

Employee Training Class And Wellness Program Schedule July - August 2012



For Additional Information, Contact

Human Resources & Risk Management
713-755-4843

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

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Human Resources Guide to Employee Training Classes

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Human Resources & Risk Management Wellness Program

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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 July - August 2012

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

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

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

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

COMPLIANCE WITH ADA: Harris County offers reasonable accommodation for persons attending classes as required by the ADA. Please call HR & RM at 713-755-4390 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 |
|--|----------|-----------|--------------------|---------------------------------------|-------|
| * Building Team and Organizational Excellence | Tuesday | July 10 | 1:00 pm – 4:30 pm | 1310 Prairie, Suite 230 Training Room | 3.5 |
| * Employment Law | Tuesday | July 17 | 1:00 pm – 5:00 pm | 1310 Prairie, Suite 230 Training Room | 4.0 |
| * The FLSA: An Overview of the Wage and Hour Laws | Thursday | July 19 | 3:00 pm – 4:30 pm | 1310 Prairie, Suite 230 Training Room | 1.5 |
| * Managing and Resolving Conflict in the Workplace | Friday | August 10 | 8:30 am – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 6.0 |
| * ADA, FMLA, Workers' Compensation, and HIPAA | Thursday | August 16 | 1:00 pm – 4:00 pm | 1310 Prairie, Suite 230 Training Room | 3.0 |
| * Preventing Sexual Harassment in the Workplace | Thursday | August 23 | 1:00 pm – 4:00 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |
| * Building Effective Coaching Skills | Thursday | August 30 | 8:30 am – 12:00 pm | 1310 Prairie, Suite 230 Training Room | 3.5 |

Professional Development Training

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

These classes are open to all employees with supervisory approval.

| Course | Day | Date | Time | Location | Hours |
|---|----------|---------|--------------------|---------------------------------------|-------|
| Managing Time, Priorities, and Customer Service | Tuesday | July 10 | 8:30 am – 12:00 pm | 1310 Prairie, Suite 230 Training Room | 3.5 |
| Customer Service Excellence | Friday | July 13 | 8:00 am – 12:00 pm | 1310 Prairie, Suite 230 Training Room | 4.0 |
| Understanding the Home Buying Process | Tuesday | July 17 | 11:30 am – 1:00 pm | 1310 Prairie, Suite 230 Training Room | 1.5 |
| Construction Zone | Thursday | July 19 | 8:30 am – 12:00 pm | 1310 Prairie, Suite 230 Training Room | 3.5 |
| Ethics Training | Thursday | July 19 | 1:00 pm – 2:30 pm | 1310 Prairie, Suite 230 Training Room | 1.5 |
| Leading and Managing | Friday | July 20 | 8:30 am – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 6.0 |

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|--|----------|-----------|---------------------|---------------------------------------|-----|
| Transition and Diversity | Thursday | August 9 | 8:30 am – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 6.0 |
| Power Tools | Tuesday | August 14 | 8:30 am – 12:00 pm | 1310 Prairie, Suite 230 Training Room | 3.5 |
| Conflict or Cooperation – Button Pushers | Tuesday | August 14 | 1:00 pm – 2:30 pm | 1310 Prairie, Suite 230 Training Room | 1.5 |
| Power Tools – Proofing Practice | Tuesday | August 21 | 8:30 am – 10:00 am | 1310 Prairie, Suite 230 Training Room | 3.5 |
| Construction Zone – Tone Booster | Tuesday | August 21 | 10:30 am – 12:00 pm | 1310 Prairie, Suite 230 Training Room | 1.5 |
| Ethics Training | Tuesday | August 21 | 1:00 pm – 2:30 pm | 1310 Prairie, Suite 230 Training Room | 1.5 |
| Preventing Sexual Harassment in the Workplace | Tuesday | August 21 | 3:00 pm – 4:30 pm | 1310 Prairie, Suite 230 Training Room | 1.5 |
| Increasing Communication Effectiveness | Thursday | August 30 | 1:00 pm – 4:30 pm | 1310 Prairie, Suite 230 Training Room | 3.5 |
| Get Organized Now | Friday | August 31 | 8:30 am – 12:00 pm | 1310 Prairie, Suite 230 Training Room | 3.5 |
| SMART Goal Setting | Friday | August 31 | 1:00 pm – 4:30 pm | 1310 Prairie, Suite 230 Training Room | 3.5 |

Wellness Training

| Course | Day | Date | Time | Location | Hours |
|--|------------|-------------|--------------------|--|--------------|
| Taming Tension: Gratitude | Wednesday | July 11 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| WLS: Living Off Your Paycheck & Overcoming Debt | Wednesday | July 11 | 1:30 pm – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |
| Taming Tension: Art Therapy | Wednesday | July 18 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| WLS: The Truths (and Myths) About Gluten | Wednesday | July 18 | 1:30 pm – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |
| Taming Tension: Nutrition | Wednesday | July 25 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| Taming Tension: Happiness | Wednesday | August 1 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| WLS: Adult Child Independence & Parenting in the Technology Age | Wednesday | August 1 | 1:30 pm – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |
| WLS: What Does Sleep Have to Do With It | Wednesday | August 8 | 8:30 am – 10:30 am | 1310 Prairie, Suite 230 Training Room | 2.0 |
| Taming Tension: Visualization | Wednesday | August 8 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| Taming Tension: Affirmations | Wednesday | August 15 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |

