

# The County Trainer

## Newsletter & Calendar

Franklin County Department of Human Resources  
Office of Learning & Staff Development  
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**November & December 2016**



Welcome to Training! The Office of Learning & Staff Development is pleased to present its training schedule for November & December 2016. Our goal is to ensure that all Franklin County employees take back to their workstations skills and knowledge that can be put into use immediately. We invite every Franklin County employee to take advantage of one or more of our excellent learning opportunities, and we look forward to seeing YOU in one or more of our classes!

### ***WE WANT TO HEAR FROM YOU TOO!***

It is always fantastic to see familiar participant names appearing on our attendance lists and at Learning & Staff Development we have been fortunate to see this happening on many occasions. Hearing about the progress of individuals' careers, and the part which our courses has played, provides a huge sense of satisfaction for our trainers and support staff alike. We are committed to creating learning opportunities which have value for our training participants. If you have a request and/or a suggestion for a training issue or topic please make a note of it and 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!



*In the Spotlight...*

## **LEADERSHIP**

### ***Tips for Developing Good Leadership Skills***

As a new manager, the implementation of a positive work environment will not only yield great results from your team members, it will help you build confidence in your leadership skills. To help you excel in your new position, here are five tips that will transform your new job from a daunting uphill battle into an exciting opportunity:

#### **1. Communication Is Key**

Clear communication is an important part of any successful relationship, and the relationship between leader and team member is no different. Express your ideas clearly, making sure employees understand what you're asking of them. Create a conversation -friendly environment, and give employees the freedom to express their thoughts and concerns. Team members are more willing to trust a leader with whom they are able to openly communicate.

#### **2. Wrong Can Be Right**

Encourage creativity by allowing team members to be wrong. Making mistakes is an inherent part of the creative process. If employees know they won't be punished for coming up with an atypical idea or solution, they will be inspired to think outside the box and take more chances, leading to the creation of better, more innovative ideas.

#### **3. Look Into The Future**

Express your exceptional and positive vision for the future. A leader with a plan is the easiest leader to follow. Once aware of the team's goal, each member will strive to do his/her part to aid in the completion of the objective, thus ensuring not only the motivation of each individual, but the unification of your team as well.

#### **4. Passion Is Contagious**

Share your passion for your work with your team members.

If a leader is enthusiastic and believes in the work, while recognizing the hurdles that the team will encounter, employees will continue to do the same.

#### **5. Know Yourself**

Identify your strengths and weaknesses. One helpful approach to this is feedback analysis, as outlined by Peter Drucker in "Managing Oneself" in the Harvard Business Review. Feedback analysis consists of writing down your expectations after making an important decision, and after nine or 12 months have passed, comparing what actually happened with your expectations. This helps leaders pinpoint exactly where they excelled and where they fell short, so they can improve upon their shortcomings in the future.

Devising an effective leadership strategy is an incredibly intimidating yet important part of being a new manager. By following these tips, you'll be able to stop obsessing over your efficacy as a leader and focus on the team's collective success.

## 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.

### 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.

### CIVILIAN RESPONSE TO ACTIVE SHOOTER EVENTS (CRASE) (NEW CORE CLASS\*)

The CRASE course is designed and built on the Avoid, Deny, Defend (ADD) strategy developed by Advanced Law Enforcement Rapid Response Training (ALERRT) in 2004. It provides strategies, guidance and a proven plan for surviving an active shooter event. In this class you will learn: The history and prevalence of active shooter events. What you should do if you find yourself in an active shooter situation and what you can expect from law enforcement in our response.

### 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.

## 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 material 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!



# NOVEMBER 2016

Monday	Tuesday	Wednesday	Thursday	Friday
	1 *CRASE (1:00-4:00 TR) E236.004	2 How to be a Better Team Player (9:00-12:00 TR) S306.008	3 *Sexual Harassment (9:00-12:00 TR) E220.165	4
7 *Safety & Wellness 101 (1:00-3:30 TR) E231.110	8 Election Day 	9 Quick, What Do I Do Leadership Series (9:00-12:00 TR) S284.003	10 Introduction to MS Excel Pivot Tables 2010 (9:00-12:00 TR) E179.002	11 Veterans Day 
14	15 *Safety & Wellness 101 (9:00-11:30 TR) E231.111	16 *Ethics (9:00-12:00 TR) E240.167	17 Developing Your Emotional Intelligence (9:00-12:00 TR) E242.003	18 *Multicultural Awareness (9:00-12:00 TR) E210.163
21 MS Excel Basics (9:00-12:00 TR) E175.023	22 *Customer Service (9-12 TR) E285.170 *CRASE (1:00-4:00TR) E236.005	23	24 Thanksgiving Day 	25
28	29 MS Excel Intermediate (9:00-12:00TR) E176.016	30 Nonverbal Communication (9:00-12:00 TR) E254.027		 Franklin County Where Government Works

