

The County Trainer

Newsletter & Calendar

Franklin County Department of Human Resources
Office of Learning & Staff Development
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Humera Khokhar, Sr. HR Administrator

September & October 2016



WE WANT TO HEAR FROM YOU

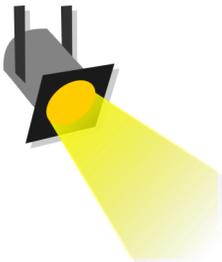
Do you have a staff development issue and/or an idea for a specialized training topic? If so, let us know. We are committed to creating learning opportunities which have value for our primary constituent group; Franklin County Board of Commissioners employees. If you have a request and/or a suggestion for a training issue or topic please contact: Humera Khokhar, Sr. HR Administrator via email at: hxkhokha@franklincountyohio.gov. Thank you in advance for partnering with us in our efforts to develop quality and meaningful learning and development programming for every Franklin County employee!

Professional development is an ongoing process that shapes the future of our workforce and provides individual employees with the knowledge, skills, and encouragement to further their career. The Learning & Staff Development staff offers a wide range of training & development opportunities to promote a county-culture that:

- Empowers individuals to take ownership of their career development,
- Values learning and development by encouraging and supporting employee participation in personal and professional development opportunities, and
- Leverages learning and development opportunities to deliver exceptional job performance, improve employee satisfaction, and prepare our workforce for future growth.

What We Do:

Post a bi-monthly calendar via the County Portal, which offers a variety of classes. Some of these programs include: Traditional classroom workshops - Leadership Development courses
Customized training sessions (off-site) - Computer Basics & Effective Communication
Certificate courses .



Spotlight on Emotional Intelligence

What makes a great leader? Knowledge, smarts and vision, to be sure. To that, Daniel Goleman, author of "Leadership: The Power of Emotional Intelligence," would add the ability to identify and monitor emotions — your own and others' — and to manage relationships. Qualities associated with such "emotional intelligence" distinguish the best leaders in the corporate world. These four competencies shed light on the role emotional intelligence plays in excellence .

1. SELF AWARENESS

Realistic self-confidence: You understand your own strengths and limitations; you operate from competence and know

when to rely on someone else on the team.

Emotional insight: You understand your feelings. Being aware of what makes you angry, for instance, can help you manage that anger.

2. SELF MANAGEMENT

Resilience: You stay calm under pressure and recover quickly from upsets. You don't brood or panic. In a crisis, people look to the leader for reassurance; if the leader is calm, they can be, too.

Emotional balance: You keep any distressful feelings in check — instead of blowing up at people, you let them know what's wrong and what the solution is.

Self-motivation: You keep moving toward distant goals despite setbacks.



3. EMPATHY

Cognitive and emotional empathy:

Because you understand other perspectives, you can put things in ways colleagues comprehend. And you welcome their questions, just to be sure. Cognitive empathy, along with reading another person's feelings accurately, makes for effective communication.

Good listening: You pay full attention to the other person and take time to understand what they are saying without talking over them or hijacking the agenda.

4. RELATIONSHIP SKILLS

Compelling communication: You put your points in persuasive, clear ways so that people are motivated as well as clear about expectations.

Team playing: People feel relaxed working with you. One sign: They laugh easily around you.

Source: NEW YORK TIMES—EDUCATION & LIFE

HAVE YOU COMPLETED YOUR REQUIRED CORE CLASSES?

New Employees must complete during probationary period

Employees with 3+ years of service take as topical refresher courses

CUSTOMER SERVICE CONNECTION

Public service employees are charged with delivering quality services and treating customers with dignity and respect. This informative workshop will demonstrate how to achieve extraordinary customer relations.

SEXUAL HARASSMENT AWARENESS

This workshop discusses the legal definition of sexual harassment, reviews the Board of Commissioners Anti-Harassment policy, and addresses the employee's rights and responsibilities for working in a discrimination-free environment.