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| WLS: How to Train Like an Athlete | Wednesday | August 15 | 1:30 pm – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |
| WLS: Finding Your Food Groove | Wednesday | August 22 | 8:30 am – 10:30 am | 1310 Prairie, Suite 230 Training Room | 2.0 |
| Taming Tension: Optimism | Wednesday | August 22 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| Taming Tension: Organizing | Wednesday | August 29 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| WLS: Dealing with Anger & Coping with Anxiety | Wednesday | August 29 | 1:30 pm – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |

Distance Learning Training

| Course | Day | Date | Time | Location | Hours |
|--|------------|-------------|--------------------|--|--------------|
| Managing Time, Priorities, and Customer Service | Tuesday | July 10 | 8:30 am – 12:00 pm | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 3.5 |
| Managing Time, Priorities, and Customer Service | Tuesday | July 10 | 8:30 am – 12:00 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 3.5 |
| * Building Team and Organizational Excellence | Tuesday | July 10 | 1:00 pm – 4:30 pm | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 3.5 |
| * Building Team and Organizational Excellence | Tuesday | July 10 | 1:00 pm – 4:30 pm | Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084 | 3.5 |
| * Building Team and Organizational Excellence | Tuesday | July 10 | 1:00 pm – 4:30 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 3.5 |
| WLS: Living Off Your Paycheck & Overcoming Debt | Wednesday | July 11 | 1:30 pm – 3:30 pm | Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054 | 2.0 |
| WLS: Living Off Your Paycheck & Overcoming Debt | Wednesday | July 11 | 1:30 pm – 3:30 pm | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 2.0 |
| WLS: Living Off Your Paycheck & Overcoming Debt | Wednesday | July 11 | 1:30 pm – 3:30 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 2.0 |

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| WLS: Living Off Your Paycheck & Overcoming Debt | Wednesday | July 11 | 1:30 pm – 3:30 pm | Public Health 2223 West Loop South, Room 532 Houston, Texas 77027 | 2.0 |
| * Employment Law | Tuesday | July 17 | 1:00 pm – 5:00 pm | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 4.0 |
| * Employment Law | Tuesday | July 17 | 1:00 pm – 5:00 pm | Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084 | 4.0 |
| * Employment Law | Tuesday | July 17 | 1:00 pm – 5:00 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 4.0 |
| WLS: The Truth (and Myths) About Gluten | Wednesday | July 18 | 1:30 pm – 3:30 pm | Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084 | 2.0 |
| WLS: The Truth (and Myths) About Gluten | Wednesday | July 18 | 1:30 pm – 3:30 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 2.0 |
| Ethics Training | Thursday | July 19 | 1:00 pm – 2:30 pm | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 1.5 |
| Ethics Training | Thursday | July 19 | 1:00 pm – 2:30 pm | Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084 | 1.5 |
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| * The FLSA: An Overview of the Wage and Hour Laws | Thursday | July 19 | 3:00 pm – 4:30 pm | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 1.5 |
| * The FLSA: An Overview of the Wage and Hour Laws | Thursday | July 19 | 3:00 pm – 4:30 pm | Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084 | 1.5 |
| * The FLSA: An Overview of the Wage and Hour Laws | Thursday | July 19 | 3:00 pm – 4:30 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 1.5 |
| WLS: Adult Child Independence & Parenting in | Wednesday | August 1 | 1:30 pm – 3:30 pm | Comm. Pct. 2 Washburn Tunnel | 2.0 |

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| the Technology Age | | | | 3100 Federal Road Houston, Texas 77015 | |
| WLS: Adult Child Independence & Parenting in the Technology Age | Wednesday | August 1 | 1:30 pm – 3:30 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 2.0 |
| WLS: Adult Child Independence & Parenting in the Technology Age | Wednesday | August 1 | 1:30 pm – 3:30 pm | Public Health 2223 West Loop South, Room 532 Houston, Texas 77027 | 2.0 |
| WLS: What Does Sleep Have to Do With It? | Wednesday | August 8 | 8:30 am – 10:30 am | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 2.0 |
| WLS: What Does Sleep Have to Do With It? | Wednesday | August 8 | 8:30 am – 10:30 am | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 2.0 |
| Conflict or Cooperation – Button Pushers | Tuesday | August 14 | 1:00 pm – 2:30 pm | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 1.5 |
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| * ADA, FMLA, Workers' Compensation, and HIPAA | Thursday | August 16 | 1:00 pm – 4:00 pm | Comm. Pct. 3 Fonteno SEC 6600 Bissonnet Houston, Texas 77074 | 3.0 |

