

Employee Training Class And Wellness Program Schedule September 2012 – February 2013



For Additional Information, contact

Human Resources & Risk Management
713-755-4843

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

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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 September 2012 – February 2013

The website address for registration is <http://www.hctx.net/hctraining/> . 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 713-755-4390 or 713-755-2835, a minimum of 48 hours prior to the event date, if possible, 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
* The Americans with Disabilities Act (ADA)	Tuesday	September 18	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* How to Defend a TWC Unemployment Claim	Thursday	September 20	10:00 am – 11:30 am	1310 Prairie, Suite 230 Training Room	1.5
* HR Laws, Policies, and Procedures	Tuesday	September 20	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Behavioral Interviewing	Tuesday	September 25	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
* The American with Disabilities Act (ADA)	Tuesday	October 16	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Employment Law	Thursday	October 25	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room	4.0
* ADA, FMLA, Workers' Compensation, and HIPAA	Thursday	November 15	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Preventing Sexual Harassment in the Workplace	Thursday	November 29	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Behavioral Interviewing	Tuesday	January 29	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 and acquire new skills or sharpen already acquired skills for improved job performance.

These classes are open to all employees with supervisory approval.

Course	Day	Date	Time	Location	Hours
Fables and Fairy Tales – Lessons for the Workplace	Tuesday	September 11	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Tough Talks	Tuesday	September 11	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
ID Theft: Who's Got Your Number?	Tuesday	September 18	11:30 am – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.5

Managing Multiple Priorities	Tuesday	September 25	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Assertiveness in Action	Thursday	September 27	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Power Tools – Proofing Practice	Thursday	September 27	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Projecting Professionalism	Thursday	October 4	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Under Construction – Punctuation Booster	Thursday	October 4	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Generational Issues in the Workplace	Friday	October 5	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
Confront It, Don't Ignore It	Tuesday	October 9	8:30 am – 10:00 am	1310 Prairie, Suite 230 Training Room	1.5
Breakthrough Communication	Tuesday	October 9	10:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	1.5
Ethics Training	Tuesday	October 9	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Construction Zone	Thursday	October 11	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Construction Zone – Tone Booster	Thursday	October 11	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Doing More with Less	Thursday	October 18	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Get Organized Now	Thursday	October 18	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
Minutes Matter	Tuesday	October 23	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Under Construction – Grammar & Usage Booster	Tuesday	October 23	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
The Dirty Dozen	Thursday	October 25	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Customer Service Excellence	Tuesday	October 30	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0
Ethics Training	Thursday	November 15	10:00 am – 11:30 am	1310 Prairie, Suite 230 Training Room	1.5
Maintaining Incredible Focus and Concentration	Tuesday	December 4	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Influencing Positive Change	Tuesday	December 4	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Conflict or Cooperation	Thursday	December 6	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Under Construction – Grammar & Usage Booster	Thursday	December 6	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Under Construction	Tuesday	December 11	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Construction Zone – Microsoft Word Tips Booster	Tuesday	December 11	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5

Managing and Resolving Conflict in the Workplace	Thursday	December 13	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
Under Construction	Thursday	January 10	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Construction Zone – Microsoft Word Tips Booster	Thursday	January 10	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Power Tools	Tuesday	January 15	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Conflict or Cooperation – Button Pushers	Tuesday	January 15	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
SMART Goal Setting	Tuesday	January 22	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Managing Multiple Priorities	Tuesday	January 22	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Notary Training & Certification	Thursday	January 24	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
Dealing with Difficult People	Tuesday	January 29	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5

Wellness Training

Course	Day	Date	Time	Location	Hours
Wellness Lecture Series: Depression in Families & Children and Stress	Wednesday	September 12	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Fill Up On Fiber	Wednesday	September 19	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: The Relationship Between Anti-oxidants and Cancer	Wednesday	September 26	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Dining Out in Houston: The Restaurant Capitol of the US	Wednesday	October 3	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Emotional Intelligence & Respectful Communication	Wednesday	October 17	1:30 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	2.5
Wellness Lecture Series: Exercises to Reduce Holiday Stress	Wednesday	October 24	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Holiday Budgeting & Conquering Holiday Stress	Wednesday	November 7	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: It's A Sugar Jungle Out There	Wednesday	November 14	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0

Wellness Lecture Series: Managing in Times of Personal Crisis & Dealing with Burnout	Wednesday	December 5	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Food Scams – Buyer Beware!	Wednesday	December 12	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Why Give? The Power of Giving	Wednesday	December 12	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: New Year’s Resolutions – Good Idea or Bad?	Wednesday	January 16	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Fast, Fresh & Flavorful Meals	Wednesday	January 23	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Assertiveness & Approaches to Decision Making	Wednesday	January 30	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Powerhouse Foods	Wednesday	February 6	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: The Heart Healthy Lifestyle – 8 Steps to Prevent Heart Disease	Wednesday	February 13	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Non-Verbal Communication	Wednesday	February 20	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0

Distance Learning Training

Course	Day	Date	Time	Location	Hours
Tough Talks	Tuesday	September 11	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Tough Talks	Tuesday	September 11	1:00 pm – 2:30 pm	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Tough Talks	Tuesday	September 11	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
WLS: Depression in Families & Children and Stress	Wednesday	September 12	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0

WLS: Depression in Families & Children and Stress	Wednesday	September 12	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
* The Americans with Disabilities Act (ADA)	Tuesday	September 18	1:00 pm – 4:00 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.0
* The Americans with Disabilities Act (ADA)	Tuesday	September 18	1:00 pm – 4:00 pm	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	3.0
* The Americans with Disabilities Act (ADA)	Tuesday	September 18	1:00 pm – 4:00 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0
WLS: Fill Up on Fiber	Wednesday	September 19	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Fill Up on Fiber	Wednesday	September 19	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
* How to Defend a TWC Unemployment Claim	Thursday	September 20	10:00 am – 11:30 am	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
* How to Defend a TWC Unemployment Claim	Thursday	September 20	10:00 am – 11:30 am	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
* HR Laws, Policies, and Procedures	Tuesday	September 20	1:00 pm – 4:00 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.0
* HR Laws, Policies, and Procedures	Tuesday	September 20	1:00 pm – 4:00 pm	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	3.0
* HR Laws, Policies, and Procedures	Tuesday	September 20	1:00 pm – 4:00 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0
Managing Multiple Priorities	Tuesday	September 25	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5

Managing Multiple Priorities	Tuesday	September 25	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
WLS: The Relationship Between Antioxidants and Caner	Wednesday	September 26	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: The Relationship Between Antioxidants and Caner	Wednesday	September 26	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Power Tools – Proofing Practice	Thursday	September 27	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Power Tools – Proofing Practice	Thursday	September 27	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Power Tools – Proofing Practice	Thursday	September 27	1:00 pm – 2:30 pm	Public Health 2223 West Loop South, Room 729 Houston, Texas 77027	1.5
WLS: Dining Out in Houston: the Restaurant Capitol of the US	Wednesday	October 3	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Dining Out in Houston: the Restaurant Capitol of the US	Wednesday	October 3	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Under Construction – Punctuation Booster	Thursday	October 4	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
Under Construction – Punctuation Booster	Thursday	October 4	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Confront It, Don't Ignore It	Tuesday	October 9	8:30 am – 10:00 am	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Confront It, Don't Ignore It	Tuesday	October 9	8:30 am – 10:00 am	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5

Confront It, Don't Ignore It	Tuesday	October 9	8:30 am – 10:00 am	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Breakthrough Communication	Tuesday	October 9	10:30 am – 12:00 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Breakthrough Communication	Tuesday	October 9	10:30 am – 12:00 pm	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Breakthrough Communication	Tuesday	October 9	10:30 am – 12:00 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Ethics Training	Tuesday	October 9	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Ethics Training	Tuesday	October 9	1:00 pm – 2:30 pm	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Ethics Training	Tuesday	October 9	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Ethics Training	Tuesday	October 9	1:00 pm – 2:30 pm	Public Health 2223 West Loop South, Room 729 Houston, Texas 77027	1.5
Construction Zone – Tone Booster	Thursday	October 11	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Construction Zone – Tone Booster	Thursday	October 11	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
* The American with Disabilities Act (ADA)	Tuesday	October 16	1:00 pm – 4:00 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.0
* The American with Disabilities Act (ADA)	Tuesday	October 16	1:00 pm – 4:00 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0

WLS: Emotional Intelligence & Respectful Communication	Wednesday	October 17	1:30 pm – 4:00 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Emotional Intelligence & Respectful Communication	Wednesday	October 17	1:30 pm – 4:00 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.5
WLS: Emotional Intelligence & Respectful Communication	Wednesday	October 17	1:30 pm – 4:00 pm	Public Health 2223 West Loop South, Room 729 Houston, Texas 77027	2.0
Under Construction – Grammar & Usage Booster	Tuesday	October 23	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Under Construction – Grammar & Usage Booster	Tuesday	October 23	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
WLS: Exercises to Reduce Holiday Stress	Wednesday	October 24	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Exercises to Reduce Holiday Stress	Wednesday	October 24	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
* Employment Law	Thursday	October 25	1:00 pm – 5:00 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	4.0
* Employment Law	Thursday	October 25	1:00 pm – 5:00 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	4.0
WLS: Holiday Budgeting & Conquering Holiday Stress	Wednesday	November 7	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Holiday Budgeting & Conquering Holiday Stress	Wednesday	November 7	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: It's a Sugar Jungle Out There	Wednesday	November 14	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0

