Employee Training Class Schedule
September 2006 – February 2007

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 September 2006 – February 2007

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
* Performance Feedback	Wednesday	September 20	8:30 AM – 12:00 PM	1001 Preston, 1st Floor Conference Room	3.5
* Supervising & Motivating Difficult People: Since Wishing Them Away Doesn't Work	Tuesday	October 31	8:00 AM – 12:00 PM	1310 Prairie, Room 1270	4.0
* Creating Lawful and Positive Employment Documents	Tuesday	December 5	8:30 AM – 11:00 AM	1310 Prairie, Room 1270	2.5
* Preventive Counseling	Thursday	December 7	8:30 AM – 11:30 AM	1310 Prairie, Room 1270	3.0
* Performance Evaluations that Motivate	Wednesday	January 17	8:00 AM – 12:00 PM	1001 Preston, 1st Floor Conference Room	4.0

Professional Development Training

These classes are open to all employees with supervisory approval.

Course	Day	Date	Time	Location	Hours
Presentation Skills for Out of the Box (and this World!) Presentations	Tuesday	September 12	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Effective Complaints Handling	Thursday	September 14	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Projecting Professionalism	Wednesday	September 20	8:30 AM – 12:00 PM	1885 Old Spanish Trail, 1st Floor Conference Room	3.5
Time Management & Personal Productivity	Wednesday	October 18	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Understanding & Developing Your Emotional Intelligence	Tuesday	October 24	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Managing Stress and Burnout	Wednesday	November 1	1:00 PM – 3:00 PM	1310 Prairie, Room 1270	2.0
The Mind/Body Connection	Wednesday	November 8	1:00 PM – 3:00 PM	1310 Prairie, Room 1270	2.0
Avoiding Confusing Words and Writing Blunders	Tuesday	November 14	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Staying Cool: The Nature of Hostile Behavior	Tuesday	November 14	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
How to Win at the Game of Business	Tuesday	January 16	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Notary Public Training and Certification	Tuesday	January 16	1:00 PM – 4:00 PM	1310 Prairie, Room 1270	3.0
Power Tools to Make Your Boss More Productive	Thursday	January 18	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Invest in Your Debt	Thursday	January 18	1:00 PM – 4:00 PM	1310 Prairie, Room 1270	3.0
Writing Lab	Tuesday	January 23	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Front Office Survival Skills	Tuesday	January 23	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Organizing Others, I	Thursday	January 25	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Organizing Others, II	Thursday	January 25	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Building a New Habit	Tuesday	January 30	8:30 AM – 12:00 PM	1310 Prairie, 16th Floor	3.5
Stepping Up to Supervisor	Thursday	February 1	1:00 PM – 5:00 PM	1310 Prairie, Room 1270	4.0
Staying Cool: Defusing Hostile Behavior	Tuesday	February 6	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Successful Risk Taking at Work	Tuesday	February 6	1:00 PM – 4:30 PM	1310 Prairie, Room 1270	3.5
Turning Worries into Action Plans	Thursday	February 8	8:30 AM – 12:00 PM	1310 Prairie, Room 1270	3.5
Time Management & Personal Productivity	Wednesday	February 21	8:30 AM – 12:00 PM	1001 Preston, 1st Floor Conference Room	3.5

Collaborative Training

(COLLABORATIVE TRAINING WITH OTHER COUNTY DEPARTMENTS)

