

FIVE STAR TEAMWORK



"Greatness is beyond your comfort zone."

-Anthony Trotman

The definition of teamwork is an action that a group of people, contributing their individual knowledge and skills work together to achieve a common goal or task. Together the team achieves results that are bigger and better than those that could be realized individually.

Anthony Trotman, Director of the Department of Job and Family Services, presented a workshop at this year's Professional Growth Day, *Cultivating Positive Change through Teamwork*. In this workshop, Mr. Trotman encouraged employees to take part in using the *Eat Smart* method:

E.A.T:

- **E**ngaging the staff, **A**sking **A**ccountable questions and spending **T**ime to establish **T**rust.

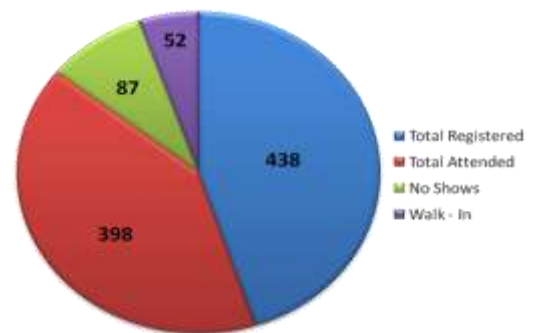
S.M.A.R.T goals:

- Define expectations with these goals using: **S**pecific, **M**easurable, **A**chievable, **R**ealistic, and **T**ime Bound.

The Human Resources Training and Development staff would like to invite you to join us and register for our July & August workshops and Eat Smart!

THANK YOU FOR YOUR PARTICIPATION IN THIS YEAR'S PROFESSIONAL GROWTH DAY

The Training and Development Staff would like to take the time to thank all Franklin County employees who made our Professional Growth Day conference a success. We appreciate all feedback that was given through your evaluations and will use that to better our conference next year. We had a total of 16 workshops for the day, with a total of 91% attendance rate. Thank you again, we couldn't have done it without you!



"When work, commitment, and pleasure all become one and you reach that deep well where passion lives, nothing is impossible."

-Anonymous



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"Teamwork divides the task and multiplies the success."
-- Author Unknown



July 2013 Workshops

Please find workshop descriptions starting on Page 4

Tuesday, July 2

Sexual Harassment Awareness – E220.124 9:00 – 12:00 PM
Trainer: Liz Manns
373 S. High Street, HR Training Room, 25th Floor

Tuesday, July 9

Stress Management – E262.101 8:30 – 11:30 AM
Trainer: Theresa Ferguson
373 S. High Street, HR Training Room, 25th Floor

Thursday, July 11

Supervisor Refresher *Supervisor Only* – S212.504 8:30 – 11:30 AM
Trainer: Theresa Ferguson
373 S. High Street, HR Training Room, 25th Floor

Tuesday, July 16

Violence in the Workplace – E230.102 8:30 – 11:30 AM
Trainer: Theresa Ferguson
373 S. High Street, HR Training Room, 25th Floor

Wednesday, July 17

The Attitude Day Spa – E260.605 9:00 – 12:00 PM
Trainer: Liz Manns
373 S. High Street, HR Training Room, 25th Floor

Thursday, July 18

Ethics – E240.124 8:30 – 11:30 AM
Trainer: Theresa Ferguson
373 S. High Street, Meeting Room B, 25th Floor

Multicultural Awareness – E210.117 9:00 – 12:00 PM
Trainer: Liz Manns
373 S. High Street, HR Training Room, 25th Floor

Tuesday, July 23

Supervisor Spotlight: Documentation
Supervisor Only – S281.009 8:30 – 11:30 AM
Trainer: Theresa Ferguson
373 S. High Street, Meeting Room B, 25th Floor

Microsoft Excel I – E164.016 8:30 – 12:00 PM
Trainer: Liz Manns
373 S. High Street, HR Training Room, 25th Floor

Wednesday, July 24

Sexual Harassment Awareness – E220.125 8:30 – 11:30 AM
Trainer: Theresa Ferguson
373 S. High Street, Meeting Room B, 25th Floor

Microsoft Excel II – E169.039 8:30 – 12:00 PM
Trainer: Liz Manns
373 S. High Street, HR Training Room, 25th Floor

Thursday, July 25

Supervisor Spotlight: Improving Employee Morale
Supervisor Only – S283.009 8:30 – 11:30 AM
Trainer: Theresa Ferguson
373 S. High Street, Meeting Room B, 25th Floor

Take the Lead Series: Learn to Be a Leader at Work *NEW* – E277.001 9:00 – 12:00 PM
Trainer: Liz Manns
373 S. High Street, HR Training Room, 25th Floor

Tuesday, July 30

Dealing with Difficult People & Difficult Situations – E295.042 8:30 – 11:30 AM
Trainer: Theresa Ferguson
373 S. High Street, Meeting Room B, 25th Floor

Lessons in Teamwork: Combining Strengths & Weaknesses to Win the Race *NEW* – E278.001 9:00 – 12:00 PM
Trainer: Liz Manns
373 S. High Street, HR Training Room, 25th Floor

Wednesday, July 31

Customer Service Connection – E285.123 9:00 – 12:00 PM
Trainer: Liz Manns
373 S. High Street, HR Training Room, 25th Floor



"Alone we can do so little; together we can do so much."