WLS: It's a Sugar Jungle Out There	Wednesday	November 14	1:30 pm – 3:30 pm	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	2.0
WLS: It's a Sugar Jungle Out There	Wednesday	November 14	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Ethics Training	Thursday	November 15	10:00 am – 11:30 am	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Ethics Training	Thursday	November 15	10:00 am – 11:30 am	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Ethics Training	Thursday	November 15	10:00 am – 11:30 am	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
* ADA, FMLA, Workers' Compensation, and HIPAA	Thursday	November 15	1:00 pm – 4:00 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.0
* ADA, FMLA, Workers' Compensation, and HIPAA	Thursday	November 15	1:00 pm – 4:00 pm	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	3.0
* ADA, FMLA, Workers' Compensation, and HIPAA	Thursday	November 15	1:00 pm – 4:00 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0
* ADA, FMLA, Workers' Compensation, and HIPAA	Thursday	November 15	1:00 pm – 4:00 pm	Public Health 2223 West Loop South, Room 729 Houston, Texas 77027	3.0
* Preventing Sexual Harassment in the Workplace	Thursday	November 29	1:00 pm – 4:00 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.0
* Preventing Sexual Harassment in the Workplace	Thursday	November 29	1:00 pm – 4:00 pm	Comm. Precinct 3 Fonteno SEC 6600 Bissonnet Houston, Texas 77074	3.0
* Preventing Sexual Harassment in the Workplace	Thursday	November 29	1:00 pm – 4:00 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0

* Preventing Sexual Harassment in the Workplace	Thursday	November 29	1:00 pm – 4:00 pm	Public Health 2223 West Loop South, Room 729 Houston, Texas 77027	3.0
Influencing Positive Change	Tuesday	December 4	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Influencing Positive Change	Tuesday	December 4	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
WLS: Managing in Times of Personal Crisis & Dealing with Burnout	Wednesday	December 5	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Managing in Times of Personal Crisis & Dealing with Burnout	Wednesday	December 5	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Under Construction – Grammar & Usage Booster	Thursday	December 6	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Under Construction – Grammar & Usage Booster	Thursday	December 6	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Under Construction – Grammar & Usage Booster	Thursday	December 6	1:00 pm – 2:30 pm	Public Health 2223 West Loop South, Room 729 Houston, Texas 77027	1.5
Construction Zone – Microsoft Word Tips Booster	Tuesday	December 11	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Construction Zone – Microsoft Word Tips Booster	Tuesday	December 11	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Construction Zone – Microsoft Word Tips Booster	Tuesday	December 11	1:00 pm – 2:30 pm	Public Health 2223 West Loop South, Room 729 Houston, Texas 77027	1.5
WLS: Food Scams – Buyers Beware!	Wednesday	December 12	8:30 am – 10:30 am	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0

WLS: Food Scams – Buyers Beware!	Wednesday	December 12	8:30 am – 10:30 am	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	2.0
WLS: Food Scams – Buyers Beware!	Wednesday	December 12	8:30 am – 10:30 am	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Why Give? The Power of Giving	Wednesday	December 12	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Why Give? The Power of Giving	Wednesday	December 12	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Construction Zone – Microsoft Word Tips Booster	Thursday	January 10	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Construction Zone – Microsoft Word Tips Booster	Thursday	January 10	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Conflict or Cooperation – Button Pushers	Tuesday	January 15	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Conflict or Cooperation – Button Pushers	Tuesday	January 15	1:00 pm – 2:30 pm	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Conflict or Cooperation – Button Pushers	Tuesday	January 15	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
WLS: New Year’s Resolutions – Good Idea or Bad?	Wednesday	January 16	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: New Year’s Resolutions – Good Idea or Bad?	Wednesday	January 16	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Managing Multiple Priorities	Tuesday	January 22	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5

Managing Multiple Priorities	Tuesday	January 22	1:00 pm – 2:30 pm	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Managing Multiple Priorities	Tuesday	January 22	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Dealing with Difficult People	Tuesday	January 29	1:00 pm – 2:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Dealing with Difficult People	Tuesday	January 29	1:00 pm – 2:30 pm	Comm. Precinct 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Dealing with Difficult People	Tuesday	January 29	1:00 pm – 2:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Wellness Lecture Series: Assertiveness & Approaches to Decision Making	Wednesday	January 30	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
Wellness Lecture Series: Assertiveness & Approaches to Decision Making	Wednesday	January 30	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Wellness Lecture Series: Powerhouse Foods	Wednesday	February 6	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
Wellness Lecture Series: Powerhouse Foods	Wednesday	February 6	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Wellness Lecture Series: The Heart Healthy Lifestyle – 8 Steps to Prevent Heart Disease	Wednesday	February 13	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
Wellness Lecture Series: The Heart Healthy Lifestyle – 8 Steps to Prevent Heart Disease	Wednesday	February 13	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Wellness Lecture Series: Non-Verbal Communication	Wednesday	February 20	1:30 pm – 3:30 pm	Comm. Precinct 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0

Wellness Lecture Series: Non-Verbal Communication	Wednesday	February 20	1:30 pm – 3:30 pm	Comm. Precinct 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
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HeartSaver AED/CPR Certification

Course	Day	Date	Time	Location
HeartSaver AED/CPR Certification	Thursday	September 20	8:00 am – 12:00 pm	Persys Medical Training Center 5301 Elm St. Houston, Texas 77081
HeartSaver AED/CPR Certification	Friday	September 21	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED/CPR Certification	Friday	September 21	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED/CPR Certification	Thursday	September 27	1:00 pm – 5:00 pm	Persys Medical Training Center 5301 Elm St. Houston, Texas 77081
HeartSaver AED/CPR Certification	Tuesday	October 2	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED/CPR Certification	Tuesday	October 2	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED/CPR Certification	Tuesday	October 16	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED/CPR Certification	Tuesday	November 13	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED/CPR Certification	Thursday	November 29	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED/CPR Certification	Friday	December 7	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED/CPR Certification	Friday	December 7	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED/CPR Certification	Friday	January 18	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED/CPR Certification	Thursday	January 24	8:00 am – 12:00 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@bmd.hctx.net.

Feedback and Constructive Criticism: 30 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.

Negotiating Agreements: 45 minutes

Negotiation is about creating agreements. Disagreements result not from differences in fundamental requirements, but from misunderstandings. Learn how to build trust, respect, and consistency in building successful agreements. Examine ways to build common ground which will lead to mutual valuable commitments that can be made.

Successfully Managing the Stress of Change: 45 minutes

Participants will learn how to practice practical, common sense techniques to manage stress caused by change. Discover how you may be contributing to your own stress, and learn how to move through it. Participants will learn to recognize the early warning signs of stress, how to remain calm, maintain a sense of humor, and manage behavior to prevent or reduce feelings of stress.

The Martial Art of Communication: 45 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.

19-course Customer Service, 14 Service Scenarios, 12 Service Matters, 6 Management & Leadership, and 10 Animated Workplace Topics series is limited and on a first come, first serve basis. Employees who register for this series must take all classes.

Business Friendly Customer Service (approximately 18 minutes)

This course helps customer relationship professionals become business friendly. It will define the middle ground between being too cold and impersonal and the other extreme of being too familiar.

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 25 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 23 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 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 25 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 15 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.

What's In It For You?

6 Management/Leadership

A.I.M. for Development (approximately 45 minutes) Helps managers become effective at learning how to A.I.M. for better development plans. Ensure your employee's aspirations are aligned with your needs.

Coaching (approximately 45 minutes) This session will have emphasis on teaching managers about the power of questions. Shows the importance of helping team members think for themselves. Employees who arrive at a conclusion because they have thought through the issues are more likely to buy into that decision.

Delivering Feedback (approximately 45 minutes) This online class uses a five-point model for fixing performance problems. Learn how to get team members to do what you need them to do. Perfect for performance appraisals or day to day use.

Gaining Commitment (approximately 45 minutes) Learn to set performance objectives to engage team members both mentally and emotionally. People are more likely to hit their performance targets if they understand why the goal is important to the organization and are engaged in the reasons behind it.

Question of Evidence (approximately 45 minutes) Understand behavior-based interviewing techniques to demonstrate a method of establishing whether or not a candidate possesses the competencies you need based on evidence of past performance.

Using Competencies Successfully (approximately 45 minutes) Illustrates how to use competencies in appraisals, promotion interviews and for self-development. Learns how to apply competency framework to the way they work.

12 Service Matters

Topics include: (approximately 5 - 7 minutes)

Excellent Customer Service: Natural or Learned?

How Do You Build Rapport?

How Do You Demonstrate You Care?

How Do You Handle Bad Days?

How Do You Handle Varying Customer Styles?

If You Were Hiring Your Replacement, What Traits Would You Look For?

Is The Customer Always Right?

What Advice Would You Offer A New Person?

What Does Taking Ownership Mean To You?

What Motivates You To Excel?

