

Employee Training Class Schedule March – May, 2006



For Additional Information, Contact

Human Resources & Risk Management
713-755-4843

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

Table of Contents

Human Resource Guide to Employee Training Classes

Management Training	1
Professional Development Training	2
Collaborative Training	3
Online Training Seminars	3
More Features from Your EAP	3
Upcoming Classes	4
ADA Coordinator Training	5
New Employee Orientation	6
Upcoming Retirement Seminars	6
Harris County Health and Wellness SpringFest.....	7
Harris County Employees Training Conference 2006:.....	8
The Training Library.....	8
Description of March – May 2006 Offerings.....	10

Harris County Information Technology Center (ITC)

Microsoft Access 2003.....	17
Computer Basics.....	17
Customized Training	18
Microsoft Excel.....	18
IFAS Training	18
Microsoft Internet	20
Microsoft Lab	20
Microsoft Office 2003 New Features	20
Microsoft Outlook	20
Microsoft Publisher 2003.....	21
Microsoft PowerPoint 2003	21
Microsoft Windows.....	21
Microsoft Word	22

JIMSJustice Information Management System (JIMS)

Civil System Orientation.....	23
Criminal System Orientation	23
3807 – TCIC/NCIC Training	23
D.A. Intake Management (DIM) and Juvenile Offender Tracking (JOT) Orientation	23
Vehicle License/Name (VLN), Address Cross-Refence (ADX), and Message (MSG) Orientation	23
Online Offense Reporting (OLO) Orientation	23
Texas Department of Criminal Justice (TDCJ) Orientation	23
SETCIC System Orientation	23
Pawnshop System Orientation.....	23
Gang-Related Information Tracking System (GRITS) Orientation	23

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



REGISTRATION IS OPEN for March – May, 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
* Preventing Sexual Harassment in the Workplace	Thursday	March 2	8:30 AM – 11:30 AM	1310 Prairie, Room 1270	3.0
* Performance Feedback	Wednesday	March 15	8:30 AM – 12:00 PM	1001 Preston, 1 st Floor Conference Room	3.5
* Evaluating and Disciplining Employees	Thursday	March 16	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
* Some Rules are Meant to be Broken!	Tuesday	March 21	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
* Adaptive Leadership	Tuesday	April 4	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
* Preventive Counseling	Thursday	April 6	8:30 AM – 11:30 AM	1310 Prairie, Room 1270	3.0
* Communication Basics for Supervisors	Thursday	April 6	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
* Team Problem Solving	Wednesday	April 12	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5

* Lies, Darn Lies, and Statistics: Making Sense	Tuesday	April 18	1:00 PM – 3:00 PM	1310 Prairie, Room 1270	2.0
* Legal Issues Regarding Workplace Diversity	Thursday	April 27	8:30 AM – 11:30 AM	1310 Prairie, Room 1270	3.0
* Motivation in the Workplace: The Heart of Achievement	Wednesday	May 17	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
Staying Cool: The Nature of Hostile Behavior	Tuesday	March 7	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Body Language: Non-Verbal Communication at Work	Tuesday	March 14	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Powerful Presentations: Tools for Taking Your Presentations from Worn-Out to WOW!	Tuesday	March 14	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Women and Retirement	Tuesday	March 21	1:00 PM – 2:30 PM	1310 Prairie, Room 1270	1.5
Conflict or Cooperation?	Thursday	March 23	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Projecting Professionalism	Thursday	March 23	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Communication Booster Shots: Prescriptions for Effective Communication, I	Thursday	March 30	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Communication Booster Shots: Prescriptions for Effective Communication, II	Thursday	March 30	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Power Tools to Make Your Boss More Productive	Tuesday	April 4	1:00 PM – 4:30 PM	1310 Prairie, 16 th Floor	3.5
The Storm Within – Managing the Long Term Emotional Effects of Katrina and Rita	Wednesday	April 12	1:00 PM – 4:00 PM	1310 Prairie, Room 1270	3.0
CLASP: Reaching Out to Improve Communication	Tuesday	April 18	8:00 AM – 12:00 PM	1310 Prairie, Room 1270	4.0
Time Management & Personal Productivity	Wednesday	April 19	8:30 AM – 12:00 PM	1001 Preston, 1 st Floor Conference Room	3.5
First Aid	Thursday	April 20	8:00 AM – 12:00 PM	3055 Bear Creek Drive	4.0
Getting Ready to Write	Thursday	April 27	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Organizing Others, I	Tuesday	May 2	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Organizing Others, II	Tuesday	May 2	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Notary Public Training and Certification	Thursday	May 4	1:00 PM – 4:00 PM	1310 Prairie, Room 1270	3.0
The Other Part of Your Job – Dealing with Personalities, Egos, and Politics	Tuesday	May 9	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
The Martial Art of Communication	Tuesday	May 9	1:00 PM – 4:30 PM	1310 Prairie, 16 th Floor	3.5

