

Employee Training Class Schedule June – August, 2006



For Additional Information, Contact

Human Resources & Risk Management
713-755-4843

<http://www.co.harris.tx.us/EmployeeTraining.htm>

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



REGISTRATION IS OPEN for June – August, 2006

The website address for registration is <http://www.co.harris.tx.us/EmployeeTraining.htm>. 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. Shorter training sessions presented at the annual Harris County Employees Training Conference are designed to be overviews, tips, tools, techniques or resources on the subject presented, rather than a comprehensive coverage of the specific topic.

Management Training

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

Course	Day	Date	Time	Location	Hours
* Supervisor as Problem Solver & Decision Maker	Tuesday	June 20	8:00 AM – 12:00 PM	1310 Prairie, Room 1270	4.0
* Leaves of Absence: FMLA, ADA, and Worker's Compensation	Thursday	June 22	8:30 AM – 11:30 AM	1310 Prairie, Room 1270	3.0
* Avoiding Wrongful Termination Claims	Tuesday	July 11	1:00 PM – 4:30 PM	1310 Prairie, 16 th Floor	3.5
* Texas Whistleblower Act	Tuesday	July 18	8:30 AM – 11:30 AM	1310 Prairie, Room 1270	3.0
* Effective, Efficient Delegation	Thursday	July 20	8:00 AM – 12:00 PM	1310 Prairie, Room 1270	4.0
* Preventing Sexual Harassment in the Workplace	Tuesday	August 8	1:00 PM – 4:30 PM	1310 Prairie, 16 th Floor	3.5
* Motivation in the Workplace: The Heart of Achievement	Wednesday	August 16	8:00 AM – 12:00 PM	1001 Preston, 1 st Floor Conference Room	4.0

Professional Development Training

These classes are open to all employees with supervisory approval.

Course	Day	Date	Time	Location	Hours
Dazzling Customer Service in the Public Sector	Tuesday	June 6	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Manage Your Life, Not Your Time	Tuesday	June 6	1:00 PM – 4:30 PM	1310 Prairie, 16 th Floor	3.5
FMLA (Family and Medical Leave Act)	Wednesday	June 7	9:00 am – 12:00 noon	1310 Prairie, Room 1270	3.0
Staying Cool: Defusing Hostile Behavior	Thursday	June 8	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Dealing with a Resistant Audience	Thursday	June 8	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Stepping Up to Supervisor	Tuesday	June 13	1:00 PM – 5:00 PM	1310 Prairie, Room 1270	4.0
Effective Team Building	Thursday	June 15	8:00 AM – 5:00 PM	1310 Prairie, Room 1600	8.0
The Americans with Disabilities Act	Thursday	June 15	8:30 AM – 11:30 AM	1310 Prairie, Room 1270	3.0
Conflict or Cooperation?	Thursday	July 13	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Projecting Professionalism	Thursday	July 13	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Time Management & Personal Productivity	Wednesday	July 19	8:30 AM – 12:00 PM	1001 Preston, 1 st Floor Conference Room	3.5
Invest in Your Debt	Tuesday	August 1	8:30 AM – 11:30 AM	1310 Prairie, Room 1270	3.0
Increasing Personal Effectiveness	Tuesday	August 1	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	4.0
Letter Perfect Grammar & Usage Skills	Thursday	August 3	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Mastering Emotions	Thursday	August 3	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Positive Assertiveness (Speaking up Without Stepping on Toes)	Tuesday	August 15	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Preventing Sexual Harassment in the Workplace	Tuesday	August 22	8:30 AM – 11:30 AM	1310 Prairie, Room 1270	3.0
Transforming the Workplace: Understanding and Managing Stress	Tuesday	August 22	1:00 PM – 4:00 PM	1310 Prairie, Room 1270	3.0
Policy Writing Basics	Tuesday	August 29	8:30 AM – 11:30 AM	1310 Prairie, Room 1270	3.0

Collaborative Training

(COLLABORATIVE TRAINING WITH OTHER COUNTY DEPARTMENTS)

Course	Day	Date	Time	Location	Hours
Effective Presentation Skills	Thursday	June 8	8:30 AM – 12:30 PM	2223 West Loop South, Room 532	4.0
Pointed In The Right Direction	Thursday	June 8	8:00 AM – 12:00 PM	9111 Eastex Freeway, 1 st Floor Training Rooms	4.0