10 Houndville Animated Workplace Topics

Topics include: (approximately 3 minutes)

Customer Diversity

Email Communication

Office Cell Phone Use

Safety in the Office

Value Learning Activities

Diversity in the Workplace

Ethics in the Workplace

Reducing Careless Errors

Sexual Harassment

Avoiding Touchy Topics

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

Achieving Communication Effectiveness

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

Coaching Job Skills

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

Communicating Up

Learn how to frame communication 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.

Hiring Winning Talent

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

Improving Work Habits

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

Managing Complaints

Many times complaints may seem unimportant; however they should all be addressed and resolved in a sensitive manner rather than ignored or dismissed. Learn how to resolve simple complaints and identify hidden agendas that 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.

Solving Workplace Problems

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

Supporting Change

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

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

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

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

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

Child and elder care
Depression
Legal concerns
Coping with Change

Anxiety
Anger Management
Financial issues
Self-esteem

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

New Employee Orientation

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

Date	Location
September 19, 2012	1310 Prairie, Suite 230 Training Room
November 14, 2012	1310 Prairie, Suite 230 Training Room

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

Upcoming Retirement Seminars

Date	Location	Address
November 8, 2012	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 or gracie.guillen@bmd.hctx.net 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 or gracie.quillen@bmd.hctx.net.

Communication

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

Compliance Training (Managers/Supervisors ONLY)

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

Employee Development

- Balancing Home & Career (text)
- Communication Booster Shots: Prescriptions for Healthy Communications (CD/DVD)
- Concentration! (text)
- Create Your Own Future (text)
- Doubling Your Productivity (CD/DVD)
- How to Master Your Time (CD/DVD)
- How to Negotiate with Confidence (text)
- How to Talk – Secrets of Great Communication (CD/DVD)
- Influence: The Formula for Success (text)
- Managing Anger (text)
- Managing Stress for Mental Fitness (text)

- Overcoming Anxiety (text)
- Personal Time Management (CD/DVD)
- Preventing Workplace Violence (text)
- Stress that Motivates (text)
- Successful Lifelong Learning (text)
- The Oz Principle: Getting Results Through Individual and Organizational Accountability (text)
- The Miracle of Self-Discipline (CD/DVD)
- The Power of Clarity (CD/DVD)
- The Psychology of Achievement (CD/DVD)
- The Science of Self-Confidence (CD/DVD)
- The Ultimate Goals Program (CD/DVD)
- Time Management for Results (CD/DVD)
- Time Power (text)
- TQM – 50 Ways to Make It Work for You (text)
- Understanding Organizational Change (text)
- Unlock Your Potential (CD/DVD)
- Village of 100; 3rd Edition (CD/DVD)

Essential Office Skills

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

Leadership

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

Management

- Achieving Consensus (text)
- Effective Performance Appraisals (text)
- Finance for Non-Financial Managers (text)
- Handling the Difficult Employee (text)
- Managing Disagreement Constructively (text)
- Managing Performance (text & CD)
- Managing Upwards (text)
- Preventing Workplace Violence (text)

- Retaining Employees (text)
- The Wall Street MBA – Your Personal Crash Course in Corporate Finance (text)

Supervision (Managers/Supervisors ONLY)

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

Train the Trainer

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

Writing

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

To arrange to borrow the titles above, please call 713-755-4843 or gracie.quillen@bmd.hctx.net.

Description of September 2012 – February 2013 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.

*** 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

Assertiveness in Action

(Instructor: Tawnya Mitchell)

In this session, participants will understand the unspoken meaning in a situation and identify passive, aggressive, and assertive behavior. Participants will be able to identify techniques for standing up in difficult situations and for maintaining emotional control in conflict situations. **Limit: 35.**

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

*** Behavioral Interviewing**

(Instructor: Amy Castro)

Managers/Supervisors in this session will learn the basics of behavioral interviewing and how different and more effective it is than traditional employment interviewing. Managers/Supervisors will practice creating behavioral interview questions that ensure they are hiring candidates who exhibit the "success behaviors" for the position, rather than those who just know how to answer common interview questions. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Breakthrough Communication

(Instructor: Margaret Johnson)

In this 1 ½ session participants will examine why conversations have not worked in the past and why individuals have become silent or upset. Learn your style under stress, practice how to make conversations safe to engage in, and learn to focus on facts in a discussion. Participants will use techniques to remain open to other viewpoints for more effective conversations. **Limit: 35.**

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

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

(Instructor: Tawnya Mitchell)

Participants in this 1 ½ hour 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.

Confront It, Don’t Ignore It

(Instructor: Margaret Johnson)

In this 1 ½ session participants will examine and discuss the possibilities for behaviors and reactions in situations and realize their role in the interactions. Participants will be able to determine what they want out of the interactions and examine the risk of taking action. Also, participants will formulate a plan of action for themselves. **Limit: 35.**

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

Construction Zone

(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

(Instructor: Tawnya Mitchell)

In this 1 ½ hour 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

(Instructor: Tawnya Mitchell)

In this 1 ½ hour 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.

Customer Service Excellence

(Instructor: Deedee Ostfeld)

Participants will interact as they learn to utilize each customer contact as an opportunity to build rapport and create a positive experience for internal and external customers. Attendees will identify, practice, reinforce, and strengthen skills to help connect with customers, even the angry and frustrated ones. **Limit: 25.**

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

Dealing with Difficult People

(Instructor: Amy Castro)

In this 1 ½ session participants will identify the most common difficult types of people and learn verbal and non-verbal techniques to effectively interact with those difficult people. This class is recommended for: all employees with supervisory approval. **Limit: 35.**

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

Doing More with Less

(Instructor: Amy Castro)

To be successful in a time of tight budgets and short staffing, every team member needs to learn to “do more with less.” In this session, participants will analyze their work habits and learn tips and techniques to eliminate inefficient behaviors and other time wasters. Participants will also learn to assess workflows and processes so they can reduce wasted time and find more productive ways of getting the job done without sacrificing quality or customer service. **Limit: 35.**

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

*** Employment Law**

(Instructors: Jay Aldis)

Jay Aldis will present an in-depth overview of important HR laws, along with Harris County policies and procedures for managers/supervisors. **Limit: 35.**

This class is recommended for: Managers/Supervisors

Ethics Training

(Instructor: Jay Aldis)

This class will discuss the appropriate ethical principles and standards for Harris County employees. Topics covered will include gifts and equitable treatment and respect for all coworkers and others. **Limit: 35.**

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

Fables and Fairy Tales – Lessons for the Workplace

(Instructor: Margaret Johnson)

Participants will examine Grimm’s Fairy Tales and Aesop’s Fables for lessons that can be applied to the work environment. Participants will plan and practice - through writing, speaking, and role playing – implementation of the lesson to their own work circumstances. Learn to build collaborative relationships and interpersonal awareness. **Limit: 35.**

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

Generational Issues in the Workplace

(Instructor: Richard Lewis & Joanne Ford-Robertson)

In this session participants focus on how age differences impact leading and managing in complex organizations. Age cohort influences on culture, work styles, professional orientation, and social etiquette is examined. Generational issues that negatively affect organizations are identified and discussed. Techniques and strategies that enhance the ability of leaders to successfully manage and motivate individuals from various age groups are presented. **Limit: 35.**

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

Get Organized Now

(Instructor: Amy Castro)

If you always run late because you cannot find your “stuff,” and clutter is taking over your desk, your computer, and your mind, it’s time to get organized! In this fun and informative session, participants will learn tips and techniques for eliminating clutter and optimizing workspace, making the most of your calendar and planning system, creating a system for organizing files and paper so you can find what you need with ease, and creating a plan to stay organized. **Limit: 35.**

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

HeartSaver AED/CPR Certification

(Instructor: PerSys Medical)

HeartSaver Certification is designed to teach the basic techniques of CPR of all ages and the use of an AED. The student will also learn about using barrier devices in CPR and giving first aid for choking. Participants will be able to recognize signs and symptoms of heart attacks and strokes. At the completion of this course, the student will have the necessary skills and under medical control be able to use the AED. This class places emphasis on the ability to recognize emergencies such as

sudden cardiac arrest and how to respond to them. Upon successful completion of the course you will receive an AHA (American Heart Association) course card. **Limit: 24.**

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

*** HR Laws, Policies, and Procedures**

(Instructors: Jay Aldis)

Jay Aldis will present an in-depth overview of important HR laws and Harris County HR policies and procedures. **Limit: 35.**

This class is recommended for: Managers/Supervisors

ID Theft: Who's Got Your Number?

!!NEW!!

(Instructor: Christa Martin)

On average, ID theft victims spent \$354 and 12 hours resolving problems in 2011. In this 1 ½ hour session participants will be able to identify how we make ourselves vulnerable to identity theft online and offline. Participants will learn valuable tips to protect your personal information, become skilled at spotting phony attacks and warning sign, and know what to do if you are a victim of fraud. *Note: The Harris County Federal Credit Union will provide lunch.* **Limit: 35.**

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

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.

Maintaining Incredible Focus and Concentration

(Instructor: Margaret Johnson)

Participants in this session will examine why it is so hard to focus and learn how to better manage distractions. Attendees will improve their ability to find insights to help them solve problems and practice mental and practical exercises to improve focus and concentration to increase productivity. **Limit: 35.**

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

Managing and Resolving Conflict in the Workplace

!!NEW!!