Strategies Regarding Workplace Violence	Thursday	May 11	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Preventing Sexual Harassment in the Workplace	Thursday	May 25	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
Demystifying Governmental Grant Funding: Federal and State Grant Funding for Beginners	Thursday	May 4	1:00 PM – 4:30 PM	2223 West Loop South, Room 532	3.5
Dollars and Sense: Grant Budgeting for Beginners	Tuesday	May 16	1:00 PM – 4:30 PM	2223 West Loop South, Room 532	3.5

Online Training Seminars

(PRE-REGISTRATION REQUIRED *** ENROLLMENT LIMITED)

Course	Day	Date	Time
Life Skills for Teens	Tuesday	March 21, 2006	12:00 PM – 1:00 PM
First Steps Towards Financial Fitness	Tuesday	April 18, 2006	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.

June – August 2006

** Avoiding Wrongful Termination Claims*

Conflict or Cooperation?

Dazzling Customer Service in the Public Sector

Dealing with a Resistant Audience

** Effective, Efficient Delegation*

Increasing Personal Effectiveness

Invest in Your Debt

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

Letter Perfect Grammar & Usage Skills

Managing Your Life, Not Your Time

Mastering Emotions

** Motivation in the Workplace: The Heart of Achievement*

** Performance Evaluations that Motivate*

Positive Assertiveness

** Preventing Sexual Harassment in the Workplace*

Preventing Sexual Harassment in the Workplace
Projecting Professionalism
Staying Cool: Defusing Hostile Behavior
Stepping Up to Supervisor
** Supervisor as Problem Solver and Decision Maker*
The Americans with Disabilities Act
** The Texas Whistleblower Act*
Time Management & Personal Productivity
Transforming the Workplace: Understanding and Managing Stress

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 Complaints Handling
Front Office Survival Skills
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

ADA Coordinator Training

Date: Wednesday, April 20, 2006

Time: 1:30 PM – 4:30 PM

**Location: Jury Assembly Room
1019 Congress, 1st Floor**

For more information contact: 713-755-4843

New Employee Orientation

8:30 AM – 12:30 PM

Date	Location
March 15, 2006	1310 Prairie, Room 1270
April 19, 2006	1310 Prairie, Room 1270
May 17, 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
April 5, 2006	Martin Flukinger Center/V.V. Ramsey Center	16003 Lorenzo Houston, TX 77530
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

***** Other dates and times to be announced.**

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 Health & Wellness SpringFest

for County employees and their families

Stress

Wednesday, March 29, 2006

1310 Prairie, 16th Floor

9:00 AM – 2:00 PM

Fitness

Nutrition

Financial

And

More!

Free Health Screenings That Include:

- Blood Pressure
- Body Fat Analysis
- Cholesterol
- Glucose (diabetes)
- Sickle Cell
- Vision
- And more!