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| * ADA, FMLA, Workers' Compensation, and HIPAA | Thursday | August 16 | 1:00 pm – 4:00 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 3.0 |
| Power Tools – Proofing Practice | Tuesday | August 21 | 8:30 am – 10:00 am | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 3.5 |
| Power Tools – Proofing Practice | Tuesday | August 21 | 8:30 am – 10:00 am | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 3.5 |
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| Ethics Training | Tuesday | August 21 | 1:00 pm – 2:30 pm | Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084 | 1.5 |
| Ethics Training | Tuesday | August 21 | 1:00 pm – 2:30 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 1.5 |
| Preventing Sexual Harassment in the Workplace | Tuesday | August 21 | 3:00 pm – 4:30 pm | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 1.5 |
| Preventing Sexual Harassment in the Workplace | Tuesday | August 21 | 3:00 pm – 4:30 pm | Comm. Pct. 3 Fonteno SEC 6600 Bissonnet Houston, Texas 77074 | 1.5 |
| Preventing Sexual Harassment in the Workplace | Tuesday | August 21 | 3:00 pm – 4:30 pm | Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084 | 1.5 |
| Preventing Sexual Harassment in the Workplace | Tuesday | August 21 | 3:00 pm – 4:30 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 1.5 |

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| WLS: Finding Your Food Groove | Wednesday | August 22 | 8:30 am – 10:30 am | Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054 | 2.0 |
| WLS: Finding Your Food Groove | Wednesday | August 22 | 8:30 am – 10:30 am | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 2.0 |
| WLS: Finding Your Food Groove | Wednesday | August 22 | 8:30 am – 10:30 am | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 2.0 |
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| * Preventing Sexual Harassment in the Workplace | Thursday | August 23 | 1:00 pm – 4:00 pm | Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084 | 3.0 |
| * Preventing Sexual Harassment in the Workplace | Thursday | August 23 | 1:00 pm – 4:00 pm | Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067 | 3.0 |
| WLS: Dealing with Anger & Coping with Anxiety | Wednesday | August 29 | 1:30 pm – 3:30 pm | Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015 | 2.0 |
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| Increasing Communication Effectiveness | Thursday | August 30 | 1:00 pm – 4:30 pm | Public Health 2223 West Loop South, Room 532 Houston, Texas 77027 | 3.5 |

HeartSaver AED/CPR Certification

| Course | Day | Date | Time | Location |
|------------------------------|------------|-------------|--------------------|--|
| HeartSaver AED Certification | Thursday | July 12 | 8:00 am – 12:00 pm | 1310 Prairie, Suite 230 Training Room |
| HeartSaver AED Certification | Thursday | July 12 | 1:00 pm – 5:00 pm | 1310 Prairie, Suite 230 Training Room |
| HeartSaver AED Certification | Friday | July 13 | 1:00 pm – 5:00 pm | 1310 Prairie, Suite 230 Training Room |
| HeartSaver AED Certification | Thursday | August 23 | 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.quillen@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 station's 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 | Family or parenting issues |
| Substance Abuse/misuse | Work/life balance |
| Burnout | Marital/relationship problems |
| Child and elder care | Anxiety |
| Depression | Anger Management |
| Legal concerns | Financial issues |
| Coping with Change | Self-esteem |

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

Upcoming Classes

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

September 2012 – February 2013

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

*Americans with Disabilities Act (ADA) **

Assertiveness in Action

*Behavioral Interviewing **

Breakthrough Communication

Conflict or Cooperation

Conflict or Cooperation – Button Pushers

Confront It – Don't Ignore It

Construction Zone

Construction Zone – Microsoft Word Tips Booster

Construction Zone – Tone Booster

Customer Service Excellence

Dealing with Difficult People

Doing More with Less

Employment Law

Ethics Training

Fables and Fairy Tales – Lessons for the Workplace

Generational Issues in the Workplace

Getting Organized Now

*HR Laws, Policies, and Procedures **

Influencing Positive Change

Keeping Your Cool in Difficult Situations

*Leading Across Generations **

Maintaining Incredible Focus & Concentration

Managing and Resolving Conflict in the Workplace

Managing Multiple Priorities

Minutes Matter

Notary Training and Certification

Power Tools

Power Tools – Proofing Practice

Preventing Sexual Harassment

*Preventing Sexual Harassment **

Projecting Professionalism

SMART Goal Setting

The Dirty Dozen

Tough Talks

Under Construction

Under Construction – Grammar & Usage Booster

Under Construction – Punctuation Booster

New Employee Orientation

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

| Date | Location |
|--------------------|---------------------------------------|
| July 18, 2012 | 1310 Prairie, 16 th Floor |
| 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 |
|------------------|-------------------------------------|---|
| August 2, 2012 | Tom Bass Community Center | 15108 Cullen Blvd. Houston, Texas 77047 |
| 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 July - August 2012 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

*** Building Effective Coaching Skills**

!!NEW!!

(Instructor: Walt Natemeyer)

Managers/Supervisors will discuss how to observe, document, evaluate, and provide feedback on employee performance. Managers/Supervisors will learn how to clarify goals and expectations, conduct performance reviews, give positive feedback, and resolve performance problems. Also, understand and discuss how to manage a diverse workforce.