(Instructors: Richard Lewis & Joanne Ford-Robertson)

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

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

Managing Multiple Priorities

!!NEW!!

(Instructors: Amy Castro)

Everyone has to-do lists a mile long, and crises arising daily and determining how to spend your time each day is not an easy task. In this sessions learn the secrets of balancing high-demand tasks while handling constantly changing directions

and emergencies that arise each day. Learn practical tips and techniques for managing your daily work while still meeting the needs and requirements of your supervisor, employees, coworkers, and customers. **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

(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.

Power Tools – Proofing Practice

(Instructor: Tawnya Mitchell)

In this 1 ½ hour session participants will identify methods for proofing and editing content, structure, spelling, grammar, and usage. Attendees will practice proofreading and editing skills using samples provided and participate in group discussion regarding changes made. **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

Projecting Professionalism

(Instructor: Tawnya Mitchell)

Participants in this session will become aware of the importance of projecting professional images through email, correspondence, and phone etiquette by understanding the impact of first impressions. Understand the importance of greetings, introductions and initial conversations, and identify techniques to improve and polish speaking skills. Learn specific tips to improve professional image through dress, posture, poise, and body language, to match experience with expectations and performance. **Limit: 35.**

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

SMART Goal Setting

(Instructor: Amy Castro)

Every year, people dream about the things they would like to accomplish. However, too often, their dreams do not come true. Why? They never turn their dreams into SMART goals with a plan to achieve them. In this session, participants will learn why people fail to achieve their goals, how to overcome resistance to setting goals, how to create SMART goals with specific steps and realistic deadlines, and how to stay motivated on the path to achieving goals. **Limit: 35.**

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

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

(Instructor: Jay Aldis)

Managers/Supervisors who attend this session will learn the basics of the Americans with Disabilities Act. **Limit: 35**

Managers/Supervisors

This class is recommended for: Managers/Supervisors

The Dirty Dozen

(Instructor: Tawnya Mitchell)

Participants in this session will learn and recognize the different personality types with both co-workers and customers. Attendees will learn techniques to work effectively with all personality types to become productive. **Limit: 35.**

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

Tough Talks

(Instructor: Margaret Johnson)

In this 1 ½ session participants will plan and practice difficult conversations to improve their communication skills. Participants will examine techniques and practice to enhance work team productivity. **Limit: 35.**

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

Under Construction

(Instructor: Tawnya Mitchell)

Participants will learn and practice rules to apply to correct common punctuation and grammar errors. Also, learn the common mistakes of spelling and usage errors with confusing words, prefix and suffix use, and abbreviations. Attendees will develop a personal writing plan to implement immediately. **Limit: 35.**

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

Under Construction – Grammar and Usage Booster

(Instructor: Tawnya Mitchell)

Participants in this 1 ½ hour session will understand and use appropriate sentence grammar, and utilize grammatical conventions to write accurate texts that are appropriate to the task. **Limit: 35.**

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

Under Construction – Punctuation Booster

(Instructor: Tawnya Mitchell)

Participants in this 1 ½ session will define, recognize, and correctly use periods, commas, apostrophes, colons, semicolons, hyphens, and questions. Attendees will practice tips and tools in the exercises provided. **Limit: 35.**

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

WLS: Assertiveness & Approaches to Decision Making

!!NEW!!

(Instructor: Judy Entzenberger)

Assertiveness does not come naturally. Many people avoid potentially confrontational situations. In any situation, the aim should not be just to gain a win; the aim should be to solve the problem and get the best result. This first part of this seminar will help you identify the assertiveness skills needed and situations where assertiveness should be applied. The second part focuses on the skill of decision making. Staffing resources are limited, time is short, and you must do more with less — so how do you get that job done? Look for simple answers first before searching for complicated ones. But, will the simple answers work the next time? Join us as we review problem-solving techniques that give meaning to “thinking outside of the box.” **Limit: 35.**

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

WLS: Depression in Families & Children and Stress

!!NEW!!

(Instructor: Judy Entzenberger)

What is depression? Come learn the basics of what causes depression and how depression impacts a family. What can you do if a family member is depressed? The first part of this interactive class will explore just that. The second part will delve into the causes and signs of stress in children. When should parents be alarmed? How can we help children have a happier and more balanced childhood? These questions and more will be addressed in this class. **Limit: 35.**

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

WLS: Dining Out in Houston: The Restaurant Capitol of the US

!!NEW!!

(Instructor: Kari Kooi)

The incredibly diverse Houston dining scene is one of the best things about living in the Bayou City! This presentation will equip you with strategies needed to enjoy local restaurants without affecting your waistline and will highlight some of Houston’s best places to eat. **Limit: 35.**

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

WLS: Emotional Intelligence & Respectful Communication

!!NEW!!

(Instructor: Judy Entzenberger)

This first part of this seminar is based upon famed author and psychologist Daniel Goleman’s work and identifies the 4 components of emotional awareness. You will learn to identify the range of emotions and how they affect both your work and home relationships. The second half of the class explores respectful communication in the workplace. The workplace is focused on getting tasks done. It also is a place where work and personal relationships are formed. Thus, it’s important to understand your own workplace culture so you know how to navigate these relationships successfully. This class will help you to: distinguish different kinds of boundaries; develop skills to maintain healthy boundaries; understand the wide range of factors in dealing with different personalities and situations; and learn helpful strategies when dealing with different personalities. **Limit: 35.**

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

WLS: Exercises to Reduce Holiday Stress

!!NEW!!

(Instructor: YMCA Healthy Living Specialist)

The winter holiday season can be one of the most nerve-racking times of the year. Family, friends and commitments both at work and home can pack a heap of stress into your already stressful life! In this class you will learn strategies to relieve holiday stress and make your end of the year fun again! **Limit: 35.**

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

WLS: Fast, Fresh & Flavorful Meals

!!NEW!!

(Instructor: Kari Kooi)

Stuck in a food rut? Tired of frozen meals? Let a Registered Dietitian inspire you to get in the kitchen with tempting, easy recipes that will take your health and taste buds to a whole new level! You will leave with new recipes and ideas for your entire family. **Limit: 35.**

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

WLS: Fill Up On Fiber

!!NEW!!

(Instructor: Kari Kooi)

One of the hottest buzzwords in nutrition, fiber, performs several key roles in keeping the body on track. Everyone knows about fiber's starring role in digestive health, but this presentation will reveal some surprising benefits to pumping up the volume of your diet with fiber-rich foods. **Limit: 35.**

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

WLS: Food Scams – Buyer Beware!

!!NEW!!

(Instructor: Kari Kooi)

Food marketing is powerful. Consumers purchase products because it's natural! And fresh! And gluten-free! And packed with fiber! You get the idea. Misleading health claims abound in the grocery store, but no amount of spin can change the fact that these "edible food-like substances" are anything but wholesome. This eye-opening presentation will reveal some of the most deceptive items in the grocery store and make you a well-informed consumer. **Limit: 35.**

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

WLS: Holiday Budgeting & Conquering Holiday Stress

!!NEW!!

(Instructor: Judy Entzenberger)

We may have our budget under control during the year, but during the holidays it can get blown out of control. This class will help you avoid waking up on January 2nd thinking "how could I have spent that much money?" This motivational class teaches a skill set to keep the holidays in balance. This will include: reining in your spending at the holidays without being seen as the Grinch; re-examining your expectations of the holidays to stay out of debt; and the art of gift giving. The second half of the class will explore other causes of holiday stress and will discuss strategies for recognizing and minimizing stress during this time of family, friends and celebration. **Limit: 35.**

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

WLS: It's A Sugar Jungle Out There

!!NEW!!

(Instructor: Kari Kooi)

Even if you don't have a sweet tooth, sugar is hard to avoid because it's lurking in so many unexpected foods. A flavored yogurt can have as much sugar as a candy bar! As a result, the average American consumes 130 pounds of sugar a year. The overconsumption of sugar can take a toll on our health. This eye-opening presentation will make you aware of your sugar intake and give surprising reasons why you may want to cut back. **Limit: 35.**

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

WLS: Managing in Times of Personal Crisis & Dealing with Burnout

!!NEW!!

(Instructor: Judy Entzenberger)

A crisis is a turning point for better or worse. Because it is unexpected, people tend to experience a period of psychological disequilibrium. The first part of this seminar will help you understand and manage this process. The second part will tackle the topic of burnout, a very real phenomenon that needs attention. You will learn basic information on how to recognize and cope with burnout. **Limit: 35.**

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

WLS: New Year's Resolutions – Good Idea or Bad?

!!NEW!!

(Instructor: YMCA Healthy Living Specialist)

The New Year's Resolution. This annual practice dates back to the time of ancient Rome while the act of celebrating the New Year dates even further back to that of the Babylonians. Flash-forward to 2013 – what does this seemingly antiquated ritual really mean to you now? When was the last time you made a New Year's Resolution? Did you keep it? In this class learn how to set meaningful, realistic, actionable and attainable goals that work for you. Make 2013 the year you make a successful change and stick with it! **Limit: 35.**

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

WLS: Non-Verbal Communication

!!NEW!!