Course	Day	Date	Time	Location	Hours
Basic Life Support	Thursday	September 7	8:00 AM – 12:00 PM	9111 Eastex Freeway, 1st Floor Training Rooms	7.0
Anger Management with a Focus on Clients in Therapy	Friday	September 8	8:00 AM – 12:00 PM	9111 Eastex Freeway, 1st Floor Training Rooms	3.5
Domestic Violence: Concerns and Treatment	Wednesday	September 13	8:00 AM – 12:00 PM	9111 Eastex Freeway, 1st Floor Training Rooms	3.5
Defensive Driving	Thursday	September 14	8:00 AM – 4:00 PM	9111 Eastex Freeway, 1st Floor Training Rooms	6.0
Employment Law for Supervisors	Thursday	September 14	8:30 AM – 12:30 PM	2223 West Loop South, Room 532	4.0
Introduction to Sex Offender Therapy	Thursday	September 26	8:00 AM – 12:00 PM	9111 Eastex Freeway, 1st Floor Training Rooms	3.5
Defensive Driving	Thursday	September 28	8:00 AM – 4:00 PM	9111 Eastex Freeway, 1st Floor Training Rooms	6.0
Human Dynamics	Thursday	October 19	8:30 AM – 12:30 PM	2223 West Loop South, Room 532	4.0
Effective & Legal Interviewing & Hiring	Thursday	November 2	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
The New Retirement: Boomers and Beyond	Tuesday	September 19	2:00 PM – 3:00 PM
Making a Life While Making a Living	Tuesday	October 17	2:00 PM – 3:00 PM
Who Takes Care of the Caregiver?	Tuesday	November 14	2:00 PM – 3:00 PM
Raising Kids Who Give Back	Tuesday	December 19	2:00 PM – 3:00 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

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.
- **C**all **1-800-588-8417** to learn about Financial and Legal Counseling Services

For Additional Information, contact 713-755-7058.

New Employee Orientation

8:30 AM – 12:30 PM

Date	Location
September 20, 2006	1310 Prairie, 16th Floor
October 11, 2006	1310 Prairie, 16th Floor

November 8, 2006	1310 Prairie, 16th Floor
December 13, 2006	1310 Prairie, 16th Floor
January 17, 2007	1310 Prairie, 16th Floor
February 21, 2007	1310 Prairie, 16th Floor

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
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
Houston, Texas

Registration will CLOSE 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 September 2006 – February 2007 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.

Anger Management with a Focus on Clients in Therapy * NEW
(*Instructor: Turning Point Staff)*
Staff from Turning Point will help us become masters of our own emotions and the calm in the center of any storm. We will find out how to predict a problem situation before it reaches the crisis stage and avert it entirely. They will provide us with practical tools for managing anger. Client therapy in the area of anger management will be an additional focus of this training. This class is a joint collaboration with CSCD and the Harris County HR & RM Training Section. Limit: 15.

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.

Basic Life Support
(*Instructor: Coordinator - Fred Banks)*
This program is designed to provide basic instruction in First Aid procedures, plus a two-year certification in basic CPR. This class is a joint collaboration with CSCD and the Harris County HR & RM Training Section. Limited

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

* Creating Lawful and Positive Employment Documents * NEW

(*Instructor: Jay Aldis)*

Managers/supervisor in this session will learn to design the appropriate application, offer letter, policy acknowledgements, and evaluation forms which will aid in the management of your workforce. Also, managers/supervisors will cover the legal nature of e-mails and internet documents, guidelines for employment retention, and custodial practices. Limit: 40 Mangers/Supervisors

Defensive Driving

(*Instructor: Coordinator - Fred Banks)*

This six-hour National Safety Council class is designed to save lives, time, and money regardless of the actions of others. This class includes lecture, group discussion, films, and a written exam. This class is NOT VALID FOR TICKET DISMALL, but good for insurance discounts. This class is a joint collaboration with CSCD and the Harris County HR & RM Training Section. Limited

Domestic Violence: Concerns and Treatment * NEW

(*Instructor: Sherri Kennels)*

This training will delve into the aspects of domestic violence which concerns everyone including the cycle of violence. This class is a joint collaboration with CSCD and the Harris County HR & RM Training Section. Limit: 15.

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 Complaint Handling * NEW

(*Instructor: Amy Castro)*

Attending this session will help participants understand the importance to themselves and the organization of effectively handling complaints of internal and external customers. Identify a complaint, its source, benefits and dangers and learn how to keep your composure and respond appropriately. Participants will understand the importance in complaint resolution while handling a variety of complaints. Limit: 40.