Limit: 35 Managers/Supervisors

This class is recommended for: Managers/Supervisors

*** Building Team and Organizational Excellence**

(Instructor: Walt Natemeyer)

Managers/Supervisors will examine the characteristics of High Performance Teams, assess their teams' effectiveness, and develop suggestions for increasing team effectiveness. In addition, key organizational excellence factors will be identified and discussed. Participants will also analyze video cases to learn how to develop a "passion for excellence". **Limit: 35**

Managers/Supervisors

This class is recommended for: Managers/Supervisors

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.

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 – 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.

*** 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.

Get Organized Now

!!NEW!!

(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.

Increasing Communication Effectiveness

(Instructor: Walt Natemeyer)

Effective leadership requires good two-way communication. Participants will examine the responsibilities of the “sender” and the “receiver”. Also, they will learn how to build their listening skills, manage meetings effectively and resolve conflict productively. Participants will also assess their communication and interpersonal styles. **Limit: 35.**

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

Leading and Managing

(Instructors: Richard Lewis and Joanne Ford-Robertson)

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

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

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

!!NEW!!

(Instructors: Richard Lewis & Joanne Ford-Robertson)

Managers/Supervisors 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: Managers/Supervisors

Managing Time, Priorities, and Customer Service

(Instructor: Walt Natemeyer)

Time management is an essential leadership skill. Participants will learn the rules of good time management, including how to list goals and priorities, make a daily "to do" list, delegate effectively and avoid procrastination. Attendees will identify key time wasters and discuss how to minimize these problems. Also, participants will assess who their customers are, what those customers want, and how to assess and improve customer service. **Limit: 35.**

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

Preventing Sexual Harassment in the Workplace

(Instructor: Jay Aldis)

With an interactive training video accompanied by live presentations, the participant 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.**

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

SMART Goal Setting

!!NEW!!

(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.

Taming Tension: Affirmations

!!NEW!!

(Instructor: Kari Kooi)

Just like computers are programmed with software, you program your mind with what you say to yourself. Your words have a powerful influence on your life! Developing a positive mindset through speaking affirmations is empowering and transforming. Come learn the art of creating affirmations and develop a completely positive, refreshing approach to yourself! **Limit: 30.**

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

Taming Tension: Art Therapy

!!NEW!!

(Instructor: Kari Kooi)

Explore the relaxation benefits of using art as a creative outlet. You do not need to be artistic to attend. Enjoy creating your own artful expression! **Limit: 30.**

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

Taming Tension: Gratitude

!!NEW!!

(Instructor: Kari Kooi)

Gratitude is one of the essential keys to staying happy and inspired in your daily life. This class will provide a fresh perspective and useful tools for developing this powerhouse of happiness! **Limit: 30.**

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

Taming Tension: Happiness

!!NEW!!

(Instructor: Kari Kooi)

Review theories of happiness and discuss the connection between happiness and health. The class activity will have you test your Happiness Quotient. **Limit: 30.**

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

Taming Tension: Nutrition

!!NEW!!

(Instructor: Kari Kooi)

In this session learn which foods are “energy---zappers” and which are “pick-me-ups”. Participants will have fun creating their very own mood food eating plan while enjoying a mood food snack. **Limit: 30.**

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

Taming Tension: Optimism

!!NEW!!

(Instructor: Kari Kooi)

Review the research on optimism and its impact on health and wellness. Discuss attributional style and how it works. The class activity will have you test your optimism. **Limit: 30.**

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

Taming Tension: Organizing

!!NEW!!

(Instructor: Kari Kooi)

Some brains are wired to create a pristine space, while others have a natural tendency to sprawl and display. Let this class inspire you to come up with an organizing plan that matches your personality. **Limit: 30.**

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

Taming Tension: Visualization

!!NEW!!

(Instructor: Kari Kooi)

You can turn on the relaxation response in your body by simply picturing relaxing scenes in your mind. Learn about the powerful tool of visualization therapy as we take a guided imagery vacation to the beach. **Limit: 30.**

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

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

(Instructor: Jay Aldis)

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

This class is recommended for: Managers/Supervisors

Transition and Diversity

(Instructors: Richard Lewis & Joanne Ford-Robertson)

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

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

Understanding the Home Buying Process

!!NEW!!

(Instructors: Christa Martin, HCFCU)

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

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

WLS: Adult Child Independence & Parenting in the Technology Age

!!NEW!!

(Instructor: Judy Entzenberger)

This first half of this seminar will provide information and helpful ideas for parents to use to empower their young adult children to move toward financial and emotional independence. Topics of discussion will include: "Adulthood"; historical changes and statistics; common emotions of parents and children; and tips to get them going emotionally and financially. In the second half of the seminar, parents will learn critical tips to protect and guide their children to promote positive online and networking experiences. Topics of discussion will include: learning the language; identifying concerns and risks; learning strategies to increase safety online; instant messaging, texting, social networking, chat rooms; and resources and monitoring software. **Limit: 35.**

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

WLS: Dealing with Anger & Coping with Anxiety

!!NEW!!

