

# ACCOUNTABILITY

SEE IT. OWN IT. SOLVE IT. DO IT.

ACCOUNTABILITY IS THE NATURAL OUTCOME OF A PERSON DECIDING TO TAKE RESPONSIBILITY FOR SOMETHING AND IN THE WORKPLACE THIS IS IMPORTANT TO A DEPARTMENT'S SUCCESS AS A WHOLE. EVERY EMPLOYEE, NO MATTER WHAT LEVEL OF SENIORITY, IS EQUALLY RESPONSIBLE FOR AIDING IN THE SUCCESS OF A DEPARTMENT.

LET'S WORK TOGETHER TO MOVE TOWARD THE SAME OVERALL GOAL, HELPING THE WORKPLACE BECOME MORE ACCOUNTABLE, IN TURN MAKING YOUR DEPARTMENT MORE PRODUCTIVE AND EFFICIENT.



## CONGRATULATIONS!

Kara Watts is our new Employee Development Administrator. She is in charge of overseeing all training for the Franklin County Board of Commissioners agencies.

### UPCOMING EVENTS:

TUESDAY, MAY 7

Board of Commissioners Employee Recognition Program

THURSDAY, MAY 9

Professional Growth Day Conference

### THUMBS UP TO OUR TRAINERS



*"I just wanted to take the time to say 'thank you' for your commitment and dedication to training. It was good to be able to go to some training sessions specifically for supervisors. I am already putting into practice some of the lessons that I have learned to assist me in being a better supervisor-leader within my department. I am already seeing an increase in empowerment from my staff from the things that I have adopted."*

-Sanita Johnson, SR Office Manager

Call Center Liaison to the Commissioners' Office

*"I just wanted to thank you for all the presentations that you have facilitated over the years. I allowed the information that you presented to boost my confidence. In my interviews, I feel like I had a real advantage because of taking all the classes that I have. I hope that I am able to continue attending trainings at the supervisor level, because I really do find it to be valuable information."*

-Brandy Mays, Case Manager Supervisor  
Department of Job & Family Services



### TRAINING CALENDAR MAY—JUNE 2013

FRANKLIN COUNTY DEPARTMENT OF HUMAN  
RESOURCES TRAINING & DEVELOPMENT  
373 S. HIGH STREET  
COLUMBUS, OH 43215  
(614) 525-6224

EMPLOYEE DEVELOPMENT ADMINISTRATOR:  
KARA WATTS: (614) 525-3159

TRAINING OFFICERS:  
ELIZABETH MANNIS: (614) 525-3292  
THERESA FERGUSON: (614) 525-6117

ADMINISTRATIVE SECRETARY  
AMANDA MILLER: (614) 525-6185



### COMPUTER TRAINING UPDATE:

COMPUTER TRAININGS ARE IN HIGH DEMAND AND SEATING IS LIMITED. PRIORITY SEATING IS FOR BOARD OF COMMISSIONERS AGENCIES. REGISTRATIONS WILL BE CONFIRMED ACCORDINGLY.

# MAY 2013

## ATTITUDES CAN SHAPE YOUR LIFE - E260.025

This workshop points out the impact of employee attitudes as it relates to individual and organizational success.

Wednesday, May 1 - 8:30 - 11:30 AM

HR Training Room 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

## SEXUAL HARASSMENT AWARENESS \*Core\* - E220.122

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

Thursday, May 2 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

## COMMUNICATION BOOT CAMP \*New\* - E269.001

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.

Thursday, May 2 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

## ETHICS \*Core\* - E240.123

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

Tuesday, May 14 - 8:30 - 11:30 AM

HR Training Room 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

## VIOLENCE IN THE WORKPLACE \*Core\* - E230.100

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.

Thursday, May 16 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

## MICROSOFT WORD I - E163.119

Word processing is the use of computers to create, revise, and save documents for printing and future retrieval. This class is the first in a new series of Microsoft Office Word 2007 classes. It will provide you with the basic concepts required to produce basic business documents

Thursday, May 16 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

## MICROSOFT WORD II - E163.503

Build on the skills learned in the Introduction to Microsoft Word. Learn intermediate skills such as; TAB settings, headers & footers, use Find & Replace, insert a table and more. Participants will practice skills to create professional business documents.

Friday, May 17 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

## MICROSOFT WORD I - E163.124

This workshop will teach participants the basic functions of Microsoft word. During the class the participants will learn how to create, save and print a document, setup the document page (margins, tabs, print style), edit and format a document, and cut/copy/paste materials in the document.

