

Training Schedule July-August, 2014

Theme: Understanding the Importance of Teamwork!

The practice of teamwork is extremely important to the success of any team. All coaches talk about working as one unit, as a unified team. Teamwork and unselfishness create the backbone of a great team, without them a team cannot realistically compete. You can have a group of superstars, but if they do not work well as one unit, chances are they are not going to be as successful as you would think. The team working as one cohesive unit is going to be the key in their success. Partner with us over the course of the next two months to explore and learn more about the power and influence of teamwork on both individual and organizational success! And have a great summer!

Department of Human Resources- Training & Development

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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 complete the form located at <http://www.franklincountyohio.gov/commissioners/hr/training/> and forward it to: Darrell

Johnson, Employee Development Administrator via email at:

dzjohnso@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!



DID YOU HEAR...WE'RE BRINGING BENEFITS TO TRAINING!
Are you getting the most out of your Franklin County employee benefits? Not sure? We've created a training session just for you!

"MAKING YOUR BENEFITS WORK FOR YOU"

July 14, 21, and 28

August 4, 11, 18, and 25

1:00 – 3:30 PM

1:00 – 3:30 PM

Managing health and wellness can be overwhelming when it comes to making the right choice for you and your family. Join the Benefits Office for an employee benefits literacy workshop to learn more about making your employee benefits, tools and resources work for you. The workshop will cover healthcare, wellness and tips to manage, understand and best utilize your employee benefits. If you would like more information on the content or have questions related to the workshops please contact Sonya Burley at 614-525-5750 or register today at: training@franklincountyohio.gov.

HOW TO GET YOU REGISTERED FOR ANY OF OUR WORKSHOPS:

Send an email to: training@franklincountyohio.gov with your name, agency, job title, email address, phone number, supervisor's name/email address and the date of the workshop(s). You can also register online using our registration form which is located on the Human Resources website by clicking on the Training tab:

<http://www.franklincountyohio.gov/commissioners/hr/training/>.



Register Now

July 2014



Monday	Tuesday	Wednesday	Thursday	Friday
<p>Theresa Ferguson – Pink Elizabeth Manns – Blue Sonya Burley – Purple</p> <p>*Core Class- Note: All classes in this category should be completed by Franklin County Board of Commissioners Employees by the end of the probation period.</p>	<p>HR = HR Training Room, 373 S. High St, 25th FL MRB = Meeting Room B, 373 S. High St, 25th FL</p>			
	<p>1</p>	<p>2 Let's Get Fired Up: Creating a Happy and Productive Workplace! – E282.002 9:00 – 12:00 HR</p>	<p>3 Red, White, & Boom</p>	<p>4</p>
<p>7</p>	<p>8 Mediation Skills – E224.002 8:30 – 11:30 MRB *Multicultural Awareness—E210.133 9:00 – 12:00 HR</p>	<p>9 Time Management: A Personalized Approach — E290.038 9:00-12:00 HR</p>	<p>10</p>	<p>11</p>
<p>14 Making Your Benefits Work for You –E316.009 1:00 – 3:30 HR</p>	<p>15</p>	<p>16 *Violence in the Workplace – E230.116 8:30 – 11:30 MRB The Supervisor As a Team Builder—S395.002 9:00 – 12:00 HR</p>	<p>17 *Sexual Harassment Awareness – E220.113 9:00 – 12:00 HR</p>	<p>18</p>
<p>21 Making Your Benefits Work for You – E316.010 1:00 – 3:30 HR</p>	<p>22 Workplace Wars & How to End Them – E469.001 9:00 – 12:00 HR</p>	<p>23 *Ethics—E240.137 9:00-12:00pm HR</p>	<p>24 *Customer Service – E285.142 8:30 – 11:30 MRB</p>	<p>25</p>
<p>28 Making Your Benefits Work for You – E316.011 1:00 – 3:30 HR</p>	<p>29</p>	<p>30 *Multicultural Awareness – E210.134 8:30 – 11:30 MRB Attitude Changes Everything—E307.001 9:00-12:00 HR</p>	<p>31 Lessons in Teamwork: Combining Strengths & Weaknesses to Win the Race—E278.002 9:00-12:00 HR</p>	

Featured Article

Building a Sense of Teamwork Among Staff Members



The term “team” is often used to refer to groups that meet over time to complete a project and then wind down (e.g., cross-functional teams) or is used to describe a group that operates solely as a team, with the role of leader alternating (self-directed work teams), or a traditional staff that meets as a group on an ongoing basis to discuss operating issues. Here I am using the word “team” as a synonym for “teamwork.”

Many departments do not operate as teams—that is, “practice teamwork.” Members may talk to each other at the printer or over lunch, and their work efforts may be designed to meet the overarching objectives of the department, but these employees’ work on a day-to-day basis is largely done as individuals, which is unfortunate, for many business experts now believe that teamwork is critical to organization productivity and profitability.

Downsizing, right-sizing, reorganizing, reengineering—all are indications of the pressure on organizations to reduce the size of their workforces. The only way to cope with this need to do more with less is by working cooperatively in an environment of respect, drawing on all the resources available to get the job done.