* Effective & Legal Interviewing & Hiring * NEW

(*Instructor: Charlie Cunningham)*

Participants will review goals for the hiring process, legal and illegal aspects of the hiring process, and learn about conducting an employment interview including ice breakers and specific interview questions. This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. Limited.

* Employment Law for Supervisors * NEW

(*Instructor: Eileen Begle)*

In this session, managers/supervisors will learn FMLA policies and legal requirements, ADA, hiring and firing, discrimination, discipline documentation, and much more! This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. Limited.

Front Office Survival Skills * NEW

(*Instructor: Amy Castro)*

Participants will recognize the most effective and ineffective communication methods for interacting with customers directly in person and/or on the telephone. Learn to create the right impression and techniques for keeping your composure under pressure and utilize a five step "conversational script" to handle angry customers and their complaints. Participants will find the incentive to provide excellent service 100% of the time. Limit: 40.

How to Win at the Game of Business

(*Instructor: Margaret Johnson)*

Participants will be assisted in understanding the game of business, learn the rules and practice the skills for success including speaking up and out, following the leader, and taking risks. Participants will also learn the importance of being themselves and focusing on their strengths. Limit: 40.

Human Dynamics * NEW

(*Instructor: Dawn Blackmar and Colleen Hodges)*

Learn to enhance the effectiveness and productivity of your organization by understanding and capitalizing on the differences in people. This class is a joint collaboration between PHES and the Harris County HR & RM Training Section. Limited.

Introduction to Sex Offender Therapy * NEW

(*Instructor: Raymond Johnson)*

Participants will define the meaning of sex offender therapy, paraphelias, the nature, extent, and characteristics of sexually deviant criminal behavior. Also, participants will explore interviewing skills to overcome client resistance, coercion and manipulation as well as how to access and evaluate risk criteria. The use of the plethysmograph with sex offenders will be discussed. This class is a joint collaboration with CSCD and the Harris County HR & RM Training Section. Limit: 10.

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.

Making a Life While Making a Living – Online Seminar * NEW

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

This seminar takes a holistic look at work and personal life. Often we talk about this in terms of balancing competing priorities, but in "real life" it's more of a partnership. We will discuss strategies to make decisions and priorities that complement one's life as a whole.

* 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.

Managing Stress and Burnout

(Instructor: Linda Snook)

Work stress is the tension that results when you do not have enough time to accomplish what needs to be done. In this session, participants will identify personal stressors, the individual's typical reaction and level of control, and learn to choose a more positive response to each stressor. Also, understand the core concept of detached concern and learn to minimize energy "withdrawals and maximize energy "deposits." Limit: 40.

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

(*Instructor: Tawnya Mitchell)*

Participants in this session will develop a plan to get the most out of each day, identify the most important tasks, organize work area for improved efficiency, and 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

(*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 Evaluations that Motivate

(*Instructor: Deedee Ostfled)*

Managers/supervisors in this class will recognize and understand the components of an effective performance management process. Participants will identify the key elements of effective feedback, identify the best practices for writing performance evaluations and conducting performance reviews, and avoid common rating errors that are made in evaluating performance. Managers/supervisors will learn to conduct performance reviews that clearly communicate strengths, areas for development, and development plans. Limit: 40 Managers/Supervisors

* 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 organizational 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

(*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: 45.

Presentation Skills for Out of the Box (and This World!) Presentations

(*Instructor: Margaret Johnson)*

Participants in this class will learn how to catch their audience's attention and keep it throughout their presentations. Attendees will focus on creative techniques to present their ideas. Learn how to organize presentations and how to fit a pre-determined time constraint, as well as how to modify time constraints to fit changing expectations. Limit: 40

* Preventive Counseling

(*Instructor: Jay Aldis)*

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

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. This class is in collaboration with the Medical Examiner's Office and the Harris County HR & RM Training Section. Limit: 20.

Raising Kids Who Give Back – Online Seminar * NEW

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

If philanthropy and community involvement are goals you've set for yourself, this seminar will show you how to make it a family affair. You get back so much more than you give when you contribute your time and talents to causes or organizations that are meaningful to you. Share the experiences with your kids and lay the foundation for a better future.