Employee Performance Problems and Progressive Discipline – Principles and Policy	Thursday	June 22	8:30 AM – 12:30 PM	2223 West Loop South, Room 532	4.0
Conflict Resolution in the Workplace	Thursday	July 13	8:30 AM – 12:30 PM	2223 West Loop South, Room 532	4.0
Drug & Alcohol Testing	Thursday	July 27	8:30 AM – 12:30 PM	2223 West Loop South, Room 532	4.0
Job Description Evaluation and Compensation Review	Thursday	August 10	8:30 AM – 12:30 PM	2223 West Loop South, Room 532	4.0
Personal Time Management and Planning & Conducting Effective Meetings	Thursday	August 24	8:30 AM – 12:30 PM	2223 West Loop South, Room 532	4.0

Online Training Seminars

(PRE-REGISTRATION REQUIRED * ENROLLMENT LIMITED)**

Course	Day	Date	Time
Living Single in a Couples World	Tuesday	June 20	12:00 PM – 1:00 PM

Log in to the Magellan Health Services web site. Click on the “**new or unregistered user**” purple hyperlink on the right side of the page. New users enter the toll free number: **800-588-8417** when prompted, and follow the links to access information and services.

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

More Features from Your EAP

Contact the Harris County HR & RM Training Section at **713-755-7058** to schedule an EAP Orientation Program for your department. A minimum of 15 people and a minimum of 2 hours is needed to host an on-site orientation program. Departments are encouraged to open their EAP Orientation Programs to other Harris County employees in their immediate area.

To Access the Magellan Website:

www.magellanassist.com

****Note:** If you are having trouble logging on to the website, there has been a change in the system so please create a new user name and password.

Log in to the Magellan Health Services web site. Click on the “new or unregistered user” purple hyperlink on the right side of the page. New users enter the toll free number: **800-588-8417** when prompted, and follow the links to access information and services:

- Learn about your EAP, Dependent Care and Lifecycle Resources.
- Use on-line features such as a variety of Self-Assessments on Mental Health, Work and Life, and Personal Development.
- **Call 1-800-588-8417** to learn about Financial and Legal Counseling Services

For Additional Information, contact 713-755-7058.

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. * denotes classes for managers/supervisors only.

September 2006 – February 2007

** Adaptive Leadership*
Avoiding Confusing Words and Writing Blunders
Building a New Habit
CLASP: Reaching Out to Improve Communication
** Creating Lawful and Positive Employment Documents*
** Effective & Legal Interviewing & Hiring (Collaborative Training)*
Effective Complaints Handling
** Employment Law for Supervisors (Collaborative Training)*
Front Office Survival Skills
Human Dynamics (Collaborative Training)
Notary Public Training and Certification
Organizing Others I
Organizing Others II
** Performance Evaluations that Motivate*
** Performance Feedback*
Power Tools to Make Your Boss More Productive
Presentation Skills
** Preventing Counseling*
Staying Cool: Defusing Hostile Behavior
Staying Cool: The Nature of Hostile Behavior
Stepping Up to Supervisor

Successful Risk Taking

* Supervising and Motivating Difficult People

* Supervisor as Problem Solver and Decision Maker

Time Management & Personal Productivity

Turning Worries into Action Plans

Understanding and Developing Your Emotional Intelligence

Winning at the Game of Business

Writing Lab

New Employee Orientation

8:30 AM – 12:30 PM

Date	Location
June 21, 2006	1310 Prairie, Room 1270
July 19, 2006	1310 Prairie, Room 1270
August 16, 2006	1310 Prairie, Room 1270

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. It is not necessary to register for this class; an email or telephone call is needed to confirm your attendance.

****Coming Soon**** – New Employee Orientation Videos including expanded segments on the new Harris County Personnel Regulations.

Upcoming Retirement Seminars

Date	Location	Address
June 1, 2006	Humble Civic Center	8233 Will Clayton Parkway Humble, TX 77338
August 17, 2006	Tom Bass Community Center	15108 Cullen Blvd. Houston, TX 77047
November 9, 2006	Bear Creek Community Center	3055 Bear Creek Drive Houston, TX 77084

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

Contact **713-755-4390** for further information.

Harris County Employees Training Conference 2006:

UNITED WE ACHIEVE UNLIMITED POSSIBILITIES

**October 3 - 4, 2006 at RELIANT CENTER
8:00 AM – 4:30 PM, Tuesday & Wednesday
Houston, Texas**

Conference Schedule Available on June 19, 2006

**REGISTRATION OPENS JULY 10, 2006
AND CLOSSES AUGUST 25, 2006**

Don't miss this tremendous opportunity to learn the latest compliance procedures, enhance communication and develop your professional and/or supervisory skills. Plan to attend now. The Conference is open to all Harris County employees with supervisory approval.

The Training Library



Check out workbooks, computer based training programs and videos 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. A partial listing of resources available is included below. For more information, please call HR & RM at (713) 755-7058.