When people work together in an atmosphere of trust and accountability toward a common goal, they put aside turf issues and politics and focus on the tasks to be done. This focus of resources overcomes barriers, helps to identify new opportunities, and builds a momentum that leads to three major bottom-line benefits:

1. Better problem solving
2. Greater productivity
3. More effective use of resources

Jon Katzenbach, author of *The Wisdom of Teams*, observes, “There is virtually no environment in which teams—if done right—can’t have a measurable impact on the performance of an organization.”

Unless you have built a sense of teamwork among your employees, they will have no shared performance goals, no joint work efforts, no mutual accountability, which can increase productivity. There is also a group of softer benefits of teamwork that greatly enhances the workplace:

1. People enjoy working together and teamwork satisfies a need for socialization.
2. Working together helps people grow as they learn from each other and develop important skills.

3. Working together toward a common goal provides a sense of purpose that is motivating and fulfilling.

Need I say more about the benefits of teamwork?

Team Characteristics

Productive teams usually share many characteristics. They have a common purpose each member is committed to. They stay involved until the objective is completed. They care about each other: and, in keeping with this, they are concerned about how their actions and attitudes affect each other. They listen to each other and respect all points-of-view, and are sensitive to each other's needs. And their leaders encourage everyone's participation in the decisions to be made.

If you looked into groups of employees who work as teams, you would see these characteristics or traits:

Openness and candor. The more reluctant people are to express their feelings and be honest with each other, the more likely suspicion and distrust will exist. When real teamwork is present, team members, because they basically trust each other, are more open and honest with each other.

Acceptance of assignments. It might make each of us happier if we could choose all our work. However, this is unrealistic. Still, when real teamwork exists, team members willingly accept assignments. Motivated by peer pressure, they also work hard to get their jobs done right the first time and to meet deadlines.

Understood and accepted goals. A team needs purpose, direction, and goals. These are accepted by the members of the team, and they work collaboratively to achieve them. Their manager has explained the importance of achievement of these goals in the bigger, corporate picture, and team members understand why it is so important for the goals to be reached. Committed to their accomplishment, they assist one another to make them a reality.

Progress and results assessed. Teamwork requires that members be results-directed as opposed to process-oriented. Their focus is on their objectives, and their activities are directed toward those goals. Periodically, under direction of a leader, the team assesses its progress. That knowledge serves to guide future team action. This includes identification of barriers and what can be done to rid the team of them.

Shared trust. In a healthy team, members essentially trust one another. Despite occasional conflict, members get along well and enjoy each other's company. They cooperate and get the work done. Involvement and participation. There are three general types of people in the world: those who do not know or care about what is happening, those who watch what others do, and those who make things happen. Teamwork requires that members be involved in their work and participate in team activities. What they say and do counts for something.

Many work environments in which teamwork is practiced involve team members in decision making, practicing participative management.

The Loner

How do you handle a talented loner or non-team-player on your team?

You may not have someone like this on your staff yet but you probably will at one point in your career, that is, have a territorial, introverted, or us-versus-them worker who simply doesn't want to be a team

player. The individual can drag down the team effort, but he or she is too valuable to let go. What can you do with this loner who exhibits anti-team behavior?

You must either create a niche that this non-mainstreamer can fill successfully and productively or encourage the individual to modify his or her behavior for the sake of the other members of the team.

To change the individual's anti-team behavior, you might play up peer pressure. Although loners may march to the sound of a different drummer, explain that the behavior can cause ill will and negative feelings from other team members. A change would move this person closer to the center of the group, reduce co-workers' resentment, and help to eliminate the uncomfortable us-versus-them attitude that may exist now.

You may also point out the reality of the situation. While praising the individual's experience, special skills, and length of service, emphasize that everyone is expected to embrace a one-for-all, all-for-one attitude. Anything less threatens the success of the entire work unit and will jeopardize the headstrong employee's job security in a corporate culture that revolves around teams.

In summary, team work can make the difference between whether an organization is high effective and successful or unproductive and stagnant. Every member of the organization must be attentive to how they are contributing to either of the aforementioned outcomes. As you go about your daily tasks in the workplace, take the time to consider how your actions are impacting the wellness of the organization.

This article was provided by the American Management Association; April, 2014

Did You Hear?