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.

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.

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.

Successful Risk Taking at Work

(*Instructor: Margaret Johnson)*

Participants in this interactive workshop will discover their own risk taking attitude and reasons why we avoid risk. Explore ways to overcome individual obstacles to risk taking. Define a personal risk taking goal and develop steps to assure future risk taking is more successful. Limit: 40.

* Supervising and Motivating Difficult People: Since Wishing Them Away Doesn't Work

(*Instructor: Deedee Ostfeld)*

During this highly interactive session, managers/supervisors will clarify the challenges, opportunities and realities of working with difficult people, develop strategies for coping with difficult people, as opposed to resignedly accepting or trying to change them and create a personal "Coping Plan" to help targeted employees reach their potential. Managers/supervisors will also have the opportunity to practice implementation of their plan. Limit: 40 Managers/Supervisors

The Mind/Body Connection

(Instructor: Linda Snook)

Stress can be a tremendous detriment to our physical and mental health. Understanding the mind and body connection as well as the importance of keeping ourselves in a relatively calm state in order to lower our stress level are all part of this session. Participants will learn how to recognize and manage stressful work situations and recognize the benefits of relaxing your mind and body at work. Limit: 40.

The New Retirement: Boomers and Beyond – Online Seminar * NEW

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

Some call it the "big boom." Baby Boomers are reinventing retirement. Most aren't planning on retiring in the traditional sense, but re-shaping their lives. Join us to learn about creative retirement options.

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: 40.

Turning Worries into Action Plans

(Instructor: Stephen Haslam or Robert Pennington)

Learn how to change a negative habit in a positive direction to achieve productive results. In this session, participants will learn to be aware of how negative thoughts produce negative emotions and the harmful physiological stresses caused by the habit of worry. Participants will create multiple and specific actions from moving from present reality towards the newly defined goals and turn a negative thought into a positive possibility and believe it! Limit: 40.

Understanding and Developing Your Emotional Intelligence

(Instructor: Margaret Johnson)

Participants will develop an understanding of emotional intelligence and its importance in the workplace. They will also develop emotional intelligence skills (i.e. intuition, character, integrity, motivation, communication and relationship skills) so the participant will be more successful in interactions with other individuals in the workplace. Limit: 40.

Who Takes Care of the Caregiver? – Online Seminar * NEW

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

It's a true cliché that you can't take care of others unless you first take care of yourself. Learn how to create support systems, access existing ones and find time to let go.

Writing Lab

(*Instructor: Tawnya Mitchell)*

Note: Participants must bring two actual writing challenges from their everyday written communications, including email. In this session, participants will review, discuss, and rewrite the selections to meet the 'letter perfect' standards. Target audience: Front-line personnel to senior-level management. Limit: 40.

Harris County Information Technology Center
IFAS/Microsoft Training Schedule

September - December 2006

Microsoft Access 2003

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT ACCESS	0912FUNDA1	09/12/06 – 09/13/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	0920FUNDP1	09/20/06 - 09/21/06	1:00 pm - 4:30 pm
INTERMEDIATE MICROSOFT ACCESS	0928INTMA1	09/28/06 - 09/29/06	9:00 am-12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	1010FUNDA1	10/10/06 - 10/11/06	9:00 am - 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	1025FUNDP1	10/25/06 - 10/26/06	1:00 pm - 4:30 pm
INTERMEDIATE MICROSOFT ACCESS	1030INTMP1	10/30/06 - 10/31/06	1:00 pm - 4:30 pm
FUNDAMENTAL MICROSOFT ACCESS	1102FUNDA1	11/02/06 - 11/03/06	9:00 am - 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	1120FUNDP1	11/20/06 - 11/21/06	1:00 pm - 4:30 pm
INTERMEDIATE MICROSOFT ACCESS	1128INTMA1	11/28/06 - 11/29/06	9:00 am - 12:30 pm
FUNDAMENTAL MICROSOFT ACCESS	1207FUNDA1	12/07/06 - 12/08/06	9:00 am - 12:30 pm
INTERMEDIATE MICROSOFT ACCESS	1218INTMP1	12/18/06 - 12/19/06	1:00 pm - 4:30 pm
ADVANCED MICROSOFT ACCESS	1227ADVP1	12/27/06 - 12/28/06	1:00 pm - 4:30pm