Tuesday, May 21 - 8:30 - 11:30 AM

HR Training Room 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

## ARE YOUR NON-VERBALS SHOWING THE WAY YOU THINK? - E251.203

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

Tuesday, May 21 - 9:00 - 12:00 PM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Liz Manns

### **EXPECTATIONS AND ACCOUNTABILITY** \*Supervisors Only\* – S419.002

In this workshop you will learn how to set expectations and accountability. The key is to communicate your expectations to every member of the team and to create a plan to help each individual succeed in the workplace. A key objective will be to guide supervisors in implementing the concept of personal accountability.

Wednesday, May 22 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

### **WOMEN'S WAYS OF LEADERSHIP** - E490.023

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

Wednesday, May 22 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

### **ETHICS REFRESHER** – E241.019

Ethics is a necessary part of the decision-making process for every Franklin County manager, supervisor, and employee. In this one-hour ethics refresher course, employees examine three important aspects of ethical decision making: appearance, documentation, and opportunity.

Thursday, May 23 - 8:30 - 9:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

### **CUSTOMER SERVICE CONNECTION** \*Core\* – E285.121

Public Service Officials are charged with delivering quality services and treating customers with professionalism and respect. This informative workshop will demonstrate how to achieve extraordinary customer relations. You can make a difference!

Thursday, May 23 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

### **MULTICULTURAL AWARENESS** \*Core\* – E210.116

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

Tuesday, May 28 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

### **LIGHTEN THE LOAD WITH HUMOR AT WORK** \*New\* - E416.001

Did you know that there are health benefits from laughing? In this fun and energizing workshop you will learn the benefits of humor and why humor in the workplace is an asset.

Wednesday, May 29 - 8:30 - 11:30 AM

HR Training Room 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

### **EFFECTIVE COMMUNICATION SKILLS** – E219.604

Communication is a skill that all employees need to master. In this class you will gain an understanding of what your peers are really saying so that you can minimize future problems and uncover opportunities for professional growth.

Thursday, May 30 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

### **THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE FUNDAMENTALS** - S302.502

The objective of this class is to empower participants to significantly increase their performance capability, and to enhance their personal and interpersonal effectiveness.

Thursday, May 30 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

### **TALKING FROM 9 TO 5: HOW WOMEN'S AND MEN'S CONVERSATIONAL STYLES AFFECT WHAT GETS DONE AT WORK** - E415.003

The goal of this workshop is to acknowledge that men and women do indeed have different communication styles. However, neither are right or wrong, just different. While it's always risky to generalize about gender differences, it's possible to make certain flexible generalities that can be valuable when communicating across the gender line. This will not only help get the job done more efficiently, this will also create a more positive workplace atmosphere. Let's face it: As aggravating and frustrating as they can be, gender differences are also great fun.

Tuesday, June 4 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

# JUNE 2013

## HOW TO BECOME AN EFFECTIVE LEADER - S332.022

In this workshop participants will learn the 10 power points on how to become an effective leader, they will learn the secrets of successful leaders and study the characteristics associated with effective leadership. Participants will learn the value in contributing to a winning team.

Wednesday, June 5 - 8:30 - 11:30 AM

Columbus Room 16th Floor, 373 S High Street - Trainer: Theresa Ferguson

## WELL-OILED MACHINE: A TEAM EFFECTIVENESS CHECK-UP \*New\* - E274.001

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.

Wednesday, June 5 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

## MULTICULTURAL AWARENESS \*Core\* – E210.115

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

Thursday, June 6 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

## SEXUAL HARASSMENT AWARENESS \*Core\* – E220.123

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

Thursday, June 6 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

## EFFECTIVE PRESENTATIONS - S221.022

This workshop teaches participants techniques on how to plan, prepare and deliver effective presentations. Participants will receive tips on how to present with confidence and clarity using visual aids, effective body language and basic Power Point.

Tuesday, June 11 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

## VIOLENCE IN THE WORKPLACE \*Core\* – E230.101

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.

Tuesday, June 11 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

## SELF ESTEEM PEAK PERFORMANCE – E280.029

This workshop is designed to enhance self-esteem as it relates to job performance. Participants will learn constructive ways to express themselves in difficult situations and bring clarity to why self-esteem relates to job performance. During the class participants will learn several different ways to improve their own self-esteem and help others who are facing the challenges of low self-esteem.