**For more information,
please call
713-755-4843**



Sponsored by Harris County Human Resources & Risk Management

Harris County Employees Training Conference 2006:

UNITED WE ACHIEVE UNLIMITED POSSIBILITIES

**October 3 - 4, 2006 AT RELIANT CENTER
Houston, Texas**

Registration will begin July 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.

MORE DETAILS TO COME ...

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 March - May 2006 Offerings

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

Online seminars must register through www.magellanassist.com

PHES classes must register with Cora Alexander at: 713-439-6085

Or CAlexander@harriscountyhealth.com

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

* Adaptive Leadership

* NEW

(Instructor: Tom Watson)

This seminar presents a new approach to managers/supervisors that draws the best bottom-line results from each employee and promotes greater productivity and performance. Identify employees' level of supervisory need based on their level of proficiency and determination. Supervisors can adapt their leadership style, establish leadership credibility, and create a positive, respectful working environment. Managers/supervisors will use the Adaptive Leadership model to correct performance problems and develop an action plan to transfer skills back to the workplace. **Limit: 50 Managers/Supervisors**

Avoiding Confusing Words and Writing Blunders

(Instructor: Tawnya Mitchell)

Make letter-perfect choices on confusing words, and learn to protect against business writing blunders in this new business writing class. Additional material in this class includes keeping letters, memos and e-mail messages simple and concise; how to deliver unpleasant news in writing; and how to appropriately ask for a response on the first request, ask for action and follow up. **Limit: 30.**

Body Language: Non-Verbal Communication at Work

*** NEW**

(Instructor: Susanne Gaddis)

No doubt you've heard the expression, it was "written all over his/her face!" which tells us roughly 70-90% of everything we communicate is non-verbal. During this interactive session, participants will learn and experiment with non-verbal techniques that will improve the way you communicate both with customers and colleagues. Learn how to move confidently and gain credibility through posture and gestures and use body language to neutralize potentially volatile situations. Also, participants will be able to identify if a person is interested, telling the truth, and facial expressions that work and don't work to be a more perceptive human being. **Limit: 50.**

CLASP: Reaching Out to Resolve Conflicts

*** NEW**

(Instructor: Marianne Smith/Donna Martin)

Conflict is an inherent part of organizational life. Avoiding conflict often leads to additional problems and loss of productivity. In this session, participants will learn how to resolve conflicts through a five-step model by connecting through communication style, body and spoken language, listening effectively to difficult messages, acknowledging appropriately, stating alternative points of view, and proposing win-win solutions. **Limit: 40.**

* Communication Basics for Supervisors

*** NEW**

(Instructor: Amy Castro)

Managers/supervisors will use their understanding of the communication process to improve overall communication and performance within their team. Learn to be an effective listener through the "10 Keys to Effective Listening" and utilize the "Six Magic Phrases" to get through most day-to-day interactions. Managers/supervisors will learn how to provide constructive feedback to those who need improvement, along with praise and other communication that motivates and encourages excellence. **Limit: 40 Managers/Supervisors**

Communication Booster Shots: Prescriptions for Effective Communication, I

*** NEW**

(Instructor: Susanne Gaddis)

This interactive workshop is designed to give participants boosters to reinforce the protection for the broad range of communication challenges that can be harmful to success, happiness, and overall well-being. No matter how these communication problems crop up, they need to be identified, treated, and healed. This workshop offers the prescriptions that so many of us need in the form of Communication Booster Shots. Sign up today to learn 50 ways to inoculate yourself against causing dis-ease in others. **Limit: 50.**

Communication Booster Shots: Prescriptions for Effective Communication, II

*** NEW**

(Instructor: Susanne Gaddis)

This interactive workshop is designed to give participants boosters to reinforce the protection for the broad range of communication challenges that can be harmful to success, happiness, and overall well-being. No matter how these communication problems crop up, they need to be identified, treated, and healed. This workshop offers the prescriptions that so many of us need in the form of Communication Booster Shots. Sign up today to learn 50 ADDITIONAL ways to inoculate yourself against causing dis-ease in others. **Limit: 50.**

Conflict or Cooperation?