Communication

- Customer Service Excellence (text & CD)
- Business Performance (text & CD)
- Effective Meeting Skills (text)
- Personal Counseling (text)
- Thinking on Your Feet (text)
- Win at Human Relations (text)

Compliance Training (Managers/Supervisors ONLY)

- A Concise Guide to Successful Employment Practices (text)
- Basic Employee Law for Managers/Supervisors (text)
- HR How To: Harassment Prevention (text)
- HR How To: Internal Investigations (text)
- HR How To: Performance Management (text)
- HR How To: Recruiting and Hiring (text)
- HR How To: Discipline (text)

Employee Development

- Attitude (text)
- Balancing Home & Career (text)
- Concentration (text)
- Empowerment – Building a Committed Workforce (text)
- Goals and Goal Setting (text)
- Influence – The Formula for Success (text)
- Managing Anger (text)
- Managing Stress for Mental Fitness (text)
- Overcoming Anxiety (text)
- Self Empowerment (text)
- Stress that Motivates (text)
- Successful Lifelong Learning (text)
- The Continuously Improving Self (text)
- Understanding Organizational Change (text)

Essential Office Skills

- 50-One Minute Tips on Better Communicating (text)
- Giving and Receiving Feedback (text)
- Office Management (text)
- Professionalism in the Office (text)
- The Business of Listening (text)
- Working Together (text)

Leadership

- Behavior Based Interviewing (text)
- Facilitation Skills for Team Leaders (text)
- Learning to Lead (text)
- Office Management (text)
- Office Politics (text)

Management Training

- Achieving Consensus (text)
- Effective Performance Appraisals (text)
- Handling the Difficult People (text)
- Managing Disagreement Constructively (text)
- Managing Performance (text & CD)
- Managing Upward (text)
- Retaining Employees (text)

Train the Trainer

- Delivering Effective Training Sessions (text)
- Effective Presentation Skills (text)
- Sales Training Basics (text)
- Technical Presentation Skills (text)
- Training Methods that Work (text)

Supervision (Managers/Supervisors ONLY)

- Excellence in Supervision (text)
- Successful Negotiation (text)
- The New Supervisor (text)

Writing

- Better Business Writing (text)
- Clear Writing (text)
- Fat Free Writing (text)
- Powerful Proofreading Skills (text)
- Technical Writing in the Corporate World (text)
- Writing Business Proposals and Reports (text)
- Writing Effective Emails (text)
- Writing Fitness
- Writing that Sells (text)

To arrange to borrow the titles above, please contact 713-755-7058.

Description of June - August 2006 Offerings

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

Online seminars must register through www.magellanassist.com

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

* Avoiding Wrongful Termination Claims

* NEW

(Instructor: Jay Aldis)

Managers/supervisors will have a discussion of how and how not to terminate the employment relationship. The presentation explores the employment-at-will relationship, and exceptions to the rule, such as defamation, discrimination, retaliation, harassment, intentional infliction of mental distress, and invasion of privacy. Procedures and a checklist for avoiding future lawsuits are also provided. **Limit: 40.**

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 it can be replaced with cooperative behavior. Participants will also role play and discuss the top 12 defusing tactics and identify the difference between conflict avoidance and conflict resolution. **Limit: 30.**

Conflict Resolution in the Workplace

* NEW

(Instructor: Charlie Cunningham)

Workplace conflicts usually don't resolve themselves! Learn techniques that will help to diffuse conflicts and even prevent them before they start. This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. **Limited.**

Dazzling Customer Service in the Public Sector

* NEW

(Instructor: Tom Watson)

This session will teach participants how to provide customer service at a level that "dazzles" each and every customer. Learn how to involve each customer in the customer service experience, improve service to build customer loyalty, turn complaining customers into happy customers, and much more! Develop an action plan to transfer skills back to the workplace to build strong and lasting service partnerships. **Limit: 45.**

Dealing with a Resistant Audience

* NEW

(Instructor: Robert Pennington or Stephan Haslam)

Participants in this session will learn how to feel more confident handling questions, disagreement, criticism, and straight out attacks. Participants will also use those challenges to make their presentation look better and respond with respect and curiosity. **Limit: 40.**

* Drug & Alcohol Testing

* NEW

(Instructor: Jeannine Palmer & Charlie Cunningham)

We are committed to a drug and alcohol free working environment. Learn the purpose and benefits, current policies and procedures for testing perspective and current employees. This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. **Limited.**

EAP Orientation for Employees

Participants will learn about EAP's key features available to county employees. **Minimum: 15 To schedule an EAP Orientation Program for your department, contact 713-755-7058.**