Register Now

August 2014

Monday	Tuesday	Wednesday	Thursday	Friday
4 Making Your Benefits Work for You – E316.012 1:00 – 3:30 HR	5 The Successful Supervisor – S101.022 8:30 – 11:30 MRB Hello...Telephone Etiquette for Business – E317.001 9:00 – 12:00 HR	6 How to Engage and Motivate Other People – E308.001 9:00 – 12:00 HR	7 Family Medical Leave Act (FMLA): Basics for Line Staff – E309.001 9:00 – 12:00 HR	8
11 Making Your Benefits Work for You – E316.013 1:00 – 3:30 HR	12 Compassion Fatigue: Making Time for Self Renewal – S501.904 9:00 – 12:00 HR *Sexual Harassment – E220.134 8:30-11:30	13 People Puzzle – E253.023 8:30 – 11:30 MRB The Benefits of Risk Taking – E468.005 9:00 – 12:00 HR	14 Woman’s Ways of Leadership: Maximizing Your Leadership Potential – E490.017 9:00 – 12:00 HR *Multicultural Awareness – E210.135 8:30 – 11:30 MRB	15
18 Making Your Benefits Work for You – E316.014 1:00 – 3:30 HR	19 The Successful Guide to Time Management— E302.003 8:30 – 11:30 MRB	20 Sexual Harassment Prevention for Supervisors – S104.001 9:00 – 12:00 HR How to Build Successful Teams in the Workplace—S305.009 8:30-11:30am Columbus Room	21 *Violence in the Workplace – E230.117 9:00 – 12:00 HR	22
25 Making Your Benefits Work for You – E316.015 1:00 – 3:30 HR	26 *Customer Service – E285.141 9:00 – 12:00 HR	27	28 A Well Oiled Machine: Team Effectiveness Check-up– E274.004 9:00 – 12:00 HR	29
Theresa Ferguson – Pink Elizabeth Manns – Blue Sonya Burley – Purple *Core Class- Note: All classes in this category should be completed by Franklin County Board of Commissioners Employees by the end of the probation period.				

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Workshop Descriptions

Core Classes

Customer Service Connection

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

Ethics

Learn about the Ohio Ethics Law and Commission as well as related statutes and issues.

Multicultural Awareness *CEU Approved*

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

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 in working in a discrimination-free environment.

Violence in the Workplace

This workshop will focus on identifying workplace violence prevention and intervention strategies. Attendees will learn to identify concerning behaviors, develop communication skills to diffuse difficult situations, review resources developed to support workplace violence prevention, and learn how to report concerns.

Elective Classes

A Well-Oiled Machine: Team Effectiveness Check-up

Teams are most effective when carefully designed. Too often, teams are formed merely by gathering some people together and then hoping that those people somehow find a way to work together. Schedule your routine check-up to improve the performance of your team.

Attitude Changes Everything

This class is designed to bring out the critical importance of having a positive attitude. By creating a stronger "inner armor" made up of positive feelings and thoughts, especially in the workplace, employees can increase their personal productivity, concern for doing things right and influencing those around them. The end result is customer satisfaction for the employer and stronger commitment and dedication from the employee.

Understanding Compassion Fatigue: Make Time for Self-Renewal

Compassion fatigue can develop slowly over time in response to serving those in need. The key to a long and satisfying career is to acquire a deeper understanding of Compassion Fatigue and develop a positive resilience. This workshop will increase your awareness of compassion fatigue and burnout.

Family Medical Leave Act (FMLA) Basics for Line Staff

The FMLA allows employees to balance their work and family life by taking reasonable unpaid leave for certain family and medical reasons. Attend this session to review and become comfortable with the content and application of this law in your work setting.

Hello...Telephone Etiquette for Business

In this energetic workshop, learn how to make positive impressions and build rapport every time you interact over the phone. Explore the importance of voice quality, speech patterns and practice effective communication techniques.

How to Create Successful Teams in the Workplace

Build effective teams that impact the workplace and watch your performance and productivity improve.

Lessons in Teamwork: Combining Strengths and Weaknesses to Win the Race

Everyone knows about the story of the tortoise and the hare. What most people don't know is that there are several valuable lessons on teamwork to be learned from the story. This class focuses on the goal of combining individual strengths and weaknesses to help your team win the race.

Let's Get Fired Up! Creating a Productive & Happy Workplace

Employees who experience positive emotions at work and feel valued in their job are the ones who will put in the discretionary effort. This class will give you the keys to get fired up again and experience joy on the job!

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.

Managing Change

Based on the writings of William Bridges, PhD., this one-day workshop will help you understand the difficulties employees face with change in the workplace and in their personal lives.

The Benefits of Risk Taking

A healthy respect for risk taking is a good thing. Learn the meaning of risk taking; what not taking risks could mean for you, and give yourself permission to step out of the Comfort Zone!

The Supervisor as a Team Builder

The more employees learn to rely on each other and work together to solve problems, the better their leadership skills become, and the less they depend on the supervisor to do things for them. An essential part of team building is helping your employees develop their own skills in these areas. This workshop will teach you those skills.

Time Management: A Personalized Approach

What is your Time Management Style? When we think of style, many of us think of clothes or our car or the way we decorate our homes or offices. But have you ever stopped to think about what kind of time management style applies to you? Attend this class and learn how to “tell time” –you’ve got things under control.

Women’s Ways of Leadership: Maximizing Your Leadership Potential

Identify and affirm individual strengths that support your leadership roles and professional aspirations. In this training session, participants will discuss the qualities and traits that are necessary for leaders to thrive in today’s workplace.

Workplace Wars & How to End Them

A key element of surviving a workplace war is to be able to recognize the gradual buildup of “storm clouds.” Attend this workshop to learn strategies for creating a civil and respectful work environment.