Computer Basics

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
BASIC KEYBOARDING	0905KEYBP2	09/05/06 – 09/05/06	1:00 pm – 4:30 pm
BASIC MICROCOMPUTERS	0907MICRP1	09/07/06 – 09/07/06	1:00 pm – 4:30 pm
BASIC KEYBOARDING	0920KEYBA2	09/20/06 - 09/20/06	9:00 am – 12:30 pm
BASIC MICROCOMPUTERS	0928MICRP1	09/28/06 - 09/28/06	1:00 pm – 4:30 pm
BASIC KEYBOARDING	1009KEYBP2	10/09/06 – 10/09/06	1:00 pm – 4:30 pm
BASIC MICROCOMPUTERS	1018MICRA2	10/18/06 – 10/18/06	9:00 am – 12:30 pm

Computer Basics cont'd

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
BASIC KEYBOARDING	1020KEYBA1	10/20/06 – 10/20/06	9:00 am – 12:30 pm
BASIC KEYBOARDING	1101KEYBA2	11/01/06 – 11/01/06	9:00 am – 12:30 pm
BASIC MICROCOMPUTERS	1106MICRP1	11/06/06 – 11/06/06	1:00 pm – 4:30 pm
BASIC KEYBOARDING	1129KEYBP2	11/29/06 – 11/29/06	1:00 pm – 4:30 pm
BASIC MICROCOMPUTERS	1130MICRA2	11/30/06 – 11/30/06	9:00 am - 12:30 pm
BASIC MICROCOMPUTERS	1222MICRA1	12/22/06 – 12/22/06	9:00 am - 12:30 pm
BASIC KEYBOARDING	1227KEYBP2	12/27/06 – 12/27/06	1:00 pm - 4:30 pm

CUSTOMIZED TRAINING

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
NEWSLETTER WRITING	1130NEWA1	11/30/06 – 11/30/06	9:00 am – 12:30 pm

Microsoft Excel

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT EXCEL	0906FUNDA1	09/06/06 - 09/07/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT EXCEL	0918FUNDP1	09/18/06 - 09/19/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT EXCEL	0925INTMP2	09/25/06 - 09/26/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	1005FUNDA1	10/05/06 - 10/06/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT EXCEL	1023FUNDP1	10/23/06 - 10/24/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT EXCEL	1026INTMA1	10/26/06 - 10/27/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT EXCEL	1102FUNDA2	11/02/06 - 11/03/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT EXCEL	1115FUNDP1	11/15/06 - 11/16/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT EXCEL	1129INTMP1	11/29/06 - 11/30/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT EXCEL	1205FUNDA1	12/05/06 - 12/06/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT EXCEL	1219INTMA1	12/19/06 - 12/20/06	9:00 am – 12:30 pm
ADVANCED MICROSOFT EXCEL	1228ADVA1	12/28/06 - 12/29/06	9:00 am – 12:30 pm