* Effective, Efficient Delegation

(Instructor: Deedee Ostfeld)

Managers/supervisors attending this course will learn how to analyze and target their workload for appropriate delegation, recognize and overcome their own barriers to delegating, and utilize a 3 Phase Model of Delegation. Participants will also develop strategies for selecting the best person to perform a task, and how to give effective feedback to an employee after the accomplishment of a major task. **Limit: 30 Managers/Supervisors**

Effective Presentation Skills

* NEW

(Instructor: Linda Forys)

Learn presentation skills that will help you determine exactly what you want to accomplish with your presentation and how to use your presentation to persuade, inspire, or entertain. Learn how to establish objectives for your presentation. There are certain factors that must be considered for any presentation such as occasion, audience, and setting. Becoming familiar with these factors ahead of time will make the presentation much more effective for you and your audience. This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. **Limited.**

Effective Team Building

* NEW

(Instructor: Walt Natemeyer)

Attend this session as an intact work team to evaluate the effectiveness of your team, to identify areas for improvement, to ensure clarity of team goals and to develop a Team Action Plan to ensure your work team effectiveness. **THIS SESSION IS FOR INTACT WORK GROUPS/TEAMS ONLY. Limit: 40.**

*** Employee Performance Problems and Progressive Discipline – Principles and Policy** * NEW

(Instructor: Charlie Cunningham)

In this session learn to use techniques for dealing with performance problems before they become disciplinary issues and using progressive discipline effectively and legally when coaching and counseling isn't appropriate. This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. **Limited.**

FMLA (Family and Medical Leave Act) * NEW

(Instructor: Krista Britt)

The Family & Medical Leave Act offers many County employees protection for certain absences. This session is for managers, supervisors, timekeepers, and payroll clerks who need to know which employees and what events qualify for FMLA protection and how to document those absences. Even if you've had FMLA training before, now is the time to refresh your knowledge and learn about the new policies, procedures and forms.

Increasing Personal Effectiveness

(Instructor: Margaret Johnson)

Encourage individuals to look at situations from another perspective for greater understanding. Participants in this session will define proactive and reactive behavior and learn how to fill emotional bank accounts, and develop win/win relationships. Participants will also learn how to balance and renew themselves for ultimate effectiveness in order to work more effectively together. **Limit: 40.**

Invest In Your Debt (Failsafe Financial Planning)

(Instructor: Tom Watson, Ph.D.)

Participants will learn a proven strategy to eliminate personal debt in as little as 5 - 8 years! If you want to feel less pressure to make more money to support your family; to be able to concentrate on your job without having to worry about money problems; and to understand how to handle emergencies without using credit, this session is for you! Avoid the "monthly payment trap", and discover ways to save 10-40% on spending without sacrificing your quality of life. **Limit: 45.**

Job Description Evaluation and Compensation Review * NEW

(Instructor: Linda Forys)

Learn how job descriptions are evaluated for appropriate compensation levels. What factors are considered? What supporting documentation should you submit when requesting new position or reclassification requests? This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. **Limited.**

*** Leaves of Absence: FMLA, ADA and Worker's Compensation** * NEW

(Instructor: Jay Aldis)

Managers/supervisors who attend this session will cover eligibility requirements and procedures under the Family Medical Leave Act, the Americans with Disabilities Act, and the Texas Worker's Compensation Act. Recent case law and hypothetical fact situations are reviewed, along with a discussion of dealing with health care providers and return-to-work issues. **Limit: 40.**

Letter Perfect Grammar and Usage Skills

(Instructor: Tawnya Mitchell)

This class has been re-designed to condense elements from several previous letter-writing classes. Master the basics of letter perfect writing, including: how to make modifiers work for you, how to eliminate double negatives, how to use abbreviations, how to edit grammar, how to proofread, and how to explain idioms to non-native English speakers. Target audience: Front-line employees to management. **Limit: 30.**

Living Single in a Couples World – Online Seminar

* NEW

Note: Please register for this online seminar at www.magellanassist.com

Whether you are single by choice or circumstance, there's a world of freedom and opportunities that is yours to embrace. This webinar will give you a brief tour.