(Instructor: Judy Entzenberger)

Anger is a powerful human emotion that has physical, psychological, and interpersonal consequences. The first half of this seminar explores those areas and provides tips to manage angry responses. Topics of discussion will include: defining anger; physiological responses to anger; identifying anger; proactive approaches to dealing with anger; and managing anger. The second half of the class helps participants understand different types of anxiety and provides tools to notice signs in your own life or the life of someone close to you. Discussion topics will include: defining anxiety disorders;

identifying anxiety symptoms; understanding how thoughts and actions contribute to anxiety; and an overview of treatment and care of anxiety disorders. **Limit: 35.**

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

WLS: Finding Your Food Groove

!!NEW!!

(Instructor: Kari Kooi)

This class will inspire you to discover your eating “groove” and become actively involved in today’s food revolution. It has suddenly become en vogue to ask questions about what’s going into our food supply and how food is grown. Learn the latest food trends and gain a fresh approach to eating! **Limit: 35.**

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

WLS: How to Train Like an Athlete

!!NEW!!

(Instructor: TBA, YMCA Healthy Living Specialist)

You don’t have to be a pro and train like one. Learn the tricks of the trade – what to eat before, during, and after training; how to properly hydrate; injury prevention and care; the importance of rest; and what to wear from head to toe and more.

Limit: 35.

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

WLS: Living Off Your Paycheck & Overcoming Debt

!!NEW!!

(Instructor: Judy Entzenberger)

Common sense, no-nonsense advice for making ends meet. The first half of this seminar will cover goal setting and how your money beliefs can affect the way you save and spend. The second half will cover the topic of debt. Americans are increasingly realizing that carrying too much debt today can jeopardize their financial future. However, many also feel trapped by debt. This part will address the different types of debt and how to work towards living a debt free life. **Limit: 35.**

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

WLS: The Truth (and Myths) About Gluten

!!NEW!!

(Instructor: TBA, YMCA Healthy Living Specialist)

The market for gluten-free products is exploding. Many people perceive that a gluten-free diet is healthier. In fact, it isn’t. For people with celiac disease, a gluten-free diet is essential, but for others a gluten-free diet can lack vitamins, minerals, and fiber. Come learn the truth and myths about gluten and Celiac disease. **Limit: 35.**

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

WLS: What Does Sleep Have to Do With It?

!!NEW!!

(Instructor: TBA, The Methodist Hospital)

Sleep is the most common, yet most elusive of the lifestyle behaviors that have a major impact on personal health and wellness. Find out if you can afford the price you’ll pay for sleep deprivation and learn strategies to improve the quality and quantity of the most basic human activity. **Limit: 35.**

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



all is well at Harris County



www.wellathctx.com
Password: WELL4HCTX

July - August 2012 Wellness Program Schedule

| Activity | Date(s) | Location (if applicable) |
|---|----------------------------|--|
| JULY | | |
| July Monday/Wednesday Downtown GUMBO Boot Camp** | 7/2 – 7/30 No class 7/4 | 5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference Room |
| July Monday/Wednesday Annex M GUMBO Boot Camp** | 7/2 – 7/30 No class 7/4 | 5:15 pm – 6:15 pm 2525 Murworth, Outside, Guardianship Building Entrance |
| July Tuesday/Thursday Downtown GUMBO Boot Camp** | 7/3 – 7/31 | 5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference Room |
| July Tuesday – 11:00 am Downtown Mind-Body-Breath Yoga** | 7/3 – 7/31 | 11:00 am – 12:00 pm 1310 Prairie, 16 th Floor Conference Room |
| July Tuesday – 12:00 pm Downtown Yang Style Tai Chi** | 7/3 – 7/31 | 12:00 pm – 1:00 pm 1310 Prairie, 16 th Floor Conference Room |
| July Thursday – 12:00 pm Downtown Yang Style Tai Chi** | 7/5 – 7/26 | 12:00 pm – 1:00 pm 1310 Prairie, 16 th Floor Conference Room |
| July Thursday – 2:00 pm Downtown Yoga** | 7/5 – 7/26 | 2:00 pm – 3:00 pm 1310 Prairie, 16 th Floor Conference Room |
| July Monday/Wednesday Spring GUMBO Boot Camp** | 7/9 – 7/25 | 5:30 pm – 6:30 pm Precinct 4 Collins Park 6727 Cypresswood Dr., Spring |
| July Monday - 11:30 am Annex M Yoga** | 7/9 – 7/30 | 11:30 am – 12:30 pm 2525 Murworth, CPS Room D36A |
| July Tuesday/Thursday Delta Building GUMBO Boot Camp*** | 7/10 – 7/25 | 5:15 pm – 6:15 pm 10555 Northwest Freeway, Suite 120 |
| July Tuesday/Thursday Bear Creek GUMBO Boot Camp** | 7/10 – 7/26 | 6:30 pm – 7:30 pm 3033 Bear Creek Dr., Steps of Bear Creek Community Center |