IFAS Training

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
IFAS 101	0906I101A2	09/06/06 – 09/06/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	0908DTEA2	09/08/06 - 09/28/06	8:30 am – 4:30 pm
CASH RECEIPTING	0912CRECA2	09/12/06 – 09/12/06	8:30 am – 4:30 pm
EMPLOYEE MAINTENANCE	0914EMPMA2	09/14/06 - 09/15/06	8:30 am – 4:30 pm
IFAS 101	0919I101A2	09/19/06 – 09/19/06	8:30 am – 4:30 pm
PROCUREMENT	0921PROCA2	09/21/06 - 09/22/06	8:30 am – 4:30 pm
BUDGET TRANSFER	0926BTRFA2	09/26/06 – 09/26/06	8:30 am – 12:00 pm
DAILY TIME ENTRY	0927DTEA2	09/27/06 – 09/27/06	8:30 am – 4:30 pm
GRANTS MANAGEMENT	0928GMGTA2	09/28/06 – 09/28/06	8:30 am – 12:00 pm
IFAS 101	1005I101A2	10/05/06 – 10/05/06	8:30 am – 4:30 pm
FUNDAMENTAL FIXED ASSETS	1006FFAA2	10/06/06 – 10/06/06	8:30 am – 12:00 pm
DAILY TIME ENTRY	1010DTEA2	10/10/06 – 10/10/06	8:30 am – 4:30 pm
INTERMEDIATE FIXED ASSETS	1011IFXAA2	10/11/06 – 10/11/06	8:30 am – 12:00 pm
EMPLOYEE MAINTENANCE	1012EMPMA2	10/12/06 - 10/13/06	8:30 am – 4:30 pm
CASH RECEIPTING	1017CRECA2	10/17/06 – 10/17/06	8:30 am – 4:30 pm
PROCUREMENT	1019PROCA2	10/19/06 - 10/20/06	8:30 am – 4:30 pm
IFAS 101	1025I101A2	10/25/06 – 10/25/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	1026DTEA2	10/26/06 – 10/26/06	8:30 am – 4:30 pm
BUDGET TRANSFER	1027BTRFA2	10/27/06 – 10/27/06	8:30 am – 12:00 pm
GRANTS MANAGEMENT	1031GMGTA2	10/31/06 – 10/31/06	8:30 am – 12:00 pm
IFAS 101	1107I101A2	11/07/06 – 11/07/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	1108DTEA2	11/08/06 – 11/08/06	8:30 am – 4:30 pm
EMPLOYEE MAINTENANCE	1109EMPMA2	11/09/06 - 11/10/06	8:30 am – 4:30 pm
CASH RECEIPTING	1114CRECA2	11/14/06 – 11/14/06	8:30 am – 4:30 pm
BUDGET TRANSFER	1115BTRFA2	11/15/06 – 11/15/06	8:30 am – 12:00 pm
PROCUREMENT	1116PROCA2	11/16/06 - 11/17/06	8:30 am – 4:30 pm
GRANTS MANAGEMENT	1121GMGTA2	11/21/06 – 11/21/06	8:30 am – 12:00 pm
ADVANCED TIME ALLOCATIONS	1128ATAA2	11/28/06 – 11/28/06	8:30 am – 12:00 pm

IFAS Training cont'd

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
IFAS 101	1201I101A2	12/01/06 – 12/01/06	8:30 am – 4:30 pm
DAILY TIME ENTRY	1205DTEA2	12/05/06 – 12/05/06	8:30 am – 4:30 pm
EMPLOYEE MAINTENANCE	1207EMPMA2	12/07/06 - 12/08/06	8:30 am – 4:30 pm
IFAS 101	1212I101A2	12/12/06 – 12/12/06	8:30 am – 4:30 pm
CASH RECEIPTING	1213CRECA2	12/13/06 – 12/13/06	8:30 am – 4:30 pm
PROCUREMENT	1214PROCA2	12/14/06 - 12/15/06	8:30 am – 4:30 pm
FUNDAMENTAL FIXED ASSETS	1219FFAA2	12/19/06 – 12/19/06	8:30 am – 12:00 pm
DAILY TIME ENTRY	1220DTEA2	12/20/06 – 12/20/06	8:30 am – 4:30 pm
INTERMEDIATE FIXED ASSETS	1221IFXAA2	12/21/06 – 12/21/06	8:30 am – 12:00 pm
BUDGET TRANSFER	1228BTRFA2	12/28/06 – 12/28/06	8:30 am – 12:00 pm
GRANTS MANAGEMENT	1229GMGTA2	12/29/06 – 12/29/06	8:30 am – 12:00 pm

Microsoft Internet

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT INTERNET	1011INTP1	10/11/06 – 10/11/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT INTERNET	1201INTA1	12/01/06 – 12/01/06	9:00 am – 12:30 pm

