

Risk Taking

"Do one thing every day that scares you."

- Eleanor Roosevelt

September - October 2013

Risk taking can be defined as taking action without certainty of the outcome. For those employees whose managers encourage risk taking, 50 percent receive praise when things work out well, 35 percent receive neither praise nor criticism, and 9 percent receive outright criticism for their efforts.



Take small steps. Challenge yourself to complete one activity that you believe is risky. You may be successful – you may not be. But keep on going. Don't bite off a huge piece of risk at the beginning. Small risks add up. Soon your comfort level increases to bigger risks.

The Human Resources Training and Development staff would like to invite you to take a risk. Be open to feedback. Embrace failure if it didn't work out as you expected it to and then try again – in a new and improved way.

Check out our ***New*** Risk Taking courses:

The Benefits of Risk Taking

Thursday, September 5th 9:00-12:00 PM

Tuesday, October 22nd 9:00-12:00 PM

Winning Through Talent in Uncertain Times:

Strategies to Get Ahead – *Supervisor Only*

Wednesday, September 25th 8:30 – 11:30 AM

Appraising Performance Workshop

*****For Supervisors Only*****

The Non-Bargaining Supervisor/Non Supervisor performance appraisal has been recently revised. **Supervisors** and **managers** who have direct reports and are required to manage their subordinates' performance and handle their performance appraisals can attend a session to help you make the most of your appraisals.

Where: Auditorium, 373 S. High Street, 1st Floor

When: Wednesday, October 2nd

Times: 8:30 – 11:30 AM

1:00 – 4:00 PM

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COMPUTER DEVELOPMENT



Whether it's for e-mail, organizing meetings or updating spreadsheets, Franklin County employees are almost always near a computer. Keep up-to-date with the latest software and tips for mastering your machine by attending the below workshops. Enrollment is limited to **14 participants**. Each workshop will start promptly at 8:30 AM, if you feel you will be late to the workshop please reschedule.

MICROSOFT EXCEL 2007 – BEGINNER

Thursday, September 5th	8:30 – 11:30	Trainer: Theresa Ferguson	HR-ID: E164.018
Thursday, September 19th	8:30 – 12:00	Trainer: Liz Manns	HR-ID: E164.019
Thursday, October 10th	8:30 – 12:00	Trainer: Liz Manns	HR-ID: E164.020

Location: HR Training, 373 S High Street, 25th Floor

This workshop introduces the basic features of Microsoft Excel 2007. Engage in hands-on-learning to enter and edit data, formulas, page setup and printing spreadsheets.

MICROSOFT EXCEL 2007 – INTERMEDIATE

Thursday, September 26th	8:30 – 12:00	Trainer: Liz Manns	HR-ID: E169.041
Thursday, October 17th	8:30 – 12:00	Trainer: Liz Manns	HR-ID: E169.042

Location: HR Training, 373 S High Street, 25th Floor

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 WORD 2007 – BEGINNER

Tuesday, September 3rd	8:30 – 11:30	Trainer: Theresa Ferguson	HR-ID: E163.125
Thursday, September 12th	8:30 - 12:00	Trainer: Liz Manns	HR-ID: E163.126

Location: HR Training Room, 373 S. High Street, 25th Floor

In this workshop, participants will learn basic concepts required to produce basic business documents. They will create, edit and enhance standard business documents using Microsoft Word 2007.

MICROSOFT WORD 2007 – INTERMEDIATE

Friday, September 13th	8:30 – 12:00	Trainer: Liz Manns	HR-ID: E163.504
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Location: HR Training, 373 S High Street, 25th Floor

Build on the skills learned in the beginner's workshop. 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.

MICROSOFT OUTLOOK 2007/EMAIL ETIQUETTE

Wednesday, September 18th	8:30 – 12:00	Trainer: Liz Manns	HR-ID: E166.001
Thursday, October 24th	8:30 – 12:00	Trainer: Liz Manns	HR-ID: E166.002

Location: HR Training, 373 S High Street, 25th Floor

Microsoft Outlook 2007 is an application used to manage your communication needs. This course addresses the basic features and functionality of Outlook 2007, including keeping your communication etiquette in check; learn what your email looks like from the other side. A good first impression is right at your fingertips!

“Only those who risk going too far can possibly find out how far they can go.”

--T.S. Elliot



EMPLOYEE DEVELOPMENT

These workshops are targeted for all employees, and include both **required** and **optional** learning opportunities. In this category you will find our five core workshops that are required for all Board of Commissioners new hire employees to complete within their probationary period.

ARE YOUR NON-VERBAL'S SHOWING THE WAY YOU THINK?

Tuesday, October 15th **9:00 - 12:00** **Trainer:** Liz Manns **HR-ID:** E251.204

Location: Meeting Room B, 373 S High Street, 25th Floor

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

CAN WE TALK – IMPROVING COMMUNICATION

Wednesday, September 18th **8:30 – 11:30** **Trainer:** Theresa Ferguson **HR-ID:** E250.036

Location: Meeting Room B, 373 S High Street, 25th Floor

Gain knowledge and skills to communicate effectively in organizational settings.