* Managing...The Human Element: Supervisory Orientation to the Employee Assistance Program

Managers/Supervisors will learn how the key features of the EAP and Workplace support can help improve employee performance. **Minimum: 15 to schedule an EAP Orientation Program for your department, contact 713-755-7058.**

Manage Your Life, Not Your Time

* NEW

(Instructor: Margaret Johnson)

In this session, participants will learn to analyze what is most important and discover how to put those things first in their lives. Also, participants will understand and define the four human needs, capacities, and endowments and how to develop them to accomplish worthwhile goals in life. **Limit: 40.**

Mastering Emotions

* NEW

(Instructor: Robert Pennington or Stephen Haslam)

Participants in this session will learn The Five Levels of Clear Communication and Nine Step Process for Mastering Emotions which gives you step-by-step techniques to express emotions clearly, respectfully, and appropriately. Understand and move through difficult emotions to become a well-balanced person with high EQ both at work and at home. **Limit: 40.**

* Motivation in the Workplace: The Heart of Achievement

(Instructor: Merlyn Fence-Douglas)

Managers/Supervisors will understand the difference between motivation to simply get the work done and inspiration that has a proactive view of how to lead others to passion, purpose, and performance results. Several models for motivating and inspiring others and how to apply them are the major focus of this highly interactive seminar. This class is a joint collaboration between the Tax Assessor and Collector's Office and the Harris County HR & RM Training Section. **Limit: 40 Managers/Supervisors**

Personal Time Management and Planning & Conducting Effective Meetings

* NEW

(Instructor: Marilyn Christian)

Personal Time Management: Learn to set priorities and get organized. Planning & Conducting Effective Meetings: Learn to make your meetings productive – not time wasters! This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. **Limited.**

Pointed In The Right Direction

(Instructor: Turning Point)

Our society has evolved into a diverse mix of people and cultures representing a wide range of backgrounds, languages and experiences. Participants in this training will develop insight into their personal assumptions and attitudes toward those they perceive as different. The class will learn the term and discuss the concept of pluralism and challenge stereotypes, while fostering a greater understanding and appreciation of societal differences. This class is a joint collaboration between Community Supervision and Corrections (CSCD) and the Harris County HR & RM Training Section. **Limit: 10.**

Policy Writing Basics

*NEW

(Instructor: Eileen Begle)

Based on the book, Writing Effective Policies and Procedures by Nancy J. Campbell, participants will learn the fundamentals of drafting effective policies for the workplace. Bring a copy of YOUR policies and see what improvements you can make in one morning!

Positive Assertiveness (Speaking up without Stepping on Toes)

(Instructor: Amy Castro)

Assertive communication skills are an effective and acceptable approach to 90% of the difficult situations we face everyday. Participants in this session will learn what assertiveness is and what it is not, and will identify a personal communication style and how it affects interactions with others. Walk away with practical communication strategies for communicating with the quietest person in the workplace to the loudest and most aggressive. Participants will be better able to help themselves and those around them meet individual and organizational goals. **Limit: 40.**

*** Preventing Sexual Harassment in the Workplace**

(Instructor: Jay Aldis)

An interactive training video accompanied by live presentation, the viewer is walked through various employment scenarios involving harassment, its prevention and investigation. Definitions of harassment are provided, along with strategies for avoiding it. **Limit: 40 Managers/Supervisors**

Preventing Sexual Harassment in the Workplace

(Instructor: Jay Aldis)

An interactive training video accompanied by live presentations, the viewer is walked through various employment scenarios involving harassment, its prevention and investigation. Definitions of harassment are provided, along with strategies for avoiding it. **Limit: 40.**

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 matching expectations and performance. **Limit: 30.**

Staying Cool: Defusing Hostile Behavior

(Instructor: Tawnya Mitchell)

In this customer service class, master the strategy and the art of cooperative language to avoid coming across as a bureaucrat. Participants in this session will learn how to control the interaction and acknowledge others. Learn to recognize non-verbal intimidation and countermeasure strategies to create your own self-defense techniques. **Limit: 30.**

Stepping Up to Supervisor

(Instructor: Merlyn Fance-Douglas)

This class is designed for potential supervisors or employees who are becoming supervisors, who have not had previous supervisory training. Participants will get a realistic look at the demands, duties, roles and responsibilities of a leadership role. The primary focus of this seminar is to understand the skills needed to handle the day-to-day responsibilities of a supervisor. Moving from an individual contributor or team member to supervising people with whom you have been peers is also included. **Limit: 45.**

*** Supervisor as Problem Solver and Decision Maker**

*** NEW**

(Instructor: Marianne Smith)

One of the most important roles of a manager/supervisor is to solve problems and make decisions. In this session, managers/supervisors will learn to apply divergent thinking techniques to find new approaches to problem solving, recognize their decision making style, and apply a decision making model. **Limit: 40.**

The Americans with Disabilities Act (ADA)

* NEW

(Instructor: Jay Aldis)

In this session participants will discuss the latest statutory, regulatory, and case law developments regarding the ADA and its implementation. The presentation discusses what constitutes a disability and a reasonable accommodation, and provides guidelines for compliance. **Limit: 40.**