ETHICS

We often use our own individual value systems to make decisions in our personal lives, but how do we make ethical decisions in the workplace? In order to make the most ethical decisions we need to possess a clear, objective ethical framework for making decisions that take into account more than our own personal value system. We will review the fundamental principles of ethical decision making and their application to resolving ethical issues and conflicts in the workplace.

CIVILIAN RESPONSE TO ACTIVE SHOOTER EVENTS (CRASE) (NEW CORE CLASS*)

The CRASE course is designed and built on the Avoid, Deny, Defend (ADD) strategy developed by Advanced Law Enforcement Rapid Response Training (ALERT) in 2004. It provides strategies, guidance and a proven plan for surviving an active shooter event. In this class you will learn: The history and prevalence of active shooter events. What you should do if you find yourself in an active shooter situation and what you can expect from law enforcement in our response.

MULTICULTURAL AWARENESS

Study cultural differences and biases, and learn how to promote better communication.

SAFETY & WELLNESS 101 (NEW CORE CLASS*)

Join representatives from your Wellness & Risk Management offices to learn the basics of your ThriveOn Wellness Program and the fundamentals of good safety. Combined lecture, videos, and interactive activities will provide you information to enhance your overall health and well-being, while also decreasing your likelihood of an injury at home or at work.



September 2016

Monday	Tuesday	Wednesday	Thursday	Friday
			1	2
5 Labor Day Office Closed	6	7 MS Outlook 2010 (9:00–12:00 TR) E174.018	8 MS Excel Basics (9:00-12:00 TR) E175.022	9
12 Making Your Benefits Work for You (1:00–3:30 TR)E316.061	13 *Safety & Wellness 101 (9:00-11:30 TR) E231.105 *CRASE (1-4 TR) E236.001	14 Nonverbal Communication (9:00-12:00 TR) E254.026	15 *Ethics (9:00-12:00 TR) E240.165	16
19 *Safety & Wellness 101 (1:00-3:30 TR) E231.106	20	21 *Customer Service (1:00-4:00 TR) E285.168	22 *Sexual Harassment (9:00-12:00 TR)E220.162	23
26 Making Your Benefits Work for You (1:00–3:30 TR)E316.062	27 *Multicultural Awareness (9:00-12:00 TR) E210.161 *Safety & Wellness 101 (1:00-3:30 TR) E231.107	28 MS Publisher (9:00-12:00 TR) E178.005	29 MS PowerPoint Basics (9:00-12:00 TR) E167.066	30 MS Excel Intermediate (9:00-12:00 TR) E176.015



Civilian Response to Active Shooter Events: CRASE Training



With all of the Active shooter events happening across the world, it only makes sense to be prepared, therefore Franklin County Board of Commissioner's' decided to replace Violence in the Workplace core training with adding CRASE training as a new core class. Sign up and receive training from Patrol and SWAT Deputies, who are passionate about what it takes to keep you safe!

Law enforcement officers and agencies are frequently requested by government agencies and community members for direction and presentations on what they should do if confronted with an active shooter event. The Civilian Response to Active Shooter Events (CRASE) course, designed and built on the Avoid, Deny, Defend strategy developed by ALERRT in 2004, provides strategies, guidance and a proven plan for surviving an active shooter event.

Topics include the history and prevalence of active shooter events, the role of professional guardians, civilian response options, medical issues and drills.



October 2016

Monday	Tuesday	Wednesday	Thursday	Friday
3 Making Your Benefits Work for You (1:00–3:30 TR)E316.063	4 Civility in the Workplace (9:00-12:00 TR) E183.011 *CRASE (1:00 –4:00 TR) E236.002	5 *Sexual Harassment Awareness (9:00-12:00 TR) E220.163	6 The People Puzzle (9:00-12:00 TR) E253.026	7
10 Columbus Day Office Closed	11	12 MS Word 2010 Basics (9:00-12:00 TR) E163.217	13 MS Outlook 2010 (9:00-12:00 TR) E174.019	14
17	18 *Ethics (9:00-12:00 TR) E240.166 *Safety & Wellness 101 (1:00-3:30 TR) E231.108	19 *Customer Service (9:00-12:00 TR) E285.169	20 Building Self Image & Self Esteem (9:00-12:00 TR) E281.007	21 Introduction to MS Excel Pivot 2010 (9:00-12:00 TR) E179.001
24 Making Your Benefits Work for You (1:00–3:30 TR)E316.064	25 *Safety & Wellness 101 (1:00-3:30 TR) E231.109	26 Developing Your Emotional Intelligence (9:00-12:00 TR) E242.002	27 *Multicultural Awareness (9:00-12:00 TR) E210.162	28
31			 Franklin County Where Government Works	



COURSE DESCRIPTIONS



ELECTIVES:

Are Your Non-Verbals Showing the Way You Think?

