 pm – 5:00 pm Sheriff's Office 701 Jail 701 N. San Jacinto, ODR
Wellness Lecture Series: More Than Meats Your Eye**	5/12	8:30 am – 10:30 am 1310 Prairie, Room 1270
Lunch & Learn: The Effects of Bottled Water Presented by Nikken**	5/12	12:00 pm – 1:00 pm 1310 Prairie, Room 1270
Wellness Lecture Series: Anger Management & Dealing with Burnout**	5/12	1:30 pm – 3:30 pm 1310 Prairie, Room 1270
12 Week Course: Fitness Express** (Class 6)	5/12	4:00 pm – 5:00 pm 1310 Prairie, Room 1270
Get Quit Seminar**	5/13	6:00 am – 8:00 am, 11:00 am – 1:00 pm & 3:00 pm – 5:00 pm Commissioner Pct. 3 - Westside Service Center 16685 Clay Rd., Conf. Room
6 Week Course: Conscious Choice Change™** (Class 5)	5/18	12:00 pm – 1:00 pm Civil Courts Building 201 Caroline, 17 <sup>th</sup> floor
Wellness Lecture Series: Anger Management & Dealing with Burnout**	5/19	8:30 am – 10:30 am 1310 Prairie, Room 1270
Well/Baby Seminar: Exercise for Baby and Me**	5/19	12:00 pm – 1:00 pm 1310 Prairie, Room 1270

Wellness Lecture Series: Know Your Numbers**	5/19	1:30 pm – 3:30 pm 1310 Prairie, Room 1270
12 Week Course: Fitness Express** (Class 7)	5/19	4:00 pm – 5:00 pm 1310 Prairie, Room 1270
Live Healthy Harris County 50 Day Wellness Challenge: <b>Day 25</b>	5/20	County-wide
Wellness Champion Train-the-Trainer Class	5/20	8:00 am – 10:30 am 1310 Prairie, Room 1270
6 Week Course: Conscious Choice Change™** (Class 6)	5/25	12:00 pm – 1:00 pm Civil Courts Building 201 Caroline, 17 <sup>th</sup> floor
Well/Baby Seminar: Well Nourished – Feeding Baby Before & Beyond**	5/26	12:00 pm – 1:00 pm 1310 Prairie, Room 1270
Wellness Lecture Series: More Than Meats Your Eye**	5/26	1:30 pm – 3:30 pm 1310 Prairie, Room 1270
12 Week Course: Fitness Express** (Class 8)	5/26	4:00 pm – 5:00 pm 1310 Prairie, Room 1270

\*Dates and locations subject to change.

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

## Description of May - August 2010 Activities

**2010-2011 Wellness Kick Off:** This is a special event for Department Heads, Elected Officials and upper management to show “top-down” support for ongoing wellness programs and services. This year the event will feature simple strategies that departments have implemented to help engage their employees in healthy behaviors thus enhancing programs coordinated by the Office of Human Resources & Risk Management. Along with highlighting the 2010-2011 initiatives, plans to increase health awareness and services at the department level will be presented.

**6-Week Course: Conscious Choice Change™:** This course involves 6 consecutive 1-hour classes that meet once a week (every Tuesday at noon) beginning April 20<sup>th</sup> through May 25<sup>th</sup>. The Conscious Choice Change (CCC) Model™ is an integrative holistic self-help and lifestyle enhancement system founded on the science of Qigong and the principals of holistic health care. The CCC Model™ reconditions self-control over the mind-body-breath with a set of life skills that restores hope, health and self-awareness. To learn more about this program, please visit [www.livingwelltherapies.net](http://www.livingwelltherapies.net). All classes will be held at 201 Caroline, 17<sup>th</sup> Floor Conference Suite (except for 4/27 and 5/11 which will be held in the same building, Suite 860) and participants **MUST** attend 5 of the 6 classes to receive training credit. Registration for these classes will be available on the Training website (<http://www.hctx.net/training/>).

**12-Week Course: Fitness Express:** This course involves 12 consecutive 1-hour classes that meet once a week (every Wednesday afternoon) beginning April 7<sup>th</sup> through June 23<sup>rd</sup>. In Fitness Express participants will begin slowly and progress steadily learning the do’s and don’ts of a safe, effective exercise program. Classes are taught by a certified Personal Trainer from The Methodist Hospital and each week participants will review their progress, learn new exercises and work out with resistance bands. All classes will be held at 1310 Prairie, Room 1270 (Anderson-Clayton Building). Participants **MUST** attend 11 of the 12 classes to receive training credit. Registration for these classes will be available on the Training website (<http://www.hctx.net/training/>).

**Annual Wellness Champion Training:** During this orientation and training event, responsibilities and goals of a Wellness Champion will be discussed along with our wellness program initiatives for the 2010-2011 plan year.

**Get Quit Seminar:** This 2-hour seminar addresses the new smoking cessation program, Quit & Fit, which Harris County will be offering its covered members beginning May 1<sup>st</sup> 2010. The purpose of the Get Quit Seminar is to provide interested members and/or family members of tobacco users information on the cessation process in a non-threatening setting. Seminars will be taught by certified tobacco cessation specialist of the Mayo Clinic and will include a complementary healthy meal for attendees. In addition, an area physician will be onsite to answer questions and attendees will have the opportunity to enroll in the new Quit & Fit program. Registration for the seminars held downtown at 1310 Prairie, Room 1270 (May 11<sup>th</sup>) and Commissioner, Precinct 3 Westside Service Center (May 13<sup>th</sup>) will be available on the Training website (<http://www.hctx.net/training/>). The May 12<sup>th</sup> seminars are hosted by the Sheriff's Office (701 N. San Jacinto, ODR) and registration can be done by contacting Career Development at 713-755-7466 between 8:00 AM and 5:00 PM, Monday through Friday.

**Live Healthy Harris County 50 Day Wellness 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 April 26<sup>th</sup> and ends June 14<sup>th</sup> with registration opening on March 29<sup>th</sup>. Team Captains interested in learning more about the program may attend a 1-hour training session on April 6<sup>th</sup> or 8<sup>th</sup> (1310 Prairie, Room 1270 plus available DL sites). 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 mid-March.

**Lunch & Learn:** This informational session is provided by an area vendor that provides health and wellness services and/or products. In addition to providing information on their service, the vendor will sponsor a healthy lunch for the first 30 registrants. All classes will be held at 1310 Prairie, Room 1270 (Anderson-Clayton Building). Registration for these Lunch & Learns will be available on the Training website (<http://www.hctx.net/training/>).

**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.

- National Nutrition Month (March)
- National Alcohol Awareness Month (April)
- National Start! Walking Day (April 7<sup>th</sup>)
- National High Blood Pressure Awareness Month (May)
- Asthma & Allergy Awareness Month (May)

**Well/Baby Seminars:** These seminars consist of monthly 2-hour training classes focused on maternal and infant health. Participants will also receive information on Beginning Right<sup>SM</sup>, the maternity program available to all employees and their dependents that are covered by the Harris County Medical Plan (Aetna). All classes will be held at 1310 Prairie, Room 1270 (Anderson-Clayton Building). Registration for these classes will be available on the Training website (<http://www.hctx.net/training/>).

**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, Room 1270 (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/>).

**Well/Retiree Classes:** This class series addresses health issues and concerns for retired employees of Harris County employees. Each quarter a new topic will be presented by health professionals in a 1-hour class held at five different locations throughout the County.