*** NEW**

(Instructor: Tawnya Mitchell)

Participants in this session will increase their awareness of conflict provoking behaviors that may exist and provide understanding on how they can be replaced with cooperative behavior. Participants will also role play and discuss the top 12 defusing tactics and identify the difference between conflict avoidance and conflict resolution. **Limit: 30.**

Demystifying Governmental Grant Funding: Federal and State Grant Funding for Beginners

(Instructor: Cora Alexander)

Participants will learn how to locate governmental funding opportunities and write successful grant applications. This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. Note: Please register with Cora Alexander at 713-439-6085 or CAlexander@harriscountyhealth.com. **Limited.**

Dollars and Sense: Grant Budgeting for Beginners

*** NEW**

(Instructor: Cora Alexander)

This seminar will address budget preparations for governmental and foundation grant proposals. Topics include program vs. project budgets, common budget categories, justifications examples, matching funding, in-kind contributions and feasibility. This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. Note: Please register with Cora Alexander at 713-439-6085 or CAlexander@harriscountyhealth.com. **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.**

*** Evaluating and Disciplining Employees**

*** NEW**

(Instructor: Jay Aldis)

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

Limit: 40 Managers/Supervisors

First Aid

*** NEW**

(Instructor: Tim Broughton)

Find out how to recognize and respond to emergency situations. What should you do if a conscious person is choking, or someone is bleeding, in shock, or has muscle, bone, or joint injuries? How should you care for burns, nosebleeds, sudden illness, and other related emergencies? Find out answers at this session. **Limit: 40.**

First Steps Toward Financial Fitness – Online Seminar

*** NEW**

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

It's not glamorous but eventually even celebrity financial planners will tell you that budgeting is the first step towards financial fitness. Learn how to plan and stick to a budget for a brighter financial future.

Getting Ready to Write

(Instructor: Tawnya Mitchell)

This class has been re-designed to condense elements from several previous letters-writing classes. Participants in this class will understand the "ground rules" of business writing and grammar to improve the visual impact of their documents and develop a personal writing style. Target audience: Front-line employees to management. **Limit: 30.**

*** Legal Issues Regarding Workplace Diversity**

*** NEW**

(Instructor: Jay Aldis)

This session includes a discussion of the pros and cons of sensitivity training and the recognition of cultural differences in the workplace. A focus on diversity can be a valuable tool for preventing discrimination and harassment, but must be handled properly to avoid creating additional legal problems and risks. **Limit: 40 Managers/Supervisors**

*** Lies, Darn Lies, and Statistics: Making Sense of the Data**

*** NEW**

(Instructor: Jeraine Root)

This class for managers/supervisors teaches how to determine your Department's "average" performance measures by understanding how different types of data distribution affect various measures of central tendency. Through several interactive group exercises, and plenty of personal attention from the instructor, you will quickly master differences between the mode, median, and mean. In addition, you will learn how to apply each of these measures of central tendency appropriately to data you already collecting in CDD reports from IFAS or other in-house programs. Finally, this class will explain how to use a simple data analysis add-on Excel that will put other managers in awe of your statistical knowledge. **Limit: 40.**

Life Skills for Teens – Online Seminar

*** NEW**

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

This session is an eye-opener for both parents and teens. Parents – learn how to encourage responsibility in your teens. Teens – learn how to gain your parent's trust and benefit from greater independence and respect.