The Texas Whistleblower Act

* NEW

(Instructor: Jay Aldis)

Managers/supervisors will discuss coverage of the Act, including the investigation of employee reports of misconduct, and the prevention of retaliation against the employee. In addition, tips will be provided on practical ways to implement a whistleblower policy. **Limit: 40.**

Time Management & Personal Productivity

(Instructor: Amy Castro)

Participants will become aware of specific time management techniques, learn key personal productivity skills in building an organized workspace and handling paperwork, emails, and other correspondence effectively. Participants will also become aware of the impact of ineffective delegation for both the person delegating a task and the person to whom the task is delegated. This class is a joint collaboration between the Tax Assessor and Collector's Office and the Harris County HR & RM Training Section. **Limit: 40.**

Transforming the Workplace: Understanding and Managing Stress

* NEW

(Instructor: Lois Kemp)

Participants in this session will identify the physical, emotional, mental, and spiritual symptoms of stress. Learn and experience techniques that reduce stress and prevent burnout, including humor, relaxation, and play. Participants will identify methods to create a transformed work environment and develop a personal and professional action plan to enhance a healthy lifestyle. **Limit: 40.**

Harris County Information Technology Center IFAS/Microsoft Training Schedule

June – August 2006

Microsoft Access 2003

ID#292ACCES06

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT ACCESS	0606FUNDA1	06/06/06 – 06/07/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	0619FUNDP1	06/19/06 – 06/20/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT ACCESS	0626INTMP1	06/26/06 – 06/27/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT ACCESS	0718FUNDA1	07/18/06 – 07/19/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT ACCESS	0715INTMA1	07/25/06 – 07/26/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	0807FUNDP1	08/07/06 – 08/08/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT ACCESS	0823INTMP1	08/23/06 – 08/24/06	1:00 pm – 4:30 pm
ADVANCED MICROSOFT ACCESS	0830ADVP1	08/30/06 – 08/31/06	1:00 pm – 4:30 pm

Computer Basics

ID# 292BASCS06

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
BASIC KEYBOARDING	0602KEYBA2	06/02/06 – 06/02/06	9:00 am – 12:30 pm
BASIC MICROCOMPUTERS	0605MICRP1	06/05/06 – 06/05/06	1:00 pm – 4:30 pm
BASIC MICROCOMPUTERS	0629MICRA1	06/29/06 – 06/29/06	9:00 am – 12:30 pm
BASIC KEYBOARDING	0630KEYBA1	06/30/06 – 06/30/06	9:00 am – 12:30 pm
BASIC KEYBOARDING	0724KEYBP1	07/24/06 – 07/24/06	1:00 pm – 4:30 pm
BASIC MICROCOMPUTERS	0725MICRP1	07/25/06 – 07/25/06	1:00 pm – 4:30 pm
BASIC KEYBOARDING	0804KEYBA1	08/04/06 – 08/04/06	9:00 am – 12:30 pm
BASIC MICROCOMPUTERS	0808MICRA1	08/08/06 – 08/08/06	9:00 am – 12:30 pm
BASIC MICROCOMPUTERS	0824MICRA1	08/24/06 – 08/24/06	9:00 am – 12:30 pm
BASIC KEYBOARDING	0825KEYBA1	08/25/06 – 08/25/06	9:00 am – 12:30 pm

CUSTOMIZED TRAINING**ID# 292CUSTM06**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
NEWSLETTERS USING PUBLISHER	0726NEWLP2	07/26/06 – 07/26/06	1:00 pm – 4:30 pm

Microsoft Excel**ID# 292EXCEL06**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT EXCEL	0608FUNDA1	06/08/06 – 06/09/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT EXCEL	0620FUNDA1	06/20/06 – 06/21/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT EXCEL	0628INTMP1	06/28/06 – 06/29/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	0717FUNDP1	07/17/06 – 07/18/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT EXCEL	0731INTMP1	07/31/06 – 08/01/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	0802FUNDA1	08/02/06 – 08/03/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT EXCEL	0816FUNDP1	08/16/06 – 08/17/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT EXCEL	0822INTMA1	08/22/06 – 08/23/06	9:00 am – 12:30 pm
ADVANCED MICROSOFT EXCEL	0829ADVA1	08/29/06 – 08/30/06	9:00 am – 12:30 pm