(Instructor: Judy Entzenberger)

Each of us is continuously sending and receiving a myriad of wordless signals and all of our non-verbal signals send strong messages to others. In this class you'll learn to create trust and transparency in relationships by sending nonverbal signals that match up with your words. The class will then move on to body language at work, exploring the difference between the words someone says and the body language they use while saying those words. **Limit: 35.**

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

WLS: Powerhouse Foods

!!NEW!!

(Instructor: Kari Kooi)

Certain foods are brimming with antioxidants and nutrients that are powerful enough to ward off certain diseases. This presentation is packed with fascinating, cutting-edge nutrition information that will inspire you to incorporate these foods into your diet on a regular basis. You will gain a whole new appreciation for the magic that lies within real food! **Limit: 35.**

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

WLS: The Heart Healthy Lifestyle – 8 Steps to Prevent Heart Disease

!!NEW!!

(Instructor: YMCA Healthy Living Specialist)

You don't need a bum ticker to start making heart-healthy decisions now. Both diet and lifestyle play a major role in increasing your chances for heart disease. It can be especially hard to change habits if you have had them for most or all of your life. In this class learn eight, simple heart-healthy strategies that can improve your health and decrease your risk for developing heart disease. **Limit: 35.**

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

WLS: The Relationship Between Antioxidants and Cancer

!!NEW!!

(Instructor: YMCA Healthy Living Specialist)

Mention blue berries, acai berries or any other type of dark-colored berry and the word "antioxidant" may come to mind. While antioxidants are found in more foods than just berries, they continue to be a hot topic at the grocery store, on TV and all over the internet. But what do these naturally occurring molecules really do for your health? This class will explore why these little molecules receive so much attention, the science behind their function and strategies for including more antioxidant-packed foods in your diet. **Limit: 35.**

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

WLS: Why Give? The Power of Giving

!!NEW!!

(Instructor: YMCA Healthy Living Specialist)

There is great power that comes with the simple act of giving. This class will explore how giving can provide amazing, non-tangible rewards for both the giver and recipient. Not all giving involves opening your wallet either. Ideas will be discussed on how you can experience the self-fulfillment of giving back without giving up on your holiday budget. **Limit: 35.**

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



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www.wellathctx.com
Password: WELL4HCTX

September 2012 – February 2013 Wellness Program Schedule

Activity	Date(s)	Location (if applicable)
AUGUST		
Employee Wellness Screening Program - Appointment Registration OPENS	8/9	https://My.BlueprintforWellness.com Key: harriscounty Unique ID: First 3 letters of your last name & Last 4 numbers of your SSN
Live Healthy Harris County 8 Week Step 2 It & De-Stress Challenge – Registration OPENS	8/13	www.livehealthyharriscounty.org Group ID: LHHC
Live Healthy Harris County 8 Week Step 2 It & De-Stress Challenge – Pedometer-guarantee deadline	8/31	www.livehealthyharriscounty.org Group ID: LHHC
SEPTEMBER		
National Cholesterol Education Month	9/1 – 9/30	County-wide
September Tuesday/Thursday Downtown GUMBO Boot Camp**	9/4 – 9/27	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
September Tuesday/Thursday Bear Creek GUMBO Boot Camp**	9/4 – 9/27	6:30 pm – 7:30 pm 3055 Bear Creek Drive, Steps of Bear Creek Community Center
September Monday/Wednesday Downtown GUMBO Boot Camp**	9/5 – 9/26	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
September Monday/Wednesday Annex M GUMBO Boot Camp**	9/5 – 9/26	5:15 pm – 6:15 pm 2525 Murworth, D36 - CPS Bldg Entrance
September Monday/Wednesday Spring GUMBO Boot Camp**	9/5 – 9/26	5:30 pm – 6:30 pm Precinct 4 Collins Park 6727 Cypresswood Dr., Spring
September Thursday – 2:00 pm Downtown Yoga**	9/6 – 9/27	2:00 pm – 3:00 pm 1310 Prairie, 16 th Floor Conference
September Monday/Wednesday Downtown Zumba**	9/5 – 9/26	4:10 pm – 5:10 pm 1310 Prairie, 16 th Floor Conference
Live Healthy Harris County 8 Week Step 2 It & De-Stress Challenge – BEGINS	9/11 – 11/5	www.livehealthyharriscounty.org
Onsite Physicals by The Methodist Hospital** (by appointment)	9/12	7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240

RD on the Go** (by appointment)	9/12	8:00 am – 5:00 pm 1310 Prairie, Suite 400
Wellness Lecture Series: Depression in Families, Children & Stress**	9/12	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Employee Wellness Screening & Seasonal Flu Shot Program - BEGINS	9/13 – 11/3	County-wide See schedule for locations/times
Onsite Mammograms by The Rose** (by appointment)	9/13 & 9/14	9:00 am – 4:00 pm 1310 Prairie, Room 240
Wellness Lecture Series: Fill Up On Fiber**	9/19	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Onsite Physicals by The Methodist Hospital** (by appointment)	9/26	7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240
RD on the Go** (by appointment)	9/26	8:00 am – 5:00 pm 1310 Prairie, Suite 400
Wellness Lecture Series: The Relationship Between Anti-oxidants and Cancer Prevention**	9/26	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
OCTOBER		
National Breast Cancer Awareness Month	10/1 – 10/31	County-wide
October Monday/Wednesday Downtown Zumba**	10/1 – 10/31	4:10 pm – 5:10 pm 1310 Prairie, 16 th Floor Conference
October Monday/Wednesday Downtown GUMBO Boot Camp**	10/1 – 10/31	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
October Monday/Wednesday Annex M GUMBO Boot Camp**	10/1 – 10/31	5:15 pm – 6:15 pm 2525 Murworth, D36 - CPS Bldg Entrance
October Monday/Wednesday Spring GUMBO Boot Camp**	10/1 – 10/31	5:30 pm – 6:30 pm Precinct 4 Collins Park 6727 Cypresswood Drive, Spring
October Tuesday/Thursday Downtown GUMBO Boot Camp**	10/2 – 10/30	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
October Tuesday/Thursday Bear Creek GUMBO Boot Camp**	10/2 – 10/30	6:30 pm – 7:30 pm 3055 Bear Creek Drive, Steps of Bear Creek Community Center
Wellness Lecture Series: Dining Out In Houston: The Restaurant Capital of the US**	10/3	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
October Thursday – 2:00 pm Downtown Yoga**	10/4 – 10/25	2:00 pm – 3:00 pm 1310 Prairie, 16 th Floor Conference
Onsite Physicals by The Methodist Hospital** (by appointment)	10/10	7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240
RD on the Go** (by appointment)	10/10	8:00 am – 5:00 pm 1310 Prairie, Suite 400
RD on the Go** (by appointment)	10/17	8:00 am – 5:00 pm 1310 Prairie, Suite 400

Wellness Lecture Series: Emotional Intelligence & Respectful Communication in the Workplace**	10/17	1:30 pm – 4:00 pm 1310 Prairie, Suite 230 Training Room
Onsite Physicals by The Methodist Hospital** (by appointment)	10/24	7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240
RD on the Go** (by appointment)	10/24	8:00 am – 5:00 pm 1310 Prairie, Suite 400
Wellness Lecture Series: Exercises To Reduce Holiday Stress**	10/24	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
NOVEMBER		
American Diabetes Month	11/1 – 11/30	County-wide
November Thursday – 2:00 pm Downtown Yoga**	11/1 – 11/29 No class 11/22	2:00 pm – 3:00 pm 1310 Prairie, 16 th Floor Conference
November Tuesday/Thursday Downtown GUMBO Boot Camp**	11/1 – 11/29 No class 11/11	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
November Tuesday/Thursday Bear Creek GUMBO Boot Camp**	11/1 – 11/29 No class 11/20 & 11/22	6:30 pm – 7:30 pm 3055 Bear Creek Drive, Steps of Bear Creek Community Center
Houston Heart Walk	11/3	9:00 am – 12:00 pm Reliant Park
Live Healthy Harris County 8 Week Step 2 It & De-Stress Challenge – ENDS	11/5	www.livehealthyharriscounty.org
Onsite Mammograms by The Rose** (by appointment)	11/5	9:00 am – 4:00 pm 1310 Prairie, Room 240
November Monday/Wednesday Downtown Zumba**	11/5 – 11/28 No class 11/21	4:10 pm – 5:10 pm 1310 Prairie, 16 th Floor Conference
November Monday/Wednesday Downtown GUMBO Boot Camp**	11/5 – 11/28 No class 11/21	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
November Monday/Wednesday Annex M GUMBO Boot Camp**	11/5 – 11/28 No class 11/19 & 11/21	5:15 pm – 6:15 pm 2525 Murworth, D36 - CPS Bldg Entrance
November Monday/Wednesday Spring GUMBO Boot Camp**	11/5 – 11/28 No class 11/19 & 11/21	5:30 pm – 6:30 pm Precinct 4 Collins Park 6727 Cypresswood Dr., Spring
Onsite Physicals by The Methodist Hospital** (by appointment)	11/7	7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240
RD on the Go** (by appointment)	11/7	8:00 am – 5:00 pm 1310 Prairie, Suite 400
Wellness Lecture Series: Holiday Budgeting & Conquering Holiday Stress**	11/7	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Onsite Mammograms by The Rose** (by appointment)	11/12	9:00 am – 4:00 pm 1310 Prairie, Room 240