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|--|-------------|--|
| Onsite Physicals by The Methodist Hospital** (by appointment) | 7/11 | 7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240 |
| RD on the Go** (by appointment) | 7/11 | 8:00 am – 5:00 pm 1310 Prairie, Suite 230 |
| Taming Tension: Gratitude** | 7/11 | 12:15 pm – 1:15 pm 1310 Prairie, 16 th Floor Conference Room |
| Wellness Lecture Series – Living Off Your Paycheck & Overcoming Debt** | 7/11 | 1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room |
| July Wednesday Downtown Zumba** | 7/11 – 7/25 | 4:10 pm – 5:10 pm 1310 Prairie, 16 th Floor Conference Room |
| Taming Tension: Art Therapy** | 7/18 | 12:15 pm – 1:15 pm 1310 Prairie, 16 th Floor Conference Room |
| Wellness Lecture Series – The Truth (and Myths) About Gluten** | 7/18 | 1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room |
| Taming Tension: Nutrition** | 7/25 | 12:15 pm – 1:15 pm 1310 Prairie, 16 th Floor Conference Room |
| Onsite Mammograms by The Rose** (by appointment) | 7/26 | 9:00 am – 4:00 pm 1310 Prairie, Room 240 |
| Annual Meeting for Department Wellness Champions | 7/30 – 7/31 | 8:30 am – 12:00 pm 1310 Prairie, Suite 230 Training Room |
| Onsite Mammograms by The Rose** (by appointment) | 7/30 | 9:00 am – 4:00 pm 1310 Prairie, Room 240 |
| AUGUST | | |
| National Immunization Awareness Month | 8/1 – 8/31 | County-wide |
| Onsite Physicals by The Methodist Hospital** (by appointment) | 8/1 | 7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240 |
| RD on the Go** (by appointment) | 8/1 | 8:00 am – 5:00 pm 1310 Prairie, Suite 230 |
| Taming Tension: Happiness** | 8/1 | 12:15 pm – 1:15 pm 1310 Prairie, 16 th Floor Conference Room |
| Wellness Lecture Series – Adult Child Independence & Parenting in the Technology Age** | 8/1 | 1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room |
| August Wednesday Downtown Zumba** | 8/1 – 8/29 | 4:10 pm – 5:10 pm 1310 Prairie, 16 th Floor Conference Room |
| August Monday/Wednesday Downtown GUMBO Boot Camp** | 8/1 – 8/29 | 5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference Room |
| August Monday/Wednesday | 8/1 – 8/29 | 5:15 pm – 6:15 pm |

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|---|------------------------------------|---|
| Annex M GUMBO Boot Camp** | | 2525 Murworth, Outside, Guardianship Building Entrance |
| Annual Employee Biometric Screening Program - Appointment Registration OPENS | 8/2 | County-wide |
| August Thursday – 12:00 pm Downtown Yang Style Tai Chi** | 8/2 – 8/30 | 12:00 pm – 1:00 pm 1310 Prairie, 16 th Floor Conference Room |
| August Thursday – 2:00 pm Downtown Yoga** | 8/2 – 8/30 | 2:00 pm – 3:00 pm 1310 Prairie, 16 th Floor Conference Room |
| August Tuesday/Thursday Downtown GUMBO Boot Camp** | 8/2 – 8/30 | 5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference Room |
| August Monday - 11:30 am Annex M Yoga** | 8/6 – 8/27 <i>No class 8/13</i> | 11:30 am – 12:30 pm 2525 Murworth, CPS Room D36A |
| August Monday/Wednesday Spring GUMBO Boot Camp** | 8/6 – 8/22 | 5:30 pm – 6:30 pm PCT 4 Collins Park 6727 Cypresswood Dr., Spring |
| August Tuesday/Thursday Delta Building GUMBO Boot Camp** | 8/7 – 8/23 | 5:15 pm – 6:15 pm 10555 NW Freeway, Suite 120 |
| August Tuesday/Thursday Bear Creek GUMBO Boot Camp** | 8/7 – 8/23 | 6:30 pm – 7:30 pm 3055 Bear Creek Dr, Steps of Bear Creek Community Center |
| Wellness Lecture Series – What Does Sleep Have To Do With It?** | 8/8 | 8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room |
| Taming Tension: Visualization** | 8/8 | 12:15 pm – 1:15 pm 1310 Prairie, 16 th Floor Conference Room |
| Live Healthy Harris County 8 Week Step 2 It Challenge – Registration OPENS | 8/13 | County-wide |
| Onsite Physicals by The Methodist Hospital** (<i>by appointment</i>) | 8/15 | 7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240 |
| RD on the Go** (<i>by appointment</i>) | 8/15 | 8:00 am – 5:00 pm 1310 Prairie, Suite 230 |
| Taming Tension: Affirmation** | 8/15 | 12:15 pm – 1:15 pm 1310 Prairie, 16 th Floor Conference Room |
| Wellness Lecture Series – How to Train Like an Athlete** | 8/15 | 1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room |
| Wellness Lecture Series – Finding Your Food Groove** | 8/22 | 8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room |
| Taming Tension: Optimism** | 8/22 | 12:15 pm – 1:15 pm 1310 Prairie, 16 th Floor Conference Room |
| Onsite Physicals by The Methodist Hospital** (<i>by appointment</i>) | 8/29 | 7:00 am – 12:00 pm 1310 Prairie, Suite 230 & 240 |

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| RD on the Go** (by appointment) | 8/29 | 8:00 am – 5:00 pm 1310 Prairie, Suite 230 |
| Taming Tension: Organizing** | 8/29 | 12:15 pm – 1:15 pm 1310 Prairie, 16 th Floor Conference Room |
| Wellness Lecture Series – Dealing with Anger & Coping with Anxiety** | 8/29 | 1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room |

*Dates, locations and program content subject to change.

