

# 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

July & August 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](mailto:hxkhokha@franklincountyohio.gov).

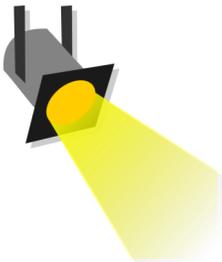
Thank you in advance for partnering with us in our efforts to develop quality and meaningful learning and development programming for every Franklin County employee!

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 TEAMWORK

A positive work environment isn't born out of thin air. It takes hard work and commitment to foster teamwork in the office. Looking for ways to get your team in sync?

These five strategies can help with teamwork.

### BE A GOOD LEADER.

Whether you're a manager, or have seniority as a result of company loyalty, you are setting the tone for the rest of the employees in the workplace. Gandhi is often quoted for saying, "Be the change you want to see in the world." We add, "Be the type of leader you want to be led by."

### PRACTICE CLEAR COMMUNICATION.

Convoluting communication is a recipe for disaster. Team members must feel safe in sharing their ideas, points of view, and feelings. Every idea might not be THEE idea you roll with, but there are no bad ideas. Make sure to foster communicating in the work environment through verbal reward.

### DEFINE RESPONSIBILITIES.

The more clearly you define each team member's role and responsibilities, the more effectively they can meet expectations. However, the team should be encouraged to help one another when needed.

### CONFLICT RESOLUTION.

Any tension or conflict should be resolved as quickly as possible to prevent communication breakdowns and a division of team members. And no, hugging it out is not the only answer! Make sure to put in place clear and concise ways for employees to resolve issues so they know their voice is heard.

### REMAIN POSITIVE.

As the team leader, your positive and motivated energy will help to inspire the others. So don't forget to drink that positivity juice in the morning!

Source: TEAM PLAYER PRODUCTIONS, INC (TPP)

## 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.

### 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.

### 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.

### 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.



# July 2016

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4 Holiday—Office Closed	5	6	7	8
11 <b>*Safety &amp; Wellness 101</b> (1:00-3:30 TR) E231.100	12 <b>*Sexual Harassment Awareness</b> (9:00-12:00 TR) E220.157	13  <b>How to be a Better Team Player</b> (9:00-12:00 TR) S306.002	14	15 <b>*Multicultural Awareness</b> (9:00-12:00 TR) E210.158
18 <b>Making Your BENEFITS Work for You!</b> (1:00-3:30 TR) E316.058	19	20 <b>*Customer Service</b> (9:00-12:00 TR) E285.166	21 <b>*Violence in the Workplace</b> (8:30– 11:30 MRB) E230.145 <b>MS 2010 Excel Basics</b> (9:00-12:00 TR) E175.021	22
25 <b>*Safety &amp; Wellness 101</b> (1:00-3:30 TR) E231.102	26	27 <b>*Ethics</b> (9:00-12:00 TR) E240.161	28 <b>MS 2010 PowerPoint Basics</b> (9:00-12:00 TR) E167.065	29

## 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 materials 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!



## August 2016

Monday	Tuesday	Wednesday	Thursday	Friday
<b>1</b> Making Your <b>BENEFITS</b> Work for You! (1:00-3:30 TR) E316.059	<b>2</b> <b>*Customer Service</b> (9:00-12:00 TR) E285.167	<b>3</b> <b>The Attitude Day Spa</b> (9:00-12:00 TR) E260.608	<b>4</b>	<b>5</b>
<b>8</b> <b>*Safety &amp; Wellness 101</b> (1:00-3:30 TR) E231.103	<b>9</b> <b>Verbal Self-Defense</b> (9:00-12:00 TR) E263.007	<b>10</b> <b>*Violence in the Workplace</b> (9:00-12:00 TR) E230.146	<b>11</b>	<b>12</b> <b>MS 2010 Excel Intermediate</b> (9:00-12:00 TR) E176.014
<b>15</b>	<b>16</b>	<b>17</b> <b>*Ethics</b> (8:30-11:30 TR) E240.164	<b>18</b> <b>Maximize Meetings w/Staff</b> (9:00-12:00 TR) S221.104	<b>19</b>
<b>22</b> Making Your <b>BENEFITS</b> Work for You! (1:00-3:30 TR) E316.060	<b>23</b> <b>*Sexual Harassment Awareness</b> (8:30-11:30 TR) E220.161	<b>24</b> <b>*Multicultural Awareness</b> (9:00-12:00 TR) E218.021	<b>25</b>	<b>26</b> <b>MS 2010 Outlook Basics</b> (9:00-12:00 TR) E174.017
<b>29</b> <b>*Safety &amp; Wellness 101</b> (1:00-3:30 TR) E231.104	<b>30</b> <b>Managing Employee Engagement</b> (9:00-12:00 TR) S560.001	<b>31</b>		



## COURSE DESCRIPTIONS



### ELECTIVES:

#### **The Attitude Day Spa**

Phone calls, meetings, projects, files, too much to do? Stop! Check in for a morning of pampering at “The Attitude Day Spa,” we will discuss all the great possibilities awaiting you for better stress management, self-esteem, and staying positive at work. This is a fun workshop presented in a humorous and relaxed style.

#### **How to Be a Better Team Player**

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. Attend this training to enhance your team communication skills.

#### **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 Employee Engagement**

Are your employees excited about coming to work every day? Are they giving you their best efforts? This session, based on author Patrick Lencioni’s book “*Managing Employee Engagement*” provides strategies on how to maximize employee potential. This topic offers leaders the framework and tools they need to build an engaged, fulfilled workforce.

#### **Maximize Meetings With Staff**

This informative workshop explores essential tips that supervisors and managers need to know what needs to be done before, during, and after the meeting to make it a success. Supervisors, both new and experienced, will be equipped with resources to help lead productive meetings.

#### **Verbal Self-Defense**

This class teaches you how to recognize several communication styles and many common verbal attacks, and how to deflect those attacks and avoid verbal violence. If you’ve had trouble being understood, this may help you find more effective methods. And it will help you know if you have unknowingly been attacking people with your words.

### 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.

## 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!

## T E A M

### Together Everyone Achieves More

Spotlight on  
TEAM CLASS



#### HOW TO BE A BETTER TEAM PLAYER

open to All Staff \* Wed., July 13th / 9:00 to 12:00 / Training Rm

## 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:- Customer Service, Ethics, Multicultural Awareness, Safety & Wellness 101, Sexual Harassment, and Violence in the Workplace.

#### 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.