Wellness Lecture Series: It's A Sugar Jungle Out There**	11/14	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
DECEMBER		
Safe Toys & Gifts Month	12/1 – 12/31	County-wide
December Monday/Wednesday Downtown Zumba**	12/3 – 12/19	4:10 pm – 5:10 pm 1310 Prairie, 16 th Floor Conference
December Monday/Wednesday Downtown GUMBO Boot Camp**	12/3 – 12/19	5:15 –m 6:15 pm 1310 Prairie, 16 th Floor Conference
December Monday/Wednesday Annex M GUMBO Boot Camp**	12/3 – 12/19	5:15 pm – 6:15 pm 2525 Murworth, D36 - CPS Bldg Entrance
December Tuesday/Thursday Downtown GUMBO Boot Camp**	12/4 – 12/20	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
Onsite Physicals by The Methodist Hospital** (by appointment)	12/5	7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240
RD on the Go** (by appointment)	12/5	8:00 am – 5:00 pm 1310 Prairie, Suite 400
Wellness Lecture Series: Managing in Times of Personal Crisis & Dealing with Burnout**	12/5	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
December Thursday – 2:00 pm Downtown Yoga**	12/6 – 11/20	2:00 pm – 3:00 pm 1310 Prairie, 16 th Floor Conference
Wellness Lecture Series: Food Scams: Buyer Beware!**	12/12	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
Onsite Mammograms by The Rose** (by appointment)	12/12 & 12/13	9:00 am – 4:00 pm 1310 Prairie, Room 240
Wellness Lecture Series: Why Give? The Power of Giving**	12/12	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
JANUARY 2013		
January Monday/Wednesday Downtown Zumba**	1/7 – 1/30 No class 1/14	4:10 pm – 5:10 pm 1310 Prairie, 16 th Floor Conference
January Monday/Wednesday Downtown GUMBO Boot Camp**	1/7 – 1/30 No class 1/14	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
January Monday/Wednesday Annex M GUMBO Boot Camp**	1/7 – 1/30 No class 1/14	5:15 pm – 6:15 pm 2525 Murworth, D36 - CPS Bldg Entrance
January Tuesday/Thursday Downtown GUMBO Boot Camp**	1/8 – 1/31	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
January Thursday – 2:00 pm Downtown Yoga**	1/10 – 1/31	2:00 pm – 3:00 pm 1310 Prairie, 16 th Floor Conference
Onsite Physicals by The Methodist Hospital** (by appointment)	1/16	7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240
RD on the Go** (by appointment)	1/16	8:00 am – 5:00 pm 1310 Prairie, Suite 400

Wellness Lecture Series: New Year's Resolutions: Good Idea or Bad?*	1/16	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Wellness Lecture Series: Fast, Fresh & Flavorful Meals**	1/23	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
Onsite Physicals by The Methodist Hospital** (by appointment)	1/30	7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240
RD on the Go** (by appointment)	1/30	8:00 am – 5:00 pm 1310 Prairie, Suite 400
Wellness Lecture Series: Assertiveness & Approaches to Decision Making**	1/30	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Onsite Mammograms by The Rose** (by appointment)	1/31	9:00 am – 4:00 pm 1310 Prairie, Room 240
FEBRUARY 2013		
American Heart Month	2/1 – 2/28	County-wide
Onsite Mammograms by The Rose** (by appointment)	2/1	9:00 am – 4:00 pm 1310 Prairie, Room 240
February Monday/Wednesday Downtown Zumba**	2/4 – 2/27	4:10 pm – 5:10 pm 1310 Prairie, 16 th Floor Conference
February Monday/Wednesday Downtown GUMBO Boot Camp**	2/4 – 2/27	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
February Monday/Wednesday Annex M GUMBO Boot Camp**	2/4 – 2/27	5:15 pm – 6:15 pm 2525 Murworth, D36 - CPS Bldg Entrance
February Tuesday/Thursday Downtown GUMBO Boot Camp**	2/5 – 2/28	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
Wellness Lecture Series: Powerhouse Foods**	2/6	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
February Thursday – 2:00 pm Downtown Yoga**	2/7 – 2/28	2:00 pm – 3:00 pm 1310 Prairie, 16 th Floor Conference
Onsite Physicals by The Methodist Hospital** (by appointment)	2/13	7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240
RD on the Go** (by appointment)	2/13	8:00 am – 5:00 pm 1310 Prairie, Suite 400
Wellness Lecture Series: The Heart Healthy Lifestyle: 8 Steps to Prevent Heart Disease**	2/13	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Wellness Lecture Series: Non-Verbal Communication**	2/30	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Onsite Physicals by The Methodist Hospital** (by appointment)	2/27	7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240
RD on the Go** (by appointment)	2/27	8:00 am – 5:00 pm 1310 Prairie, Suite 400

*Dates, locations and program content subject to change.

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

Wellness Training Classes

Course	Day	Date	Time	Location	Hours
Wellness Lecture Series: Depression in Families & Children and Stress	Wednesday	September 12	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Fill Up On Fiber	Wednesday	September 19	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: The Relationship Between Anti-oxidants and Cancer	Wednesday	September 26	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Dining Out in Houston: The Restaurant Capitol of the US	Wednesday	October 3	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Emotional Intelligence & Respectful Communication	Wednesday	October 17	1:30 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	2.5
Wellness Lecture Series: Exercises to Reduce Holiday Stress	Wednesday	October 24	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Holiday Budgeting & Conquering Holiday Stress	Wednesday	November 7	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: It's A Sugar Jungle Out There	Wednesday	November 14	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Managing in Times of Personal Crisis & Dealing with Burnout	Wednesday	December 5	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Food Scams – Buyer Beware!	Wednesday	December 12	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Why Give? The Power of Giving	Wednesday	December 12	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: New Year's Resolutions – Good Idea or Bad?	Wednesday	January 16	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Fast, Fresh & Flavorful Meals	Wednesday	January 23	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Assertiveness & Approaches to Decision Making	Wednesday	January 30	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Powerhouse Foods	Wednesday	February 6	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0

Wellness Lecture Series: The Heart Healthy Lifestyle – 8 Steps to Prevent Heart Disease	Wednesday	February 13	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Non-Verbal Communication	Wednesday	February 20	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0

Wellness Screening Program

It could save your life!

Your good health is important to us. That's why we're offering you a free wellness screening so you can focus on what's important —your health and well-being. Height, weight and blood pressure measurements, along with a simple blood draw will be completed during your wellness screening.

Register NOW to get your FREE wellness screening by November 2, 2012

- To register, go to My.Blueprintforwellness.com, using your Registration Key: **harriscounty** and your Unique ID, which is the first 3 letters of your last name and last 4 digits of your Social Security number.*
- Follow the online registration instructions and select where you prefer to attend your wellness event. You choose what location works best for your schedule — either at your workplace location or at an offsite Quest Diagnostics® Patient Service Center.
- Please make your appointment 3 weeks before your workplace wellness event! Walk-ins are also welcome as space permits.
- If you choose to go to a Quest Diagnostics Patient Service Center, you will need to schedule your appointment online. Make sure to print and bring your confirmation page with you. If you visit a Quest Diagnostics Patient Service Center without an appointment, you could have a long wait.

Get prepared!

- Remember to fast 9 – 12 hours before your screening, drink plenty of water and take all medications, as directed by your doctor.
- Bring your Aetna insurance card and a government-issued photo ID to your appointment. Your results will be mailed to you within two weeks after your wellness screening.

Remember to share your results with your doctor at your next visit.

**If you have any questions or issues with online registration, contact the Blueprint for Wellness Call Center at 1-866-908-9440 (available Monday through Friday, 7:00 am – 8:30 pm CST and Saturday 7:30 am – 4:00 pm CST).*

Naturally Slim

Want to be in the program that everyone is talking about?

Participate in the 2012 wellness screenings and you will be eligible to apply for the 2013 Naturally Slim program! Selection criteria will apply and participants will be chosen by Naturally Slim. Visit www.wellathctx.com (well4hctx) to find out more.

Confidentiality

All health information collected and discussed during the wellness screening WILL NOT be shared with Harris County by Quest Diagnostics.

Seasonal Flu Shots

Seasonal flu shots are open to employees, retirees and dependents (6 months and older) covered by the Harris County Medical Plan (Aetna) and are provided at **NO COST** with your Aetna insurance card. If you are a new, full-time employee NOT YET covered by the Harris County Medical Plan but within your 90-day probation period, you **MUST** present your County ID badge and provide your 6-or-7-digit employee ID number to receive the flu shot at no cost.

For covered members wishing to get a seasonal **flu shot only**, NO APPOINTMENT IS NECESSARY.

Seasonal flu vaccinations provided by Texas Vaccine Institute.