*** 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.**

*** Motivation in the Workplace: The Heart of Achievement**

(Instructor: Merlyn Fance-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: 20 Managers/Supervisors**

Notary Public Training and Certification

(Instructor: Charles Huff, TX. Notary Public Association)

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

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

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

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

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

Organizing Others, I

*** NEW**

(Instructor: Tawnya Mitchell)

Participants in this session will develop a plan to get the most out of each day to identify the most important tasks to organize a work area for improved efficiency, and to enhance productivity by using the “handle it once” rule. Learn to maintain an excellent work relationship with your boss and why the “I-do-it-better-myself” argument must be avoided. Participants will also learn to recognize and deal with common causes of work related stress. **Limit: 35.**

Organizing Others, II

*** NEW**

(Instructor: Tawnya Mitchell)

Develop an understanding of the importance of professional image and credibility with assertive techniques to improve communication skills. Create a personal plan for establishing priorities and meeting timelines, bring large projects down to manageable tasks, and learn methods to communicate clearly. Participants will create a personal improvement plan that can be transferred directly to day-to-day work and will apply time management techniques. **Limit: 35.**

*** Performance Feedback**

(Instructor: Robert Pennington or Stephen Haslam)

Managers/supervisors need to involve employees in connecting the employee’s professional and personal goals to the organization’s expectations. Participants will use a group process to establish a positive work environment that invites giving and receiving feedback to involve all employees in setting positive expectations for tasks and work relationship behaviors. 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**

Power Tools to Make Your Boss More Productive

*** NEW**

(Instructor: Tom Watson)

Increase strategies that will make the manager’s role more productive and add value to your position by communicating effectively to get to the next level. Participants in this session will increase problem solving skills, achieve professional excellence by goal setting, organization, prioritization, and time management, and learn how to present a powerful professional image. **Limit: 50.**

Powerful Presentations: Tools for Taking Your Presentations from Worn-Out to WOW!

*** NEW**

(Instructor: Susanne Gaddis)

This interactive workshop is designed to further advance the formal presentation skills. Participants will learn and effectively integrate tools needed to take control of any speaking situations and communication with clarity and confidence. Learn to write an effective introduction and why having one is crucial, how to prepare a seamless presentation, the 5 basic desires of listeners, and what you need to say to get people to listen to you! Participants will also learn how to use questioning techniques, connect with an audience, and how to handle difficult questions. **Limit: 50.**

*** Preventing Sexual Harassment in the Workplace**

*** NEW**

(Instructor: Jay Aldis)

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

Preventing Sexual Harassment in the Workplace

* NEW

(Instructor: Jay Aldis)

Using 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.**

* Preventive Counseling

* NEW

(Instructor: Jay Aldis)

Performance reviews and counseling opportunities can be tools for motivating workers, and provide the basis for merit increases and promotions. The potential hazards of employee appraisals are reviewed, and ten tips are outlined for writing more effective evaluations and counseling letters. **Limit: 40 Managers/Supervisors**

Projecting Professionalism

* NEW

(Instructor: Tawnya Mitchell)

Participants in this session will become aware of the importance of projecting professional images through email, correspondence, and phone etiquette by understanding the impact of first impressions. Understand the importance of greetings, introductions and initial conversations and identify techniques to improve and polish speaking skills. Learn specific tips to improve professional image through dress, posture, poise and body language to match experience with expectation and performance. **Limit: 30.**

* Some Rules are Meant to Be Broken!

* NEW

(Instructor: Margaret Johnson)

Managers/supervisors will understand the key responsibilities for a manager/supervisor and will delve into the myths of selecting, motivating, and developing personnel. Learn key strategies for developing employees and how to focus on their own strengths as well as the strengths of their employees to create an effective, motivated, productive work force to accomplish tasks. **Limit: 40 Managers/Supervisors**

Staying Cool: The Nature of Hostile Behavior

(Instructor: Tawnya Mitchell)

This customer service class will assist attendees in being aware of the context of hostile behavior in the public sector, and to understand the source of aggressive behavior. Participants in this session will learn how angry situations escalate and how to respond to hostile behavior and the consequences. Also, learn how to increase awareness of your own personal workplace safety. **Limit: 30.**

Strategies Regarding Workplace Violence

* NEW

(Instructor: Jay Aldis)