CUSTOMER SERVICE CONNECTION *CORE*

Tuesday, September 17th **8:30 - 11:30** **Trainer:** Theresa Ferguson **HR-ID:** E285.126

Wednesday, October 16th **9:00 - 12:00** **Trainer:** Liz Manns **HR-ID:** E285.127

Location: HR Training, 373 S High Street, 25th Floor

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!

ETHICS *CORE*

Friday, September 6th **9:00 - 12:00** **Trainer:** Liz Manns **HR-ID:** E240.126

Thursday, October 10th **8:30 - 11:30** **Trainer:** Theresa Ferguson **HR-ID:** E240.127

Location: HR Training, 373 S High Street, 25th Floor

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

EXECUTIVE MANNERS

Thursday, September 12th **8:30 – 11:30** **Trainer:** Theresa Ferguson **HR-ID:** S492.001

Location: HR Training, 373 S High Street, 25th Floor

The combination of business etiquette and the knowledge of protocol are vital to your success in the professional arena. This class will equip you with tools you need to make an impact in the workplace.

FREEDOM FROM JOB BURNOUT

Tuesday, October 1st **8:30 – 11:30** **Trainer:** Theresa Ferguson **HR-ID:** E266.016

Location: HR Training Room, 373 S High Street, 25th Floor

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

GREAT EXPECTATIONS

Thursday, September 19th **8:30 – 11:30** **Trainer:** Theresa Ferguson **HR-ID:** S285.016

Location: Meeting Room B, 373 S High Street, 25th Floor

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

HANDLING CONFRONTATION AND DIFFICULT SITUATIONS

Tuesday, September 17th **9:00 - 12:00** **Trainer:** Liz Manns **HR-ID:** E296.016

Location: HR Training, 373 S High Street, 25th Floor

Learn how to identify potential behavior patterns that may lead to aggressiveness; how to interpret non-verbal communication signals; and apply control and de-escalation techniques.

LIGHTEN THE LOAD WITH HUMOR AT WORK

Thursday, October 24th **8:30 - 11:30** **Trainer:** Theresa Ferguson **HR-ID:** E416.002

Location: Meeting Room B, 373 S High Street, 25th Floor

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.

MULTICULTURAL AWARENESS *CORE*

Tuesday, September 10th **9:00 - 12:00** **Trainer:** Liz Manns **HR-ID:** E210.120

Friday, October 18th **8:30 - 11:30** **Trainer:** Theresa Ferguson **HR-ID:** E210.121

Location: HR Training, 373 S High Street, 25th Floor

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

SEXUAL HARASSMENT AWARENESS *CORE*

Wednesday, September 11th **8:30 - 11:30** **Trainer:** Theresa Ferguson **HR-ID:** E220.111

Friday, October 25th **9:00 - 12:00** **Trainer:** Liz Manns **HR-ID:** E220.112

Location: HR Training, 373 S High Street, 25th Floor

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.

THE BENEFITS OF RISK TAKING

Thursday, September 5th **8:30 - 11:30** **Trainer:** Liz Manns **HR-ID:** E468.001

Tuesday, October 22nd **8:30 - 11:30** **Trainer:** Liz Manns **HR-ID:** E468.002

Location: HR Training, 373 S High Street, 25th Floor

A healthy respect for risk taking is a good thing. Learn the definition of risk taking, what not taking risks could mean for you and steps to becoming an effective risk taker.

THE POWER OF POSITIVE REINFORCEMENT

Wednesday, October 23rd **8:30 - 11:30** **Trainer:** Theresa Ferguson **HR-ID:** E255.015

Location: HR Training, 373 S High Street, 25th Floor

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.

THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE FUNDAMENTALS

Tuesday, October 29th **9:00 - 12:00** **Trainer:** Liz Manns **HR-ID:** S302.503

Location: HR Training, 373 S High Street, 25th Floor

Take the lead in making positive changes! The 7 Habits of Highly Effective People Fundamentals Workshop makes an ideal "refresher" or renewal course for those who are familiar with the 7 Habits by not only reviewing the principles, but by focusing on specific applications of the 7 habits in the workplace.

TIME MANAGEMENT

Tuesday, October 8th **8:30 - 11:30** **Trainer:** Theresa Ferguson **HR-ID:** E290.037

Location: HR Training, 373 S High Street, 25th Floor

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

VERBAL SELF DEFENSE

Tuesday, September 3rd **9:00 - 12:00** **Trainer:** Liz Manns **HR-ID:** E263.004

Location: HR Training, 373 S High Street, 25th Floor

In this class you will learn and practice phrases you can use to respond to anything and protect yourself from toxic negative communication.

VIOLENCE IN THE WORKPLACE *CORE*

Friday, September 27th **8:30 - 11:30** **Trainer:** Theresa Ferguson **HR-ID:** E230.105

Thursday, October 3rd **9:00 - 12:00** **Trainer:** Liz Manns **HR-ID:** E230.106

Location: HR Training, 373 S High Street, 25th Floor

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.