Wellness Screening & Seasonal Flu Shot 2012 Schedule

Date	Time	Location & Rooms
Thursday, September 13	7:00 am – 11:00 am	Anderson Clayton Building 1310 Prairie, 16 th Floor Conference Room
Friday, September 14	8:00 am – 11:00 am	Annex 3 Humble Courthouse Courtroom & FPM Room 7900 Will Clayton Parkway
Monday, September 17	7:00 am – 11:00 am	Annex 83 Public Health & Environmental Services, Conference Room 532 2223 W. Loop South
Tuesday, September 18	9:00 am – 12:00 pm	701 County Jail, ODR 701 N. San Jacinto
Wednesday, September 19	7:00 am – 11:00 am	Administration Building 1 st Floor Conference Room 1001 Preston

Thursday, September 20	6:00 am – 10:00 am	Commissioner Precinct 3 Westside Service Center, Meeting Room 16635 Clay Road
Friday, September 21	8:00 am – 11:00 am	Annex 17 Cypresswood Courthouse Constable's Conference Room & JP Hearing Room 6831 Cypresswood Drive
Friday, September 21 st (FLU ONLY)	TBD	United Way Building (WIC staff meeting) 50 Waugh Drive Houston, Texas 77007
Wednesday, September 26	6:00 am – 8:30 am	Flood Control District South Service Center – Meeting Room 5301 Almeda Genoa Road
Thursday, September 27	6:00 am – 9:00 am	Flood Control District North Service Center - Pavilion 7522 Prairie Oak Drive
Friday, September 28	7:00 am – 11:00 am	Flood Control District Administrative Offices, 1 st Floor Training Room 9900 Northwest Freeway
Monday, October 1	8:00 am – 11:00 am	Juvenile Probation Leadership Academy, Gym 9120 Katy Hockley Road
Tuesday, October 2	8:00 am – 11:00 am	John P. Phelps Center Precinct 2 Training Room 101 S. Richey (Pasadena)
Wednesday, October 3	7:00 am – 11:00 am	Juvenile Justice Center 1 st Floor Training Room 1200 Congress
Thursday, October 4	7:30 am – 11:30 am	Annex M-Murworth Room D36 2525 Murworth Dr
Thursday, October 4 (FLU ONLY¹)	10:00 pm – 12:00 am	1200 County Jail ¹ Conference Room 1200 Baker Street
Tuesday, October 9 (FLU ONLY²)	11:00 am – 3:00 pm	1200 County Jail ¹ Conference Room 1200 Baker Street
Thursday, October 11	8:00 am – 11:00 am	Public Library Admin. Offices Training Room 8080 El Rio
Friday, October 12	7:00 am – 10:00 am	Annex 13-Constable Precinct 5 2 nd Floor Training Room 17423 Katy Freeway
Monday, October 15	8:00 am – 11:00 am	Juvenile Probation Youth Village Conference Room 210 J.W. Mills Drive (Seabrook)
Tuesday, October 16	8:00 am – 11:00 am	Institute of Forensic Sciences 1 st Floor Training Room 1885 Old Spanish Trail
Wednesday, October 17	7:00 am – 11:00 am	Criminal Justice Center 7 th Floor Attorney Ready Room 1201 Franklin

Thursday, October 18	8:00 am – 11:00 am	Commissioner Precinct 1 Tom Bass Community Center 15108 Cullen Drive
Thursday, October 18 (FLU ONLY³)	10:00 pm – 12:00 am	701 County Jail, ODR 701 N. San Jacinto
Friday, October 19	8:00 am – 11:00 am	Annex 8 Baytown Courthouse Courtroom 701 W. Baker Road
Monday, October 22	8:00 am – 11:00 am	Annex 26 – Jim Fonteno Courtroom 14350 Wallisville Road
Tuesday, October 23	8:00 am – 11:00 am	Protective Services Youth Service Center, Room 204 6300 Chimney Rock
Wednesday, October 24	7:00 am – 11:00 am	Civil Courts Building 17 th Floor Ceremonial Conference Suite 201 Caroline
Thursday, October 25	8:00 am – 11:00 pm	Toll Road Authority Administrative Offices Building B 7701 Wilshire Place Drive
Friday, October 26	8:00 am – 11:00 am	Toll Road Authority Westside Service Center Courtroom 2707 W. Sam Houston Parkway North
Monday, October 29	8:00 am – 10:30 am	Annex E-Palm Center Constable Precinct 7 Training Room 5290 Griggs Rd
Tuesday, October 30	8:30 am – 11:30 am	Commissioner Precinct 2 East HC Activity Center 7331 Spencer HWY
Wednesday, October 31	7:00 am – 9:30 am	Commissioner Precinct 4 Lyons Maintenance Camp Meeting Room 11920 TC Jester

^{1.} The event at 1200 County Jail on October 4th, 10:00 PM – 12:00 AM will only have seasonal flu shots available.

^{2.} The event at 1200 County Jail on October 9th, 11:00 AM – 3:00 PM will only have seasonal flu shots available.

^{3.} The event at 701 County Jail on October 18th, 10:00 PM – 12:00 AM, will only have seasonal flu shots available.

RD on the Go Program

This program provides onsite, preventive nutrition counseling and general health coaching by a registered and licensed dietitian that is also a certified health coach from The Methodist Hospital. Sessions are 30 minutes in length and are at 1310 Prairie, Suite 400. Registration is required for this program and is available on the Training website (<http://www.hctx.net/hctraining/>). **ELIGIBILITY:** This program is only open to covered members of the Harris County Medical Plan (Aetna). This program may be used as frequently as needed.

Day	Date	Time	Appt. Length	Location
Wednesday	September 12	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400
Wednesday	September 26	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400
Wednesday	October 10	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400
Wednesday	October 17	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400
Wednesday	October 24	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400
Wednesday	November 7	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400
Wednesday	December 5	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400
Wednesday	January 16	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400
Wednesday	January 30	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400
Wednesday	February 13	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400
Wednesday	February 27	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400

Confidentiality

All health information collected and discussed during the onsite counseling session WILL NOT be shared with Harris County by The Methodist Hospital.

Onsite Mammography Program

The Rose, a non-profit breast cancer organization, provides their mobile (digital) mammography services in an empty, private office of the 2nd Floor at the Anderson Clayton Building (1310 Prairie) every other month.

Who is eligible for an onsite routine mammogram?

Covered members of the Harris County Medical Plan (Aetna) may take advantage of this onsite service provided at NO COST (100% covered) by meeting the following plan criteria for receiving a routine mammogram:

- 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 seek this service through their stand-alone facilities (www.therose.org) or another Aetna network provider.

Make your appointment online with The Rose

To make your appointment for an upcoming date, follow these steps:

1. Go to the secure scheduling website, <https://www.sentinelanalytics.net/mms/>

2. Enter the Company Code, **HCTX** (not case-sensitive)
3. Answer the pre-screening questions and enter your personal information
4. Select your appointment date and time

Day	Date	Time	Appt. Length	Location
Thursday	September 13	9:00 am – 3:45 pm	15 – 30 minutes	1310 Prairie, Room 240
Friday	September 14	9:00 am – 3:45 pm	15 – 30 minutes	1310 Prairie, Room 240
Monday	November 5	9:00 am – 3:45 pm	15 – 30 minutes	1310 Prairie, Room 240
Monday	November 12	9:00 am – 3:45 pm	15 – 30 minutes	1310 Prairie, Room 240
Wednesday	December 12	9:00 am – 3:45 pm	15 – 30 minutes	1310 Prairie, Room 240
Thursday	December 13	9:00 am – 3:45 pm	15 – 30 minutes	1310 Prairie, Room 240
Thursday	January 31	9:00 am – 3:45 pm	15 – 30 minutes	1310 Prairie, Room 240
Friday	February 1	9:00 am – 3:45 pm	15 – 30 minutes	1310 Prairie, Room 240

Please note that you **STILL** have the freedom to choose **ANY** provider within the Aetna network to receive your mammogram at no cost per plan criteria. If you have questions about finding a provider near you or the date of your last mammogram please contact Aetna at 713-755-5604 or 1-800-279-2401. You can also log in to your Aetna Navigator at www.aetna.com to view this information.

Confidentiality

All health information collected and discussed during the onsite mammogram WILL NOT be shared with Harris County by The Rose.

Onsite Annual Physicals

THIS IS DIFFERENT FROM THE WELLNESS SCREENING EVENTS

Annual physicals are available onsite and at no cost at the Anderson-Clayton Building (1310 Prairie, 2nd Floor) to eligible* employees covered by the Harris County Medical Plan (Aetna).

The annual physical is provided by a medical doctor from The Methodist Hospital and includes the following:

- Physician history and physical
- Vital signs (height, weight, blood pressure, girth measurement)
- Resting electrocardiogram (EKG)
- Blood and urine laboratory tests (CBC Diff, Urinalysis, Comprehensive Metabolic Panel, TSH, Free T4, Lipid Panel, and PSA-the prostate cancer screening for men over 40 or with history of disease.)

Appointments may be made on the Training website, www.hctx.net/hctraining.

Your appointment is confirmed IF you receive a confirmation email from the scheduler. "Wait Listed" appointments do not receive an email confirmation. One week before your scheduled appointment you will receive another email with additional information from The Methodist Hospital and a reminder phone call the day before.

Eligibility

The Harris County Medical Plan (Aetna) covers at 100% ONE routine physical per calendar year. If you are an employee covered by the Harris County Medical Plan (Aetna) and have not received a routine physical for this calendar year, you are eligible to take advantage of this onsite service at no cost to you. **Please note that you STILL have the freedom to choose ANY physician or nurse practitioner within the Aetna provider network to receive your annual physical at no cost per plan criteria.** If you have questions about finding a provider near you or the date of your last annual physical please contact Aetna at 713-755-5604 or 1-800-279-2401. You can also log in to your Aetna Navigator at www.aetna.com to view this information.