Positively present yourself nonverbally to others when interacting, and learn how to interpret others' nonverbal behavior.

Civility in the Workplace

Attend this workshop to become aware of behaviors that contribute to productivity as well as those that inhibit it, learn tools to help deal with others who act inappropriately, and how to parent with team members to establish expectations for working together and building cohesive relationships.

Developing your Emotional Intelligence

Emotional intelligence training is a very hot topic in today's workplace. Understanding and improving the connection between emotions and actions is crucial to business and your personal success. Enhance your self-awareness and make emotions work for you to build more productive relationships both professionally and personally through this very informative class.

Making Your Benefits Work for You

Managing health and wellness can be overwhelming when it comes to making the right choice for you and your family. Together, we can choose wisely. Attend this benefits literacy workshop and learn to manage, understand and process your healthcare benefit information with ease.

Boosting your Self-Image and Self - Esteem

Improving your self-image, like improving any skill, takes time and practice. Developing good self-esteem involves encouraging a positive (but realistic) attitude toward yourself and the world around you and appreciating your worth, while at the same time behaving responsibly towards others. This workshop offers practices to improve your self-image for workplace success.

The People Puzzle

Have you ever wondered why you seem to get along well with some coworkers and not with others? Do you wonder why some people say one thing and do the complete opposite? This informative workshop will help you improve and develop your working relationships with coworkers through understanding personality and communication styles.

COMPUTER CLASSES:

Fundamentals of Computer Basics Excel 2010

This workshop introduces the basic features of the Excel program. Engage in hands-on-learning to enter and edit data, create formulas, and learn the seven steps to create spreadsheets, plus more.

Fundamentals of Computer Basics Outlook 2010

This workshop addresses the basic features and functionality of Outlook 2010, including how to create/reply to e-mail messages, add attachments, create rules and organize folders, and manage calendar events, plus more.

Fundamentals of Computer Basics PowerPoint 2010

This workshop is designed for employees who are interested in learning the skills needed to create and modify basic presentations. Activities include; formatting text to enhance clarity, adding graphical objects, embedding video/audio, plus more.

Microsoft Excel 2010: Intermediate

This workshop provides a review of various useful features to manipulate and enhance spreadsheets. Learn functions such as Vlookup, Hlookup, IF Statements, and Nested IF Statements, plus more.

Microsoft Excel: Introduction to PIVOT TABLES

Participants will learn and practice how to create basic pivot tables. This special Excel tool allows you to summarize and explore data interactively. Join the fun! *(frequent use of Excel is helpful in learning this skill)*

Microsoft Publisher 2010: Beginners

Learn desktop publishing with Microsoft Publisher. This class will introduce you to new skills to create engaging brochures, newsletters, flyers, and more. Practice hands-on skills which include; working with basic publications; editing and formatting publications; and working with pictures and graphics.

REGISTER FOR CLASSES ONLINE

Simply take a look at the calendars; get supervisor approval; go to the Portal and click on the "Training Registration" link; <https://portal.co.franklin.oh.us/hr/training/>, complete the fillable form, and select the courses that meet your needs and fit your work schedule.

We encourage you to consider taking advantage of these new and exciting learning opportunities! As always, our primary goal is to serve as an active partner in fostering your growth, development, and overall success as a Franklin County employee.

