Franklin County Department of Human Resources - Office of Learning and Staff Development course offerings for

MAY 2016

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
2 *New Core Class Safety & Wellness 101 E231.012 1:00pm-3:00pm— HR– AB/JM	3 Breaking the Cycle of Procrastination E420.025 8:30am - 11:30am HR — TF	4 *Sexual Harassment Awareness E220.155 9:00am - 12:00pm HR — LM	5 Anger Management (Diffusing Anger) E225.038 8:30am - 11:30am; MRB - TF ——— Dealing with Difficult People without Becoming One Yourself E295.044 9:00am -12:00pm; HR - LM	6
9 Making Your Benefits Work for You E316.054 — 1:00pm—3:30pm HR—SB	10 Workplace Etiquette 101 E464.003 8:30am - 11:30am HR - TF	11 Fundamentals of Computer Basics—Excel 2010 (*Certificate Course*) E175.020 9:00am-3:00pm; HR - LM *(Note: Lunch from 12-1pm)*	12 Freedom from Job Burnout E266.020 8:30am—11:30 am; HR—TF ——— Communication Boot Camp E269.008 1:00pm—4:00pm; HR—LM	13
16	17 *Customer Service E285.163—9:00am—12:00am; HR - LM ——— Peer Today, Boss Tomorrow S150.023—8:30am - 11:30am; MRB -TF	18 The People Puzzle E253.025 8:30am–11:30am HR - TF	19 *Violence in the Workplace E230.140 8:30am—11:30am; MRB - TF ——— Microsoft Publisher 2010: Beginners E178.004 — 9:00am-12:00pm; HR- LM	20
23 Making Your Benefits Work for You E316.055— 1:00pm—3:30pm HR—SB	24 *Multicultural Awareness E210.156 8:30am—11:30am— MRB—TF	25 *New Microsoft Word 2010: Advanced E163.702 9:00am—12:00pm HR- LM	26 *Ethics E240.159 — 9:00am—12:00pm HR - LM ——— Respect in the Workplace E218.020 1:00pm –4:00pm; HR - TF	27
30 MEMORIAL DAY HOLIDAY	31 Effective Leadership S332.025 8:30am–11:30am; HR—TF	1	2	

Theresa Ferguson – Pink
Elizabeth Manns – Blue
Sonya Burley – Purple
Amanda Blake/Josh Mitchener – Green

MRB = Meeting Room B, 373 S. High St, 25th FL
HR = HR Training Room, 373 S. High St, 25th FL

*Core Class- Note: Franklin County Board of Commissioners Employees are encouraged to complete these classes by the end of their probation period.

Franklin County
Where Government Works

Franklin County Department of Human Resources - Office of Learning and Staff Development course offerings for

JUNE 2016

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
		1 Women's Ways of Leading: Maximizing Your Leadership Potential E490.025 9:00am-12:00pm; HR—LM	2 Civility in the Workplace E183.010 8:30am—11:30am HR—TF	3
6 Making Your Benefits Work for You E316.056 1:00pm–3:30pm HR - SB	7 Projecting a Professional Image E465.125 8:30am-11:30am; MRB - TF *New How to Be a Better Team Player in the Workplace S306.001—9:00am-12:00pm; HR—LM	8 *Violence in the Workplace E230.141 9:00am-12:00pm HR - LM	9 Fundamentals of Computer Basics PowerPoint 2010 (*Certificate Course*) - E167.064 9:00am-12:00pm; HR-LM *Customer Service E285.164 8:30am–11:30am; MRB- TF	10
13	14 The Power of Positive Reinforcement— E255.020 8:30am-11:30am HR- TF	15 Microsoft Excel 2010: Intermediate E176.012 9:00am-12:00pm HR- LM	16 Managing Challenging Behaviors S255.016 8:30am—11:30am HR - TF	17
20 Making Your Benefits Work for You E316.057 1:00pm–3:30pm HR- SB	21 *Sexual Harassment Awareness E220.156 8:30am-11:30am—MRB- TF *New Leading from Within: Leadership Development— S334.001 9:00am-12:00pm—HR—LM	22 *Ethics E240.160 8:30am-11:30am HR - TF	23 *Multicultural Awareness E210.157 9:00am-12:00pm HR- LM Great Expectations! S285. 018 8:30am—11:30am MRB—TF	24
27 *New Core Class Safety & Wellness 101 E231.013 — 1:00pm-3:00pm HR– AB/JM	28 The Keys to Workplace Success E450. 015 8:30am—11:30am HR-TF	29 Time Management E290.042 9:00am—12:00pm HR—LM	30 Microsoft Excel 2010: Intermediate E176.013 9:00am-12:00pm HR- LM	

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Franklin County
Where Government Works

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.

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

Learn about the Ohio Ethics Law, related statues, and the intent and application of the law as it relates to Franklin County Government.

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.