Day	Date	Time	Appt. Length	Location
Wednesday	September 12	7:00 am – 12:00 pm	15 – 30 minutes	1310 Prairie, Room 240
Wednesday	September 26	7:00 am – 12:00 pm	15 – 30 minutes	1310 Prairie, Room 240
Wednesday	October 10	7:00 am – 12:00 pm	15 – 30 minutes	1310 Prairie, Room 240
Wednesday	October 24	7:00 am – 12:00 pm	15 – 30 minutes	1310 Prairie, Room 240
Wednesday	November 7	7:00 am – 12:00 pm	15 – 30 minutes	1310 Prairie, Room 240
Wednesday	December 5	7:00 am – 12:00 pm	15 – 30 minutes	1310 Prairie, Room 240
Wednesday	January 16	7:00 am – 12:00 pm	15 – 30 minutes	1310 Prairie, Room 240
Wednesday	January 30	7:00 am – 12:00 pm	15 – 30 minutes	1310 Prairie, Room 240
Wednesday	February 13	7:00 am – 12:00 pm	15 – 30 minutes	1310 Prairie, Room 240
Wednesday	February 27	7:00 am – 12:00 pm	15 – 30 minutes	1310 Prairie, Room 240

Confidentiality

All health information collected and discussed during the onsite annual physical WILL NOT be shared with Harris County by The Methodist Hospital.

Exercise Classes

Registration for all exercise classes is available on the Training website, www.hctx.net/hctraining. Participation is voluntary and completion of a liability waiver is required. Walk-in participation is allowed as space permits.

Cardio/Strength

G.U.M.B.O. Boot Camp

(Instructors: GUMBO fitness trainers)

G.U.M.B.O. (Get Up & Move your Butt Operation) Boot Camp is a challenging workout that incorporates cardio, endurance, partner resistance, core and strength training using body weight and dumbbells to create a lean, strong, healthy body.

Zumba

(Instructor: YMCA fitness trainers)

This cardio-Latin fusion class features aerobic interval training to maximize fat burning and total body toning, all to incredible music with moves that are easy to learn!

Mind/Body

Yoga

(Instructor: Trainers from The Methodist Hospital and/or the YMCA of Greater Houston)

Yoga builds a strong body, mind, and spirit. This class incorporates yoga postures, breathing exercises and a mind focus to improve balance, strength and flexibility. Restorative breathing exercises and final relaxation will promote stress reduction and mental clarity. Postures are linked with the breath and transition smoothly from one to the next.

Class	Day	Date	Time	Location	No Class
GUMBO Boot Camp	Tuesday & Thursday	Sept. 4-27	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor Conference Room	N/A
GUMBO Boot Camp	Tuesday & Thursday	Sept. 4-27	6:30 pm – 7:30 pm	3055 Bear Creek Drive, Steps of Bear Creek Community Center	N/A
Zumba	Monday & Wednesday	September 5 - 26	4:10 pm – 5:10 pm	1310 Prairie, 16 th Floor Conference Room	Sept. 12
GUMBO Boot Camp	Monday & Wednesday	September 5 - 26	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor Conference Room	Sept. 12
GUMBO Boot Camp	Monday & Wednesday	September 5 - 26	5:15 pm – 6:15 pm	2525 Murworth, D36-CPS Bldg Entrance	N/A
GUMBO Boot Camp	Monday & Wednesday	September 5 - 26	5:30 pm – 6:30 pm	Precinct 4 Collins Park, 6727 Cypresswood Drive, Spring	N/A
Yoga	Thursday	September 6 - 27	2:00 pm – 3:00 pm	1310 Prairie, 16 th Floor Conference Room	September 13
Zumba	Monday & Wednesday	October 1 - 31	4:10 pm – 5:10 pm	1310 Prairie, 16 th Floor Conference Room	N/A
GUMBO Boot Camp	Monday & Wednesday	October 1 - 31	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor Conference Room	N/A

GUMBO Boot Camp	Monday & Wednesday	October 1 - 31	5:15 pm – 6:15 pm	2525 Murworth, D36-CPS Bldg Entrance	N/A
GUMBO Boot Camp	Monday & Wednesday	October 2 - 30	5:30 pm – 6:30 pm	Precinct 4 Collins Park, 6727 Cypresswood Drive, Spring	N/A
GUMBO Boot Camp	Tuesday & Thursday	October 2 - 30	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor Conference Room	N/A
GUMBO Boot Camp	Tuesday & Thursday	October 2 - 30	6:30 pm – 7:30 pm	3055 Bear Creek Drive, Steps of Bear Creek Community Center	N/A
Yoga	Thursday	October 4 - 25	2:00 pm – 3:00 pm	1310 Prairie, 16 th Floor Conference Room	N/A
Yoga	Thursday	November 1 - 29	2:00 pm – 3:00 pm	1310 Prairie, 16 th Floor Conference Room	November 22
GUMBO Boot Camp	Tuesday & Thursday	November 1 – 29	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor Conference Room	November 22
GUMBO Boot Camp	Tuesday & Thursday	November 1 - 29	6:30 pm – 7:30 pm	3055 Bear Creek Drive, Steps of Bear Creek Community Center	November 20, 22
Zumba	Monday & Wednesday	November 5 - 28	4:10 pm – 5:10 pm	1310 Prairie, 16 th Floor Conference Room	November 21
GUMBO Boot Camp	Monday & Wednesday	November 5 – 28	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor Conference Room	November 21
GUMBO Boot Camp	Monday & Wednesday	November 5 - 28	5:15 pm – 6:15 pm	2525 Murworth, D36-CPS Bldg Entrance	November 19, 21
GUMBO Boot Camp	Monday & Wednesday	November 5 - 28	5:30 pm – 6:30 pm	Precinct 4 Collins Park, 6727 Cypresswood Dr., Spring	November 19, 21
Zumba	Monday & Wednesday	December 3 - 19	4:10 pm – 5:10 pm	1310 Prairie, 16 th Floor Conference Room	N/A
GUMBO Boot Camp	Monday & Wednesday	December 3 - 19	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor Conference Room	N/A
GUMBO Boot Camp	Monday & Wednesday	December 3 - 19	5:15 pm – 6:15 pm	2525 Murworth, Outside, Guardianship Bldg Entrance	N/A

GUMBO Boot Camp	Tuesday & Thursday	December 4 - 30	5:15 pm – 6:15 pm	1310 Prairie, 16th Floor Conference Room	N/A
Yoga	Thursday	December 6 - 20	2:00 pm – 3:00 pm	1310 Prairie, 16th Floor Conference Room	N/A
Zumba	Monday & Wednesday	January 7 - 30	4:10 pm – 5:10 pm	1310 Prairie, 16th Floor Conference Room	January 14
GUMBO Boot Camp	Monday & Wednesday	January 7 - 30	5:15 pm – 6:15 pm	1310 Prairie, 16th Floor Conference Room	January 14
GUMBO Boot Camp	Monday & Wednesday	January 7 - 30	5:15 pm – 6:15 pm	2525 Murworth, Outside, Guardianship Bldg Entrance	January 14
GUMBO Boot Camp	Tuesday & Thursday	January 8 - 31	5:15 pm – 6:15 pm	1310 Prairie, 16th Floor Conference Room	N/A
Yoga	Thursday	January 10 - 31	2:00 pm – 3:00 pm	1310 Prairie, 16th Floor Conference Room	N/A
Zumba	Monday & Wednesday	February 4 - 27	4:10 pm – 5:10 pm	1310 Prairie, 16th Floor Conference Room	N/A
GUMBO Boot Camp	Monday & Wednesday	February 4 - 27	5:15 pm – 6:15 pm	1310 Prairie, 16th Floor Conference Room	N/A
GUMBO Boot Camp	Monday & Wednesday	February 4 - 27	5:15 pm – 6:15 pm	2525 Murworth, Outside, Guardianship Bldg Entrance	N/A
GUMBO Boot Camp	Tuesday & Thursday	February 5 - 28	5:15 pm – 6:15 pm	1310 Prairie, 16th Floor Conference Room	N/A
Yoga	Thursday	February 7 - 28	2:00 pm – 3:00 pm	1310 Prairie, 16th Floor Conference Room	N/A

Wellness Challenges

Live Healthy Harris County (LHHC) is a physical fitness and weight maintenance program sponsored by Harris County and Aetna in conjunction with Live Healthy America.

To register, go to 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.

Challenge	Type	Registration Opens	Start	End	Fee*
LHHC 8 Week Step 2 It Challenge & De-Stress Challenge	Step Counting & Stress Management	August 13	September 11	November 5	None

*Standard registration fee is \$16; Harris County is contributing \$16 for all eligible employees, dependents and retirees. This includes employees, retirees and their dependents 18 years and over covered by the Harris County Medial plan (Aetna). New employees still within their 3-month benefits probation period are also eligible for the \$0 entry fee. All other participants including contract, temporary, part-time, and State employees will be required to pay the standard registration fee of \$16. Eligibility is subject to verification. Please contact Human Resources & Risk Management, Benefits Division at 713-755-7057 for more information.