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

Wellness Training Classes

| Course | Day | Date | Time | Location | Hours |
|---|-----------|-----------|--------------------|--|-------|
| Taming Tension: Gratitude | Wednesday | July 11 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| WLS: Living Off Your Paycheck & Overcoming Debt | Wednesday | July 11 | 1:30 pm – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |
| Taming Tension: Art Therapy | Wednesday | July 18 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| WLS: The Truths (and Myths) About Gluten | Wednesday | July 18 | 1:30 pm – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |
| Taming Tension: Nutrition | Wednesday | July 25 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| Taming Tension: Happiness | Wednesday | August 1 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| WLS: Adult Child Independence & Parenting in the Technology Age | Wednesday | August 1 | 1:30 pm – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |
| WLS: What Does Sleep Have to Do With It | Wednesday | August 8 | 8:30 am – 10:30 am | 1310 Prairie, Suite 230 Training Room | 2.0 |
| Taming Tension: Visualization | Wednesday | August 8 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| Taming Tension: Affirmations | Wednesday | August 15 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| WLS: How to Train Like an Athlete | Wednesday | August 15 | 1:30 pm – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |
| WLS: Finding Your Food Groove | Wednesday | August 22 | 8:30 am – 10:30 am | 1310 Prairie, Suite 230 Training Room | 2.0 |
| Taming Tension: Optimism | Wednesday | August 22 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |

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|--|-----------|-----------|--------------------|--|-----|
| Taming Tension: Organizing | Wednesday | August 29 | 12:15 pm – 1:15 pm | 1310 Prairie, 16 th Floor Conference Room | 1.0 |
| WLS: Dealing with Anger & Coping with Anxiety | Wednesday | August 29 | 1:30 pm – 3:30 pm | 1310 Prairie, Suite 230 Training Room | 2.0 |

RD on the Go Program

This program provides onsite, preventive nutrition and diet counseling by a registered and licensed dietitian from The Methodist Hospital. Sessions are 30 minutes in length and are at 1310 Prairie, Room 230. Registration is required for this program and is available on the Training website (<http://www.hctx.net/training/>). **ELIGIBILITY:** This program is only open to covered members of the Harris County Medical Plan (Aetna). This program may be used as frequently as needed.

| Day | Date | Time | Appt. Length | Location |
|-----------|-----------|-------------------|--------------|------------------------|
| Wednesday | July 11 | 8:00 am – 5:00 pm | 30 minutes | 1310 Prairie, Room 230 |
| Wednesday | July 25 | 8:00 am – 5:00 pm | 30 minutes | 1310 Prairie, Room 230 |
| Wednesday | August 1 | 8:00 am – 5:00 pm | 30 minutes | 1310 Prairie, Room 230 |
| Wednesday | August 15 | 8:00 am – 5:00 pm | 30 minutes | 1310 Prairie, Room 230 |
| Wednesday | August 29 | 8:00 am – 5:00 pm | 30 minutes | 1310 Prairie, Room 230 |

Onsite Mammography Program

The Rose, a non-profit breast cancer organization, provides their mobile (film) mammography services to eligible Harris County employees and covered dependents at the Anderson-Clayton Building (1310 Prairie) in Room 240. Registration is required for this program and is available on the Training website (<http://www.hctx.net/training/>)

ELIGIBILITY: Covered members of the Harris County Medical Plan (Aetna) that meet the plan criteria for receiving routine mammography:

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

Women who are under age 35, have been diagnosed with breast cancer within the prior two years, are pregnant or currently breastfeeding, have implants or are experiencing symptoms cannot be screened by The Rose's mobile mammography. Please seek this service through their stand-alone facilities (www.therose.org) or another Aetna network provider.

| Day | Date | Time | Appt. Length | Location |
|----------|---------|-------------------|-----------------|------------------------|
| Thursday | July 26 | 9:00 am – 3:45 pm | 15 – 30 minutes | 1310 Prairie, Room 240 |
| Monday | July 30 | 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.

Confidentiality

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

Onsite Annual Physicals

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/training.

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.

| Day | Date | Time | Appt. Length | Location |
|-----------|---------|--------------------|-----------------|------------------------|
| Wednesday | July 11 | 7:00 am – 12:00 pm | 15 – 30 minutes | 1310 Prairie, Room 240 |

| | | | | |
|-----------|-----------|-----------------------|-----------------|---------------------------|
| Wednesday | August 1 | 7:00 am – 12:00 pm | 15 – 30 minutes | 1310 Prairie, Room 240 |
| Wednesday | August 15 | 7:00 am – 12:00 pm | 15 – 30 minutes | 1310 Prairie, Room 240 |
| Wednesday | August 29 | 7:00 am – 12:00 pm | 15 – 30 minutes | 1310 Prairie, Room 240 |

Confidentiality

All 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/training. 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

Mind-Body-Breath Yoga

(Instructor: GUMBO fitness trainers)

A style of yoga based on keeping the mind, body and breath together always and never fighting or forcing any movement, posture, or stretch. Main emphasis is on obtaining balance, relieving stress, and pain in our physical, mental, and emotional lives. Classes include traditional Hatha, Vinyasa, Prasara, & Taoist yoga postures used in a flow sequence, chi kung, and meditation.