Wednesday, June 12 - 8:30 - 11:30 AM

HR Training Room 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

## ENHANCE YOUR LISTENING SKILLS \*Core\* – E257.025

Emphasize the importance and improvement of listening skills through many activities and role-plays.

Thursday, June 13 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

## OUTLOOK AT A GLANCE - E165.051

Microsoft Outlook 2007 is an application used to manage your communication needs. It allows people to send and receive e-mail messages, and provides additional functionality to keep tasks, notes, appointments, and daily activities in one convenient location. This course addresses the basic features and functionality of Outlook 2007, including how to create e-mail messages, view and reply to incoming e-mails, and how to find information using Outlook 2007's basic Help features.

Thursday, June 13 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

*"It is hard to fail, but it is worse never to have tried to succeed."*

-Theodore Roosevelt

**POWERPOINT UNPLUGGED** - E167.050

Bring more professionalism and self-assurance to your presentations.

Friday, June 14 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

**PEER TODAY, BOSS TOMORROW** - S150.017

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

Tuesday, June 18 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

**WALK THE LINE: STEPS TOWARD BEING A GREAT BOSS** \*Supervisors Only\* - S396.002

The higher you rise up the corporate ladder, the more doing your job effectively means acting like a CEO – **even if you're a new supervisor**. Attend this workshop to refresh your perspective of what it takes to be a Great Boss.

Tuesday, June 18 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

**THE KEYS TO WORKPLACE SUCCESS** – E450.012

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!

Wednesday, June 19 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

**ETHICS** \*Core\* – E240.122

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

Wednesday, June 19 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

**CUSTOMER SERVICE CONNECTION** \*Core\* – E285.122

Public Service Officials are charged with delivering quality services and treating customers with professionalism and respect. This informative workshop will demonstrate how to achieve extraordinary customer relations. You can make a difference!

Thursday, June 20 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

**OUTLOOK AT A GLANCE** - E165.052

Microsoft Outlook 2007 is an application used to manage your communication needs. It allows people to send and receive e-mail messages, and provides additional functionality to keep tasks, notes, appointments, and daily activities in one convenient location. This course addresses the basic features and functionality of Outlook 2007, including how to create e-mail messages, view and reply to incoming e-mails, and how to find information using Outlook 2007's basic Help features.

Thursday, June 20 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

**POWERPOINT UNPLUGGED** - E167.051

Bring more professionalism and self-assurance to your presentations.

Friday, June 21 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

**RESPECT IN THE WORKPLACE** - E218.014

Uncivil behaviors in the workplace hinder productive communication, destroy relationships and erode morale. 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.

Tuesday, June 25 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

***“Accountability, when embraced for what it is, turns out to be not some sort of punitive “gotcha”; instead, it is what drives commitment to continuous examination, reflection, and improvement.”***

- Joseph Wise

**STOP THE DRAMA AND DO THE WORK** - S500.009

Is there a lot of drama in your workplace? Do disagreements, secret alliances, or complaints about others get in the way of information transfer, collaboration, and productive output? Explore "The Drama Triangle," and how to use it to stop the drama in your workplace, and get back to work.

Tuesday, June 25 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns

**BREAKING THE CYCLE OF PROCRASTINATION** – E420.020

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

Thursday, June 27 - 8:30 - 11:30 AM

Meeting Room B 25th Floor, 373 S High Street - Trainer: Theresa Ferguson

**BUILDING POSITIVE ATTITUDES AT WORK** \*New\* – E276.001

Attend this workshop and learn four characteristics that will help you stay positive in the workplace. And if you want to move ahead in your career, display these four positive employee behaviors. They always work!

Thursday, June 27 - 9:00 - 12:00 PM

HR Training Room 25th Floor, 373 S High Street - Trainer: Liz Manns



**TO REGISTER ONLINE:**

VISIT THE FOLLOWING WEBPAGE AND COMPLETELY FILL OUT THE TRAINING REGISTRATION FORM:

[HTTP://WWW.FRANKLINCOUNTYOHIO.GOV/COMMISSIONERS/HR/TRAINING/](http://www.franklincountyohio.gov/commissioners/hr/training/)

**TO REGISTER BY E-MAIL:**

SEND YOUR REGISTRATION REQUEST TO [TRAINING@FRANKLINCOUNTYOHIO.GOV](mailto:TRAINING@FRANKLINCOUNTYOHIO.GOV).

BE SURE TO INCLUDE YOUR AGENCY, PHONE, EMAIL AND SUPERVISORS NAME & EMAIL IN ALL REQUEST.