

# The County Trainer

Newsletter & Calendar

January-February 2017

Franklin County Department of Human Resources  
Office of Learning & Staff Development  
373 S. High Street 25th Floor - Columbus, OH 43215  
(614) 525-6224  
Humera Khokhar, Sr. HR Administrator

Happy  
New  
Year!

Welcome to Training! The Office of Learning & Staff Development is pleased to present its training schedule for January and February 2017. Our goal is to ensure that all Franklin County employees take back to their workstations skills and knowledge that can be put into use immediately. We invite every Franklin County employee to take advantage of one or more of our excellent learning opportunities, We look forward to seeing YOU in class!

## ***WE WANT TO HEAR FROM YOU TOO!***

It is always fantastic to see familiar participant names appearing on our attendance lists and at Learning & Staff Development we have been fortunate to see this happening on many occasions. Hearing about the progress of individuals' careers, and the part which our courses has played, provides a huge sense of satisfaction for our trainers and support staff alike. We are committed to creating learning opportunities which have value for our training participants. If you have a request and/or a suggestion for a training issue or topic please make a note of it and contact Humera Khokhar, Sr. HR Administrator via email at: [hxkhokha@franklincountyohio.gov](mailto: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!



*In the Spotlight...*

## **Building Positive Workplace Relationships**

Good working relationships give us several benefits: our work is more enjoyable when we have good relationships with those around us. Also, people are more likely to go along with changes that we want to implement, and we're more innovative and creative. There are several characteristics that make up positive and healthy working relationships at work:

### **Trust**

This is the foundation of every good relationship. When you trust your team and colleagues, you form a powerful bond that helps you work and communicate more effectively. If you trust the people you work with, you can be open and honest in your thoughts and actions, and you don't have to waste time and energy "watching your back."

### **Mutual Respect**

When you respect the people that you work with, you value their input and ideas, and they value yours. Working together, you can develop solutions based on your collective insight, wisdom and creativity.

### **Mindfulness**

This means taking responsibility for your words and actions. Those who are mindful are careful and attend to what they say, and they don't let their own negative emotions impact the people around them.

### **Welcoming Diversity**

People with good relationships not only accept diverse people and opinions, but they welcome them. For instance, when your friends and colleagues offer different opinions from yours, you take the time to consider what they have to say, and factor their insights into your decision-making.

### **Open Communication**

We communicate all day, whether we're sending emails or meeting face-to-face. The better and more effectively you communicate with those around you, the richer your relationships will be. All good relationships depend on open, honest communication.

Source: <https://www.mindtools.com/pages/article/good-relationships.htm>



## 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 (ALERRT) 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.

## 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!



# JANUARY

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4 Positive Impact (9:00-12:00 TR) NH100.001	5 Achieving Work/Life Balance (1:00-4:00 TR) NH103.001	6
9	10 *Sexual Harassment (1:00-4:00 TR) E220.169	11 MS Excel 2010: Intro to Pivot Tables (9:00-12:00 TR) E179.003  CRASE (1:00-4:00 MRB) E236.009	12 Change Management— Getting Past, That’s the way we’ve always done it” (9:00-12:00 TR) NH102.001	13
16 	17	18 MS Excel Intermediate (9:00-12:00 TR) E176.017	19 *Multicultural Awareness (9:00-12:00 TR) E210.165  A Blueprint for Effective Supervision (1:00-4:00 TR) S570.002	20
23	24 *Customer Service (1:00-4:00 TR) E285.173	25 Co-Manage Performance Using an Individual Development Plan (IDP) (9:00-12:00 TR) S550.107	26 Creativity-Finding Your Possibilities in Workplace (9:00-12:00 TR) NH101.001	27
30	31 *Ethics (9:00-12:00 TR) E240.169  *Safety and Wellness 101 (1:00-3:30 TR) E231.120			