This presentation provides scenarios and solutions to prevent injuries or deaths in the workplace. It covers the types of aggressive behavior that can be found at work, and the policies and safety programs that will minimize their effects. **Limit: 40.**

Team Problem Solving

* NEW

(Instructor: Stephen Haslam or Robert Pennington)

Accountability is up, resources are down, and the pressure is on to create new ways to meet challenging goals. Participants in this session will identify barriers inhibiting the success of new initiatives and projects. Also, facilitate creative solutions to the challenge of doing more with less and learn to participate with methods that reduce individual and group resistance. **Limit: 40.**

The Martial Art of Communication

(Instructor: Stephen Haslam or Robert Pennington)

When changes increase, especially unexpected or undesirable change, stress also increases. This session is a unique approach to resolving conflicts and misunderstandings by reducing people's resistance to your point of view. Using principles of the martial arts that turn conflict into success, four simple and practical models give you leverage to motivate and influence others with sensitivity and firmness. **Limit: 40.**

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

*** NEW**

(Instructor: Margaret Johnson)

Participants in this session will identify their goals for their career and what has been standing in the way of advancing. Learn decision making tools to use when options are out of balance and methods to improve reputation and performance. Also, understand how to "nip situations in the bud" before they become more of a problem and learn communication techniques to improve working relationships. **Limit: 40.**

The Storm Within: Managing the Long Term Emotional Effects of Katrina and Rita

*** NEW**

(Instructor: Lois Kemp)

Participants in this session will identify long-term emotional effects of the national hurricane tragedies and the ultimate effects on the workplace and will learn important hints for sleep, nutrition, activity, and well-being. Participants will also understand the role of taking action to help others and create a healthy workplace. **Limit: 40.**

Time Management & Personal Productivity

(Instructors: 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: 20.**

Women and Retirement

*** NEW**

(Instructor: Tressie Odom)

Examine the current state of retirement for women and look at financial components of retirement and how each works. Participants will determine their retirement gaps and discover ways to increase their income in retirement, if needed. **Limit: 40.**

Harris County Information Technology Center IFAS/Microsoft Training Schedule

March – May 2006

Microsoft Access 2003

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT ACCESS	0302FUNDA1	03/02/06 – 03/03/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	0322FUNDP1	03/22/06 – 03/23/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT ACCESS	0330INTMA1	03/30/06 – 03/31/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	0406FUNDA1	04/06/06 – 04/07/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	0417FUNDP1	04/17/06 – 04/18/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT ACCESS	0424INTMP1	04/24/06 – 04/25/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT ACCESS	0509FUNDA1	05/09/06 – 05/10/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	0517FUNDP1	05/17/06 – 05/18/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT ACCESS	0524INTMP1	05/24/06 – 05/25/06	1:00 pm – 4:30 pm
ADVANCED MICROSOFT ACCESS	0530ADVP2	05/30/06 – 05/31/06	1:00 pm – 4:30 pm

Computer Basics

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
BASIC KEYBOARDING	0306KEYBP2	03/06/06 – 03/06/06	1:00 pm – 4:30 pm
BASIC KEYBOARDING	0320KEYBP2	03/20/06 – 03/20/06	1:00 pm – 4:30 pm
BASIC MICROCOMPUTERS	0327MICRP2	03/27/06 – 03/27/06	1:00 pm – 4:30 pm
BASIC KEYBOARDING	0405KEYBP2	04/05/06 – 04/05/06	1:00 pm – 4:30 pm

BASIC MICROCOMPUTERS	0410MICRP1	04/10/06 – 04/10/06	1:00 pm – 4:30 pm
BASIC KEYBOARDING	0411KEYBP1	04/11/06 – 04/11/06	1:00 pm – 4:30 pm
BASIC KEYBOARDING	0501KEYBP1	05/01/06 – 05/01/06	1:00 pm – 4:30 pm