IFAS Training**ID# 292IFAS06**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
IFAS 101	0601I101A2	06/01/06 – 06/01/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	0606DTEA2	06/06/06 – 06/06/06	8:30 am – 12:30 pm
EMPLOYEE MAINTENANCE	0608EMPMA2	06/08/06 – 06/09/06	8:30 am – 4:30 pm (day 1) 8:30 am – 12:30 pm (day 2)
PROCUREMENT	0615PROCA2	06/15/06 – 06/16/06	8:30 am – 4:30 pm
IFAS 101	0620I101A2	06/20/06 – 06/20/06	8:30 am – 12:30 pm
CASH RECEIPTING	0621CRECA2	06/21/06 – 06/21/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	0622DTEA2	06/22/06 – 06/22/06	8:30 am – 4:30 pm
ADVANCED TIME ALLOCATIONS	0627ATAA2	06/27/06 – 06/27/06	8:30 am – 4:30 pm
BUDGET TRANSFER	0629BTRFA2	06/29/06 – 06/29/06	8:30 am – 12:30 pm

IFAS Training cont'd

ID# 292IFAS06

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
GRANTS MANAGEMENT	0630GMGTA2	06/30/06 – 06/30/06	8:30 am – 12:30 pm
IFAS 101	0706I101A2	07/06/06 – 07/06/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	0607DTEA2	07/07/06 – 07/07/06	8:30 am – 4:30 pm
EMPLOYEE MAINTENANCE	0720EMPMA2	07/20/06 – 07/21/06	8:30 am – 4:30 pm (day 1) 8:30 am – 12:30 pm (day 2)
IFAS 101	0725I101A2	07/25/06 – 07/25/06	8:30 AM – 4:30 PM
PROCUREMENT	0727PROCA2	07/27/06 – 07/28/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	0801DTEA2	08/01/06 – 08/01/06	8:30 am – 4:30 pm
BUDGET TRANSFER	0803BTRFA2	08/03/06 – 08/03/06	8:30 am – 12:30 pm
FUNDAMENTAL FIXED ASSETS	0808BFXAA2	08/08/06 – 08/08/06	8:30 am – 12:30 pm
IFAS 101	0809I101A2	08/09/06 – 08/09/06	8:30 am – 4:30 pm
INTERMEDIATE FIXED ASSETS	0810IFXAA2	08/10/06 – 08/10/06	8:30 am – 12:30 pm
BUDGET TRANSFER	0815BTRFA2	08/15/06 – 08/15/06	8:30 am – 12:30 pm
EMPLOYEE MAINTENANCE	0817EMPMA2	08/17/06 – 08/18/06	8:30 am – 4:30 pm (day 1) 8:30 am – 12:30 pm (day 2)
GRANTS MANAGEMENT	0822GMGTA2	08/22/06 – 08/22/06	8:30 am – 12:30 pm
DAILY TIME ENTRY	0823DTEA2	08/23/06 – 08/23/06	8:30 am – 4:30 pm
PROCUREMENT	0824PROCA2	08/24/06 – 08/25/06	8:30 am – 4:30 pm
IFAS 101	0829I101A2	08/29/06 – 08/29/06	8:30 am – 4:30 pm

Microsoft Internet

ID# 292INTNT06

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT INTERNET	0614INTA2	06/14/06 – 06/14/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT INTERNET	0816INTMP2	08/16/06 – 08/16/06	1:00 pm – 4:30 pm

Microsoft Lab**ID# 292MSLAB06**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
MICROSOFT LAB	0609LABP1	06/09/06 – 06/09/06	1:00 pm – 4:30 pm
MICROSOFT LAB	0623LABP1	06/23/06 – 06/23/06	1:00 pm – 4:30 pm
MICROSOFT LAB	0707LABP1	07/07/06 – 07/07/06	1:00 pm – 4:30 pm
MICROSOFT LAB	0721LABP1	07/21/06 – 07/21/06	1:00 pm – 4:30 pm
MICROSOFT LAB	0804LABP1	08/04/06 – 08/04/06	1:00 pm – 4:30 pm
MICROSOFT LAB	0811LABP1	08/11/06 – 08/11/06	1:00 pm – 4:30 pm

Microsoft Office 2003 New Features**ID# 292NEWF06**

Event/Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
OFFICE 2003 NEW FEATURES	0731NEWFP2	07/31/06 – 07/31/06	1:00 pm – 4:30 pm

Microsoft Outlook**ID#292OUTLK05**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT OUTLOOK	0614FUNDP1	06/14/06 – 06/15/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	0627FUNDA1	06/27/06 – 06/28/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	0719FUNDP1	07/19/06 – 07/20/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	0810FUNDA1	08/10/06 – 08/11/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	0821FUNDP2	08/21/06 – 08/22/06	1:00 pm – 4:30 pm