(\*) core classes

# FEBRUARY

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2 Stress Management (1:00-4:00 TR) NH104.001	3
6	7 *Sexual Harassment Awareness (9:00-12:00 TR) E220.171  *CRASE (1:00-4:00 MRB) E236.011	8 *Safety and Wellness 101 (9:00-11:30 TR) E231.121	9 MS Excel 2010: Intro to Pivot Tables (9:00-12:00 TR) E179.004  Lose the Drama-Do the Work (1:00-4:00 TR) NH105.001	10
13	14 *Multicultural Awareness (9:00-12:00 TR) E210.166 	15 MS Excel Intermediate (9:00-12:00 TR) E176.018	16 Accountability/Self Direction (9:00-12:00 TR) NH107.001	17
20 	21 How to be a Better Team Player (9:00-12:00 TR) S306.011	22 *Customer Service (1:00-4:00 TR) E285.174	23 *Ethics (9:00-12:00 TR) E240.170	24
27	28 Time Management (9:00-12:00 TR) NH106.001  The People Puzzle (1:00-4:00 TR) E253.027			

## COURSE DESCRIPTIONS

### *ELECTIVES—SOFT SKILLS*

#### **A Blueprint for Effective Supervision** *(new)*

Attend this class to gain a more complete understanding of your job as a supervisor; from the art of delegation, to motivating your new staff, this class offers participants an opportunity to develop effective supervisory practices.

#### **Accountability/Self Direction** *(new)*

In this workshop learn how to be a self-starter. Discover tips and tricks for staying on task, scheduling, and avoiding procrastination.

#### **Achieving Work/Life Balance** *(new)*

In this workshop learn how to identify the causes of work/life stress. Learn to prioritize roles and responsibilities. Learn tips and techniques to help better create balance in life.

#### **Change Management-Getting Past, “That’s the Way We’ve Always Done It”** *(new)*

This workshop will give participants an understanding of how change is implemented; as well, tools for managing their reactions to change.

#### **Co-Manage Performance Using an Individual Development Plan (IDP)**

Setting goals is central to achieving success, whether at work or in our personal lives. This workshop introduces an IDP template for co-managing performance to effectively apply goal setting principles at work and/or in your personal life. This professional growth course is open to all county employees.

#### **Creativity-Finding Your Possibilities in the Workplace** *(new)*

Explore how using creativity strategically can help provide powerful solutions to problems and increase motivation, job satisfaction and engagement.

#### **How to be a Better Team Player in the Workplace**

Everyone loves winners; and high performing teams take pride in the fact that people want to work with them because they deliver. To get ahead at work you’ll need to help others and that means being a good team mate.

#### **Lose the Drama-Do the Work** *(new)*

Participants will learn crucial conflict management skills, including dealing with anger. This course examines the basics; most importantly to be considerate of others, the workplace versus social situations, conversation skills and small talk.

#### **Positive Impact-Leading for Performance** *(new)*

Learn the techniques of true Leadership and Influence; build the confidence it takes to take the lead and coach employees to higher performance.

#### **Stress Management** *(new)*

Understand what stress is and how it impacts your life and work. Recognize the symptoms and causes of stress. Learn relaxation techniques that work and stress management tips.

#### **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.

#### **Time Management** *(new)*

The Time Management workshop will cover strategies to help participants learn crucial strategies that include personal motivation, delegation skills, organization tools, and crisis management.

### *COMPUTER—TECHNICAL SKILLS*

#### **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** *(new)*

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)*



#### **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. As always, we thank you for the opportunity to support your learning and development needs as a Franklin County employee!





# Civilian Response to Active Shooter Events: CRASE Training



Attention county employees... with all of the Active shooter events happening across the world, it only makes sense to be prepared, therefore Franklin County Board of Commissioners' decided to replace the *Violence in the Workplace* class with **C.R.A.S.E.** training as the 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.

## 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](mailto: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](mailto:training@franklincountyohio.gov) in a separate email after registering.