Computer Basics cont'd

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
BASIC KEYBOARDING	0306KEYBP2	03/06/06 – 03/06/06	1:00 pm – 4:30 pm
BASIC KEYBOARDING	0320KEYBP2	03/20/06 – 03/20/06	1:00 pm – 4:30 pm
BASIC MICROCOMPUTERS	0327MICRP2	03/27/06 – 03/27/06	1:00 pm – 4:30 pm

CUSTOMIZED TRAINING

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
NEWSLETTERS USING PUBLISHER	0221NEWLA1	02/21/06 – 02/21/06	9:00 am – 12:30 pm
NEWSLETTERS USING PUBLISHER	0518NEWA1	05/18/06 – 05/18/06	9:00 am – 12:30 pm

Microsoft Excel

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT EXCEL	0307FUNDA2	03/07/06 – 03/08/06	9:00 am – 12:30 pm
FUNDAMENTA MICROSOFT EXCEL	0321FUNDA1	03/21/06 – 03/22/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT EXCEL	0329INTMP1	03/29/06 – 03/30/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	0403FUNDP1	04/30/06 – 04/04/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	0420FUNDA1	04/20/06 – 04/21/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT EXCEL	0425INTMA1	04/25/06 – 04/26/06	9:00 am – 12:30 pm
ADVANCED MICROSOFT EXCEL	0427ADVA1	04/27/06 – 04/28/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT EXCEL	0508FUNDP1	05/08/06 – 05/09/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	052FUNDA1	05/25/06 – 05/26/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT EXCEL	0530INTMP1	05/30/06 – 05/31/06	1:00 pm – 4:30 pm

IFAS Training

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
IFAS 101	0301I101A2	03/01/06 – 03/01/06	8:30 am – 4:30 pm

IFAS Training cont'd

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
DAILY TIME ENTRY	0303DTEA2	03/03/06 – 03/03/06	8:30 am – 4:30 pm
EMPLOYEE MAINTENANCE	0309EMPMA2	03/09/06 – 03/10/06	8:30 am – 4:30 pm (day 1) 8:30 am – 12:30 pm (day 2)
IFAS 101	0313I101A2	03/13/06 – 03/13/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	0315DTEA2	03/15/06 – 03/15/06	8:30 am – 4:30 pm
PROCUREMENT	0316PROCA2	03/16/06 – 03/17/06	8:30 am – 4:30 pm
CASH RECEIPTING	0321CRECA2	03/21/06 – 03/21/06	8:30 am – 4:30 pm
GRANTS MANAGEMENT	0328GMGTA2	03/28/06 – 03/28/06	8:30 am – 12:30 pm
ADVANCED TIME ALLOCATIONS	0329ATAA2	03/29/06 – 03/29/06	8:30 AM – 4:30 PM
IFAS 101	0404I101A2	04/04/06 – 04/04/06	8:30 am – 4:30 pm
EMPLOYEE MAINTENANCE	0406EMPMA2	04/06/06 – 04/07/06	8:30 am – 4:30 pm (day 1) 8:30 am – 12:30 pm (day 2)
DAILY TIME ENTRY	0411DTEA2	04/11/06 – 04/11/06	8:30 am – 4:30 pm
BUDGET TRANSFER	0412BTRFA2	04/12/06 – 04/12/06	8:30 am – 12:30 pm
IFAS 101	0417I101A2	04/17/06 – 04/17/06	8:30 am – 4:30 pm
CASH RECEIPTING	0419CRECA2	04/19/06 – 04/19/06	8:30 am – 4:30 pm
PROCUREMENT	0420PROCA2	04/20/06 – 04/21/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	0426DTEA2	04/26/06 – 04/26/06	8:30 am – 4:30 pm
GRANTS MANAGEMENT	0428GMGTA2	04/28/06 – 04/28/06	8:30 am – 12:30 pm
IFAS 101	0502I101A2	05/02/06 – 05/02/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	0504DTEA2	05/04/06 – 05/04/06	8:30 am – 4:30 pm
EMPLOYEE MAINTENANCE	0511EMPMA2	05/11/06 – 05/12/06	8:30 am – 4:30 pm (day 1) 8:30 am – 12:30 pm (day 2)
IFAS 101	0515I101A2	05/15/06 – 05/15/06	8:30 am – 4:30 pm
PROCUREMENT	0518PROCA2	05/18/06 – 05/19/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	0524DTEA2	05/24/06 – 05/24/06	8:30 am – 4:30 pm
BUDGET TRANSFER	0530BTRFA2	05/30/06 - 05/30/06	8:30 am – 12:30 pm
GRANTS MANAGEMENT	0531GMGTA2	05/31/06 – 05/31/06	8:30 am – 12:30 pm