(\* ) core class

# DECEMBER 2016

Monday	Tuesday	Wednesday	Thursday	Friday
 Franklin County Where Government Works			1 MS Publisher 2010 (9:00-12:00 TR) E178.006	2 MS PowerPoint 2010 Basics (9:00-12:00 TR) E167.067
5 *Safety & Wellness 101 (1:00-3:30 TR) E231.112	6 *Sexual Harassment Awareness (9:00-12:00 TR) E220.167	7	8 A Blueprint for Effective Supervision (new) (1:00-4:00 TR) S570.001	9
12	13 *CRASE (9-12 TR) E236.006 *Safety & Wellness 101 (1:00-3:30 TR) E231.113	14 *Multicultural Awareness (9:00-12:00 TR) E210.164	15 Compassion Fatigue Awareness (9:00-12:00 TR) S501.906	16
19	20 *Customer Service (9:00-12:00 TR) E285.171	21 The Leadership Secrets of Santa Claus (9:00-12:00 TR) S515.002	22	23
26 Christmas Day 	27	28 *Ethics (9:00-12:00 TR) E240.168	29	30



## COURSE DESCRIPTIONS

### ELECTIVES—SOFT SKILLS

#### **A Blueprint for Effective Supervision** *(new)*

Attend this class to gain a more complete understanding of your job as a supervisor; from the art of delegation, to motivating your new staff, this class offers participants an opportunity to develop effective supervisory practices.

#### **Compassion Fatigue Awareness**

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 is an introduction to the topic of compassion fatigue and burnout.

#### **Developing Emotional Intelligence** *(new)*

Emotional Intelligence training is a very hot topic in today's workplace. Understanding and improving the connection between emotions and actions is crucial to business and your personal success. Enhance your self-awareness and make emotions work for you to build more productive relationships both professionally and personally.

#### **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.

#### **Non-Verbal Communication**

The ability to understand and use nonverbal communication, or body language, is a powerful tool that can help you connect with others, express what you really mean, and build better relationships.

#### **Quick, What Do I Do? Leadership Series**

This leadership class offers new and evolving leaders a broad representation of daily work scenarios and how to respond quickly to get results. Attend this class to boost your confidence and become the leader you always wanted to be.

#### **Leadership Secrets of Santa Claus**

This is the perfect holiday workshop for leaders at all levels. Participants will discover ways to accomplish "big things" by giving employees clear goals, solid accountabilities, ongoing feedback, coaching and recognition. These are the leadership traits of the Santa Claus in each of us! This is truly the gift that keeps on giving all year long.

### COMPUTER—TECHNICAL SKILLS

#### **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 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.

#### **Microsoft Excel: Introduction to PIVOT TABLES** *(new)*

Participants will learn and practice how to create basic pivot tables. This special Excel tool allows you to summarize and explore data interactively. Join the fun! *(frequent use of Excel is helpful in learning this skill)*

#### **Microsoft Publisher 2010: Beginners**

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.

#### **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. As always, we thank you for the opportunity to support your learning and development needs as a Franklin County employee!



# Civilian Response to Active Shooter Events: CRASE Training



Attention county employees... with all of the Active shooter events happening across the world, it only makes sense to be prepared, therefore Franklin County Board of Commissioners' decided to replace the *Violence in the Workplace* class with **C.R.A.S.E.** training as the new core class. Sign up and receive training from Patrol and SWAT Deputies, who are passionate about what it takes to keep you safe!

Law enforcement officers and agencies are frequently requested by government agencies and community members for direction and presentations on what they should do if confronted with an active shooter event. The Civilian Response to Active Shooter Events (CRASE) course, designed and built on the Avoid, Deny, Defend strategy developed by ALERRT in 2004, provides strategies, guidance and a proven plan for surviving an active shooter event.

Topics include the history and prevalence of active shooter events, the role of professional guardians, civilian response options, medical issues and drills.

## 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:- CRASE (Civilian Response to Active Shooter Events), Customer Service, Ethics, Multicultural Awareness, Safety & Wellness 101, and Sexual Harassment.

### 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.