WELL-OILED MACHINE: A TEAM EFFECTIVENESS CHECK-UP

Tuesday, September 24th **9:00 - 12:00** **Trainer:** Liz Manns **HR-ID:** E274.002

Location: HR Training, 373 S High Street, 25th Floor

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.



“Do you want to be safe and good, or do you want to take a chance and be great?”

-- Jimmy Johnson



SUPERVISOR DEVELOPMENT

The workshops designated for Supervisor Development are geared toward providing practical employee management skills and policy/procedure updates for supervisors with direct reports. These programs are intended for current supervisors and employees being prepared for upcoming supervisory openings.

APPRAISING PERFORMANCE *SUPERVISORS ONLY*

Wednesday, October 2nd	8:30 – 11:30	Trainer: Theresa Ferguson	HR-ID: S360.025
Wednesday, October 2nd	1:00 – 4:00	Trainer: Liz Manns	HR-ID: S360.026

Location: Auditorium, 373 S. High Street, 1st Floor

This workshop is designed to develop supervisor's and manager's skills in conducting an effective staff performance appraisal. With an effective approach, they can achieve the positive objectives of the process which benefit the agency, themselves and their staff. Come get updated on the revised Board of Commissioners Non-Bargaining Performance Appraisal.

EFFECTIVE DELEGATION AND MOTIVATION

Thursday, October 17th	8:30 - 11:30	Trainer: Theresa Ferguson	HR-ID: E259.501
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Location: Meeting Room B, 373 S High Street, 25th Floor

Learn how to delegate, prioritize and motivate your peers and your staff to achieve the ultimate team success.

EMPLOYEE ORIENTATION – HOW TO ORIENTATE NEW EMPLOYEES *SUPERVISORS ONLY*

Tuesday, September 24th	8:30 – 11:30	Trainer: Theresa Ferguson	HR-ID: S391.003
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Location: HR Training, 373 S High Street, 25th Floor

Effectively orientating new employees into the workforce and into their positions is critical to establishing successful, productive working relationships. The employee's first interactions with you should create a positive impression of your department. The time you spend planning for the new person's first days and weeks on the job will greatly increase the chance for a successful start.

HOW TO DELIVER EFFECTIVE FEEDBACK *SUPERVISORS ONLY*

Thursday, October 3rd	8:30 – 11:30	Trainer: Theresa Ferguson	HR-ID: S215.006
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Location: HR Training Room, 373 S. High Street, 25th Floor

Delivering effective feedback is an important skill to have in the workplace. Learn how to encourage great performance through positive feedback.

MANAGING CONFLICT RESOLUTION

Tuesday, October 22nd	8:30 – 11:30	Trainer: Theresa Ferguson	HR-ID: S320.026
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Location: Meeting Room B, 373 S High Street, 25th Floor

The role of the leader is to manage conflict. This workshop will show you how to achieve resolution to problems with a win-win approach.

PEER TODAY, BOSS TOMORROW

Tuesday, September 10th	8:30 – 11:30	Trainer: Theresa Ferguson	HR-ID: S150.018
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Location: Meeting Room B, 373 S. High Street, 25th Floor

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

CEU
APPROVED

THE SUCCESSFUL SUPERVISOR *SUPERVISORS ONLY*

Wednesday, October 9th

8:30 - 11:30

Trainer: Theresa Ferguson

HR-ID: E95.043

Location: HR Training Room, 373 S. High Street, 25th Floor

This informative workshop provides a tool-kit of essential skills that supervisor and managers need to do their job effectively. Supervisors, both new and experienced, will be equipped with resources to help lead highly efficient teams.

WINNING THROUGH TALENT IN UNCERTAIN TIMES: STRATEGIES TO GET AHEAD *SUPERVISOR ONLY*

Wednesday, September 25th

8:30 - 11:30

Trainer: Theresa Ferguson

HR-ID: S438.001

Location: Meeting Room B, 373 S High Street, 25th Floor

Motivate and engage your employees to reassure and cultivate your top talent, and make sure they recognize the bright future they have in your agency.



**Your Excellence
Drives Our Success!**



REGISTRATION IS QUICK AND EASY!!!

Our registration form is located on the Human Resources Training website:

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

***** Please be sure to fill in all the information requested on the registration form. *****

You must be logged onto the portal to be able to register for classes. If you do not have access to the portal and would still like to register you can email the training department at: training@franklincountyohio.gov. Be sure to include your class requests along with your agency, title, and contact information.

WHAT WORKSHOPS WILL YOU SIGN UP FOR?

<u>Workshop Title</u>	<u>Date</u>	<u>Time</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

To LAUGH is to risk appearing the fool.

To WEEP is to risk appearing sentimental.

To REACH OUT for another is to risk involvement.

To EXPOSE FEELINGS is to risk exposing your true self.

To PLACE your IDEAS, you DREAMS before the crowd is to risk their loss.

To LOVE is to risk not being loved in return.

To LIVE is to risk dying.

To HOPE is to risk despair.