Microsoft Internet

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT INTERNET	0324INTA1	03/24/06 – 03/24/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT INTERNET	0413INTA1	04/13/06 – 04/13/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT INTERNET	0505INTA1	05/05/06 – 05/05/06	9:00 am – 12:30 pm

Microsoft Lab

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT LAB	0310LABP1	03/10/06 – 03/10/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT LAB	0407LABP1	04/07/06 – 04/07/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT LAB	0428LABP1	04/28/06 – 04/28/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT LAB	0503LABP2	05/03/06 – 05/03/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT LAB	0505LABP1	05/05/06 – 05/05/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT LAB	0512LABP1	05/12/06 – 05/12/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT LAB	0519LABA1	05/19/06 – 05/19/06	9:00 am – 12:30 pm

Microsoft Office 2003 New Features

Event/Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
OFFICE 2003 NEW FEATURES	0331NEWFA2	03/31/06 – 03/31/06	9:00 am – 12:30 pm
OFFICE 2003 NEW FEATURES	0510NEWFP1	05/10/06 – 05/10/06	1:00 pm – 4:30 pm

Microsoft Outlook

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT OUTLOOK	0308FUNDP1	03/08/06 – 03/09/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	0411FUNDA1	04/11/06 – 04/12/06	9:00 am – 12:30 pm

Microsoft Outlook cont'd

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT OUTLOOK	0511FUNDA1	05/11/06 – 05/12/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	0525FUNDA2	05/25/06 – 05/26/06	9:00 am – 12:30 pm

Microsoft Publisher 2003

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT PUBLISHER	0327FUNDP1	03/27/06 – 03/28/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT PUBLISHER	0516FUNDA1	05/16/06 – 05/17/06	9:00 am – 12:30 pm

Microsoft PowerPoint 2003

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT POWERPOINT	0314FUNDA1	03/14/06 – 03/15/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT POWERPOINT	0412FUNDP2	04/12/06 – 04/13/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT POWERPOINT	0509FUNDP2	05/09/06 – 05/10/06	1:00 pm – 4:30 pm

Microsoft Windows

ID# 292WIND06

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT WINDOWS	0308WINA1	03/08/06 – 03/09/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0320WINP1	03/20/06 – 03/21/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0404WINA1	04/04/06 – 04/05/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0412WINP1	04/12/06 – 04/13/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0503WINA1	05/03/06 – 05/04/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0515WINP1	05/15/06 – 05/16/06	1:00 pm – 4:30 pm

Microsoft Word

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT WORD	0301FUNDP1	03/01/06 – 03/02/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	0316FUNDA1	03/16/06 – 03/17/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT WORD	0328INTMA1	03/28/06 – 03/29/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WORD	0405FUNDP1	04/05/06 – 04/06/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	0418FUNDA1	04/18/06 – 04/19/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT WORD	0419INTMP1	04/19/06 – 04/20/06	1:00 pm – 4:30 pm
ADVANCED MICROSOFT WORD	0426ADVP1	04/26/06 – 04/27/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	0503FUNDP1	05/03/06 – 05/04/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT WORD	0522INTMP1	05/22/06 – 05/23/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	0523FUNDA1	05/23/06 – 05/24/06	9:00 am – 12:30 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)