Yang Style Tai Chi

(Instructor: GUMBO fitness trainers)

A martial art based on the concept of Yin & Yang, and the harmony between them. Main emphasis is obtaining balance and relieving stress and pain in our physical, mental, and emotional lives. Classes include meridian stretching, tai chi ball training, silk-reeling training, and 24 movement tai chi form.

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 |
|---|-----------------------|-------------|------------------------|---|-----------------|
| July Monday/Wednesday GUMBO Boot Camp | Monday & Wednesday | July 2-30 | 5:15 pm – 6:15 pm | 1310 Prairie, 16 th Floor Conference Room | July 4 |
| July Monday/Wednesday GUMBO Boot Camp | Monday & Wednesday | July 2-30 | 5:15 pm – 6:15 pm | 2525 Murworth, Outside, Guardianship Building Entrance | July 4 |
| July Mind-Body-Breath Yoga | Tuesday | July 3-31 | 11:00 am – 12:00 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| July Yang Style Tai Chi | Tuesday | July 3-31 | 12:00 pm – 1:00 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| July Tuesday/Thursday GUMBO Boot Camp | Tuesday & Thursday | July 3-31 | 5:15 pm – 6:15 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| July Yang Style Tai Chi | Thursday | July 5-26 | 12:00 pm – 1:00 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| July Yoga | Thursday | July 5-26 | 2:00 pm – 3:00 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| July Monday/Wednesday GUMBO Boot Camp | Monday & Wednesday | July 9-25 | 5:30 pm – 6:30 pm | Precinct 4 Collins Park, 6727 Cypresswood Dr., Spring | N/A |
| July Yoga | Monday | July 9-30 | 11:30 am – 12:30 pm | 2525 Murworth, CPS Room D36A | N/A |
| July Tuesday/Thursday GUMBO Boot Camp | Tuesday & Thursday | July 10-26 | 6:30 pm – 7:30 pm | 3055 Bear Creek Dr, Steps of Bear Creek Community Center | N/A |
| July Tuesday/Thursday GUMBO Boot Camp | Tuesday & Thursday | July 10-26 | 5:15 pm – 6:15 pm | 10555 Northwest Freeway, Suite 120 | N/A |
| July Zumba | Wednesday | July 11-25 | 4:10 pm – 5:10 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| August Zumba | Wednesday | August 1-29 | 4:10 pm – 5:10 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| August Monday/Wednesday GUMBO Boot Camp | Monday & Wednesday | August 1-29 | 5:15 pm – 6:15 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| August Monday/Wednesday GUMBO Boot Camp | Monday & Wednesday | August 1-29 | 5:15 pm – 6:15 pm | 2525 Murworth, Outside, Guardianship Building Entrance | N/A |

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|---|-----------------------|-------------|------------------------|--|-----|
| August Tuesday/Thursday GUMBO Boot Camp | Tuesday & Thursday | August 2-30 | 5:15 pm – 6:15 pm | 1310 Prairie, 16th Floor Conference Room | N/A |
| August Yang Style Tai Chi | Thursday | August 2-30 | 12:00 pm – 1:00 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| August Yoga | Thursday | August 2-30 | 2:00 pm – 3:00 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| August Yoga | Monday | August 6-27 | 11:30 am – 12:30 pm | 2525 Murworth, CPS Room D36A | N/A |
| August Monday/Wednesday GUMBO Boot Camp | Monday & Wednesday | August 6-22 | 5:30 pm – 6:30 pm | Precinct 4 Collins Park, 6727 Cypresswood Dr., Spring | N/A |
| August Mind-Body-Breath Yoga | Tuesday | August 7-28 | 11:00 am – 12:00 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| August Yang Style Tai Chi | Tuesday | August 7-28 | 12:00 pm – 1:00 pm | 1310 Prairie, 16 th Floor Conference Room | N/A |
| August Tuesday/Thursday GUMBO Boot Camp | Tuesday & Thursday | August 7-23 | 5:15 pm – 6:15 pm | 10555 Northwest Freeway, Suite 120 | N/A |
| August Tuesday/Thursday GUMBO Boot Camp | Tuesday & Thursday | August 7-23 | 6:30 pm – 7:30 pm | 3055 Bear Creek Dr, Steps of Bear Creek Community Center | 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 | Step counting (Activity) | August 13 | September 11 | November 5 | None |

*Standard registration fee is \$6; Harris County is contributing \$6 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 \$6. Eligibility is subject to verification. Please contact Human Resources & Risk Management, Benefits Division at 713-755-7057 for more information.