FUNDAMENTALS OF COMPUTER BASICS CERTIFICATE CLASSES

MICROSOFT WORD 2010- BEGINNERS

Microsoft has made improvements to the Word 2010 Ribbon interface and enhanced existing features elements new users will want to put to good use. Explore these features and learn basic techniques to create professional business documents.

MICROSOFT EXCEL 2010- BEGINNERS

This workshop introduces the basic features of Microsoft Excel 2010. Engage in hands-on-learning to enter and edit data, formulas, page setup and printing spreadsheets.

MICROSOFT POWERPOINT 2010- BEGINNERS

This training class is designed for employees who are interested in learning the fundamentals needed to create and modify basic presentations. Participants will format text on slides to enhance clarity and add graphical objects to a presentation and modify them.

MICROSOFT OUTLOOK 2010- BEGINNERS

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

ELECTIVE CLASSES

ANGER MANAGEMENT (DIFFUSING ANGER)

Learn to control and respond to anger effectively for positive results.

BREAKING THE CYCLE OF PROCRASTINATION

Don't put this class off any longer! Learn how to stop procrastinating at work and meet those deadlines.

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.

COMMUNICATION BOOT CAMP

Text messaging & Emailing—there's no shortage of ways to communicate quickly in the Digital Age. But what happens face-to-face when you need to find the right words and communicate them in the right way? Attend this workshop and learn "the drill" there's no substitute for in person, one-on-one communication. Having the skills to master such interactions is crucial for both business and personal success.

DEALING WITH DIFFICULT PEOPLE WITHOUT BECOMING ONE YOURSELF

Ever get upset, defensive or angry when people are negative, unpleasant or difficult? Stay happy despite the bad moods or bad behavior of people around you; learn how to not take things personally. By learning how to stay calm, you'll become less stressed.

EFFECTIVE LEADERSHIP

Discover 10 power points on how to become a successful leader.

FREEDOM FROM JOB BURNOUT

Learn the causes, symptoms and various stages of job burnout. This motivational workshop explores realistic behavioral chances and creative techniques to help you gain freedom from job burnout!

GREAT EXPECTATIONS!

In this workshop you will learn how to service your customers timely, accurately and in a professional manner.

NEW*

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. Attend this training to enhance your team communication skills.

NEW*

LEADING FROM WITHIN: LEADERSHIP DEVELOPMENT

How does an individual achieve a leadership role? How many times have you heard someone described as a natural born leader? The great Vince Lombardi once said, *"Leaders are made, they are not born. They are made by hard effort."* Attend this training to learn what it takes to be a successful leader in your local government agency.

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 & OVERCOMING CHALLENGING BEHAVIORS

The constant demonstration of challenging behaviors from an employee can render the work environment toxic. This informative workshop takes a realistic look at toxic behaviors, identifies their impacts and introduces effective strategies to eliminate them from the work team. During this class, you will: Identify common types of toxic behaviors, Explore effective detoxification strategies, and practice proven techniques to handle toxic behaviors.

MICROSOFT EXCEL 2010- INTERMEDIATE

This workshop provides a review of various useful features to manipulate and enhance spreadsheets and to create and modify charts based on the spreadsheets you create.

MICROSOFT PUBLISHER 2010: BASICS

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.

NEW* MICROSOFT WORD 2010- ADVANCED

Participants will learn how to (1) create a fillable form using content controls such as check boxes, text boxes, date pickers, and drop-down lists. (2) Process a mail merge from start to finish. This class is perfect for those learners who collaborate with others on documents, and create forms using Microsoft Word.

Prerequisite: Intermediate knowledge of word processing functions.

PEER TODAY, BOSS TOMORROW

Explore fundamental skills and success strategies as you prepare to journey through the changing roles, responsibilities and relationships of supervision.

RESPECT IN THE WORKPLACE

One of the most powerful processes to reduce workplace incivility is building, earning and demonstrating respect. This informative workshop will provide you with all the main ingredients in the recipe for R-E-S-P-E-C-T in the workplace.

THE KEYS TO WORKPLACE SUCCESS

Do you have the desire to become more successful? Are you ready to take your career to the next level? Are you ready to accelerate your abilities and discover keys to your success in the workplace? If you answered YES to one or more of these questions, this motivational workshop is right for you!

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.

THE POWER OF POSITIVE REINFORCEMENT

This workshop will help create awareness of the strong need people have for positive reinforcement. As well as help you better understand how to use positive reinforcement to improve relationships and reward behaviors

TIME MANAGEMENT

Analyze how you use time, recognize time obstacles, and learn time-saving tips.

WOMEN'S WAYS OF LEADING: MAXIMIZING YOUR LEADERHIP POTENTIAL

Identify and affirm individual strengths that support your leadership roles and professional aspirations.

WORKPLACE ETIQUETTE 101

The combination of what you know and the understanding of protocol and business etiquette are vital to workplace success. Throughout this class you will gain an understanding of telephone, professional, email and cubicle etiquette.