Microsoft Publisher 2003**ID#292PUBL06**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT PUBLISHER	0612FUNDP1	06/12/06 – 06/13/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT PUBLISHER	0720FUNDA1	07/20/06 – 07/21/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT PUBLISHER	0814FUNDP1	08/14/06 – 08/15/06	1:00 pm – 4:30 pm

Microsoft PowerPoint 2003**ID#PWRPT06**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT POWERPOINT	0613FUNDA1	06/13/06 – 06/14/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT POWERPOINT	0718FUNDA2	07/18/06 – 07/19/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT POWERPOINT	0817FUNDA1	08/17/06 – 08/18/06	9:00 am – 12:30 pm

Microsoft Windows**ID# 292WIND06**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT WINDOWS	0601WINA1	06/01/06 – 06/02/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0621WINP1	06/21/06 – 06/22/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0705WINP1	07/05/06 – 07/06/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0727WINA1	07/27/06 – 07/28/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0809WINP1	08/09/06 – 08/10/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0830WINA2	08/30/06 – 08/31/06	9:00 am – 12:30 pm

Microsoft Word**ID# 292WORD06**

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT WORD	0606FUNDP1	06/06/06 – 06/07/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	0615FUNDA1	06/15/06 – 06/16/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT WORD	0622INTMA1	06/22/06 – 06/23/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WORD	0706FUNDA1	07/06/06 – 07/07/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT WORD	0726INTMP1	07/26/06 – 07/27/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	0802FUNDP1	08/02/06 – 08/03/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	0815FUNDA1	08/15/06 – 08/16/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT WORD	0821INTMP1	08/21/06 – 08/22/06	1:00 pm – 4:30 pm
ADVANCED MICROSOFT WORD	0828ADVP1	08/28/06 – 08/29/06	1:00 pm – 4:30 pm

Training Schedule

The JIMS training section offers the following classes for personnel in authorized user agencies. Personnel must be scheduled IN ADVANCE to attend these classes. For scheduling information call JIMS trainer Mike Neff at (713) 755-6933 or access the TRN 50 screen in Model 204. TCLEOSE credit is given for all classes over one hour in length except Civil. Additional classes are added when six or more people need training. Holidays during a month may alter this schedule. Manuals are available online, visit <http://www.jims.hctx.net/jimshome/training.htm>

Civil System Orientation

For accessing Harris County civil records

1st Wednesday morning of every month
8:30 a.m. - Noon (3.5 hours)

Criminal System Orientation

For accessing Harris County criminal records

Every Thursday morning
8:30 a.m. - 12:30 p.m. (4 hours)

3807 - TCIC/NCIC Training

For accessing DPS, DMV, TCIC and NCIC records through JIMS

2nd Wednesday of every month
8:30 a.m. - 5 p.m. (8 hours with lunch break)

D.A. Intake Management (DIM) and Juvenile Offender Tracking (JOT) Orientation

For filing criminal charges in Harris County

3rd Wednesday morning as needed
8:30 a.m. - 12:30 p.m. (4 hours)

Vehicle License/Name (VLN), Address Cross-Reference (ADX), and Message (MSG) Orientation

For inquiries on vehicle registrations, names, addresses and phone numbers and for sending/receiving messages

A 2.5 hour class scheduled as needed
Call JIMS to request VLN/ADX/MSG training

Online Offense Reporting (OLO) Orientation

For entering Harris County initial arrest information

3rd Friday of every month
8:30 a.m. - 12:30 p.m. (4 hours)

Texas Department of Criminal Justice (TDCJ) Orientation

For accessing TDCJ records through JIMS

2nd Tuesday afternoon as needed. Two TDCJ forms must be completed **in advance**.
1:30 p.m. - 4:30 p.m. (3 hours)

The following listings are for SETCIC member agencies only. For information about joining SETCIC, contact JIMS Supervisor Lupe Canamar at (713) 755-8211.

SETCIC System Orientation

For accessing the Southeast Texas Crime Information Center open-warrant system through JIMS

3rd Tuesday afternoon of every month
SETCIC Entry 12 noon - 1 p.m. (1 hour)
SETCIC Inquiry 1 p.m. - 3 p.m. (2 hours)

Pawnshop System Orientation

For accessing the SETCIC Pawnshop system

3rd Tuesday afternoon of every month
Pawnshop Inquiry 3:00 p.m. - 4:30 p.m. (1.5 hours)
Pawnshop Entry 4:30 p.m. - 5 p.m. (0.5 hour)

Gang-Related Information Tracking System (GRITS) Orientation

For accessing the SETCIC GRITS database

3rd Wednesday afternoon as needed
GRITS Inquiry 1:30 p.m. - 3:30 p.m. (2 hours)
GRITS Entry 3:30 p.m. - 5 p.m. (1.5 hours)