Your Safety & Wellness is Important

Your safety & wellness is important. So important that **Safety & Wellness 101** is a BOC required core class. Come learn how simple and sometimes common safety & wellness tips can make a huge difference! Participation in this mandatory safety training can reduce the risk of injury and the 'wellness' piece connects participants with programs available to enhance their overall health and well-being covering topics such as:

- accident prevention and safety promotion
- safety compliance & safety practices
- accident and emergency response
- personal protective equipment
- chemical and hazardous material safety
- workplace hazards
- ThriveOn Wellness Program & ThriveOn Incentive programs.



Involvement in the County's safety & wellness program will help employees understand what their safety & wellness responsibilities and opportunities are and how to fulfill them. This program can help reduce injuries & deaths, illnesses, property damages, legal liability, worker's compensation claims and missed time from work. It will also ensure compliance with OSHA – mandated requirements. Knowledge acquired by participation in training is one of the methods used to create an effective safety culture. Participants will leave this workshop with a better understanding of just how important their safety & wellness is, and they will have the resources available to achieve their health and wellness goals!

FREQUENTLY ASKED QUESTIONS ABOUT TRAINING:



HOW TO CONTACT US BY PHONE:

Call (614) 525-6224 HR Front Desk.

HOW DO I REGISTER FOR CLASSES OFFERED AT THE DEPARTMENT OF LEARNING & STAFF DEVELOPMENT?

We have a robust course offering for county employees. To access the Training Registration Form on the County Portal (Intranet) and click on the "Training Registration" link, complete the fillable form, and select the courses.

DOES THE DEPARTMENT OF LEARNING & STAFF DEVELOPMENT OFFER COMPUTER CLASSES?

We offer a Fundamentals of Computer Basics Certificate Program for new users, and Intermediate to advanced level classes in the Microsoft Office 2010 Suite. (Outlook, Word, Excel, PowerPoint & Publisher)

I TRIED TO REGISTER FOR A CLASS AND RECEIVED A NOTICE THAT IT IS FULL. WILL YOU NOTIFY ME IF THE CLASS IS HELD AGAIN?

If there is a similar class being held at a later date, we will let you know the alternative dates when we initially contact you. Please visit the current training calendar regularly for updates to the course offerings.

WHAT IS YOUR CANCELLATION POLICY?

Email training@franklincountyohio.gov no less than 2 full business days prior to the start of the class. If you cancel after the required notice period, or fail to attend and do not call beforehand, your department/manager will be notified. In the event that our department needs to cancel or reschedule this course, a training staff member will make every attempt to contact you before the class begins. Many classes fill to capacity very early. When you notify us that you cannot attend, we can open the registrations to others.

WHAT IF I AM SICK ON THE DAY OF A CLASS?

Please have someone from your office contact us to let us know you will not be attending. Please try to send a substitute in your place.

HOW MANY CORE CLASSES ARE THERE?

There are 6 core classes:- CRASE (Civilian Response to Active Shooter Events), Customer Service, Ethics, Multicultural Awareness, Safety & Wellness 101, and Sexual Harassment.

HOW LONG DO I HAVE TO COMPLETE MY CORE CLASSES?

New employees must complete all 6 core classes during their probationary period.

I AM A FRANKLIN COUNTY EMPLOYEE BUT FROM A NON BOARD OF COMMISSIONER AGENCY. AM I ELIGIBLE TO REGISTER FOR CLASSES?

Non-Board of Commissioners' (Elected Officials) county government employees may register to attend classes and will be approved/notified on the basis of availability.

I AM A TEMPORARY EMPLOYEE. AM I ELIGIBLE TO REGISTER FOR CLASSES?

Yes, you are eligible, subject to the approval of your supervisor.

HOW DOES THE DEPARTMENT OF LEARNING & STAFF DEVELOPMENT SELECT ITS CLASSES?

We use a multi-faceted approach and review classes that have run in the past. Classes that are popular and receive good evaluations from county employees may be held more than once a year in order to meet demand.

WHAT IF I NEED SPECIAL ACCOMMODATIONS?

To allow for sufficient time to make arrangements, county employees who require special accommodation(s) for trainings (i.e. mobility, vision, hearing, etc...), please contact training@franklincountyohio.gov in a separate email after registering.