Microsoft Lab

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
MICROSOFT LAB	0901LABA2	09/01/06 – 09/10/06	9:00 am – 12:30 pm
MICROSOFT LAB	0908LABP1	09/08/06 – 09/08/06	1:00 pm – 4:30 pm
MICROSOFT LAB	0929LABA2	09/29/06 – 09/29/06	9:00 am – 12:30 pm
MICROSOFT LAB	1013LABP1	10/13/06 – 10/13/06	1:00 pm – 4:30 pm
MICROSOFT LAB	1020LABP1	10/20/06 – 10/20/06	1:00 pm – 4:30 pm
MICROSOFT LAB	1110LABP1	10/10/06 – 10/10/06	1:00 pm – 4:30 pm
MICROSOFT LAB	1117LABP1	10/17/06 – 10/17/06	1:00 pm – 4:30 pm
MICROSOFT LAB	1208LABP1	12/08/06 – 12/08/06	1:00 pm – 4:30 pm

Microsoft Office 2003 New Features

Event/Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
OFFICE 2003 NEW FEATURES	1030NEWFP2	10/30/06 – 10/30/06	1:00 pm – 4:30 pm

Microsoft Outlook

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT OUTLOOK	0913FUNDP1	09/13/06 - 09/14/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	1012FUNDA1	10/1206 - 10/13/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	1107FUNDP1	11/07/06 - 11/08/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT OUTLOOK	1212FUNDA1	12/12/06 - 12/13/06	9:00 am – 12:30 pm

Microsoft Publisher 2003

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT PUBLISHER	0919FUNDA1	09/19/06 - 09/20/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT PUBLISHER	1018FUNDP1	10/18/06 - 10/19/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT PUBLISHER	1109FUNDA1	11/09/06 - 11/10/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT PUBLISHER	1211FUNDP1	12/11/06 - 12/12/06	1:00 pm – 4:30 pm

Microsoft PowerPoint 2003

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT POWERPOINT	0925FUNDP1	09/25/06 - 09/26/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT POWERPOINT	1023FUNDP2	10/23/06 - 10/24/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT POWERPOINT	1116FUNDA1	11/16/06 - 11/17/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT POWERPOINT	1213FUNDP1	12/13/06 - 12/14/06	1:00 pm – 4:30 pm

Microsoft Windows

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT WINDOWS	0911WINP1	09/11/06 - 09/12/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	0926WINA1	09/26/06 - 09/27/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	1031WINA1	10/31/06 - 11/01/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	1113WINP1	11/13/06 - 11/14/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WINDOWS	1206WINP1	12/06/06 - 12/07/06	1:00 pm – 4:30 pm

Microsoft Word

Subevent Name	Subevent ID	Begin/ End Date	Begin/End Time
FUNDAMENTAL MICROSOFT WORD	0905FUNDP1	09/05/06 - 09/06/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	0914FUNDA1	09/14/06 - 09/15/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT WORD	0921INTMA1	09/21/06 - 09/22/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WORD	1009FUNDP1	10/09/06 - 10/10/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	1018FUNDA1	10/18/06 - 10/19/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT WORD	1024INTMA1	10/24/06 - 10/25/06	9:00 am – 12:30 pm
FUNDAMENTAL MICROSOFT WORD	1101FUNDP1	11/01/06 - 11/02/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	1114FUNDA1	11/14/06 - 11/15/06	9:00 am – 12:30 pm
INTERMEDIATE MICROSOFT WORD	1127INTMP1	11/27/06 - 11/28/06	1:00 pm – 4:30 pm
FUNDAMENTAL MICROSOFT WORD	1204FUNDP1	12/04/06 - 12/05/06	1:00 pm – 4:30 pm
INTERMEDIATE MICROSOFT WORD	1214INTMA1	12/14/06 - 12/15/06	9:00 am – 12:30 pm
ADVANCED MICROSOFT WORD	1220ADVP1	12/20/06 - 12/21/06	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)