-Helen Keller



August 2013 Workshops



Please find workshop descriptions starting on Page 4

Thursday, August 1

Time Management – E290.036 8:30 – 11:30 AM

Trainer: Theresa Ferguson

373 S. High Street, Columbus Room, 16th Floor

Dropping the Ball: What's Holding YOU Back? – E279.001

Trainer: Liz Manns 9:00 – 12:00 PM

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

Tuesday, August 6

Violence in the Workplace – E230.103 9:00 – 12:00 PM

Trainer: Liz Manns

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

Wednesday, August 7

Multicultural Awareness – E210.118 8:30 – 11:30 AM

Trainer: Theresa Ferguson

373 S. High Street, Meeting Room B, 25th Floor

Communication Boot Camp – E269.002 9:00 – 12:00 PM

Trainer: Liz Manns

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

Thursday, August 8

Customer Service Connection – E285.124 8:30 – 11:30 AM

Trainer: Theresa Ferguson

373 S. High Street, Meeting Room B, 25th Floor

Preventing Compassion Fatigue & Burnout – S501.801

Trainer: Liz Manns 9:00 – 12:00 PM

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

Tuesday, August 13

Supervisor Spotlight: Power-Up Performance

Supervisor Only – S280.005 8:30 – 11:30 AM

Trainer: Theresa Ferguson

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



*Teamwork is the fuel that allows common people
to attain uncommon results.*

Wednesday, August 14

Managing Change – S311.022 8:30 – 11:30 AM

Trainer: Theresa Ferguson

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

Tuesday, August 15

Civility in the Workplace – E183.006 8:30 – 11:30 AM

Trainer: Theresa Ferguson

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

Tuesday, August 20

Valuing Generations in the Workplace – E215.020

Trainer: Theresa Ferguson 8:30 – 11:30 AM

373 S. High Street, Meeting Room B, 25th Floor

Ethics – E240.125 9:00 – 12:00 PM

Trainer: Liz Manns

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

Wednesday, August 21

Projecting a Professional Image – E240.124 8:30 – 11:30 AM

Trainer: Theresa Ferguson

373 S. High Street, Meeting Room B, 25th Floor

M.E.E.T on Common Ground – S437.903 9:00 – 12:00 PM

Trainer: Liz Manns

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

Thursday, August 22

**Let's Get Fired Up! Creating a Productive & Happy
Workplace *New*** – E282.001 9:00 – 12:00 PM

Trainer: Liz Manns

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

Tuesday, August 27

Keys to Your Next Promotion – E455.032 8:30 – 11:30 AM

Trainer: Theresa Ferguson

373 S. High Street, Meeting Room B, 25th Floor

Microsoft Excel I – E164.017 8:30 – 12:00 PM

Trainer: Liz Manns

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

Wednesday, August 28

Managing Challenging Behaviors – S255.013 8:30 – 11:30 AM

Trainer: Theresa Ferguson

373 S. High Street, Auditorium, 1st Floor

Microsoft Excel II – E169.040 9:00 – 12:00 PM

Trainer: Liz Manns

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

Thursday, August 29

Diffusing Anger – E225.036 8:30 – 11:30 AM

Trainer: Theresa Ferguson

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

See, Look, Focus! – E460.116 9:00 – 12:00 PM

Trainer: Liz Manns

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



Workshop Descriptions

CORE Workshops:

Customer Service Connection

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

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

Multicultural Awareness

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

Sexual Harassment Awareness

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.

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.

Computer Workshops:

Microsoft Excel I

This class 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 II

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

Supervisor Workshops:

Supervisor Refresher

This course will prepare managers and supervisors to be successful and effective. Topics include: Conflict Management/Dealing with Challenging Employees, Motivating Staff, Coping with Change, Leadership, Professionalism, Decision Making/Empowerment, FMLA, Discipline, and Performance Review.

Supervisor Spotlight: Documentation

Get equipped with the tools needed to create effective, thorough and defensible documentation. This informative workshop will show you how documentation can be used to improve employee performance and provide the necessary evidence to support performance appraisals, promotions, demotions, disciplinary actions and terminations.

Supervisor Spotlight: Improving Employee Morale

Equip yourself with proven methods and cost-conscious ways to improve employee morale. Explore the dynamics of morale and its effects on productivity, attendance, customer service and other important areas, and discover morale boosters and performance pick-me-ups to motivate employees.

Supervisor Spotlight: Power-Up Performance

Learn how to POWER-Up your employees' productivity and motivational levels.

Elective Workshops:**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 & Difficult Situations

Learn strategies for dealing with difficult people to increase productivity and customer satisfaction.

Diffusing Anger

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

Dropping the Ball: What's holding YOU Back? *New*

For most of us, dropping the ball is generally something we try to avoid. It is a negative phrase that refers to missed opportunities, let downs, and the like. Let's change that! In this motivational workshop; participants will learn the key to moving on and be inspired to "drop the ball."

Keys to Your Next Promotion

This workshop will provide participants with the tools necessary to make themselves an invaluable asset to their organization.

Lessons in Teamwork: Combining Strengths & Weaknesses to Win the Race *New*

Good old lessons in teamwork from an age-old fable *The Tortoise and the Hare*. Learn how combining individual strengths and weaknesses can help your team win the race.

Let's Get Fired Up! Creating a Productive & Happy Workplace *New*

Employees who experience positive emotions at work and feel valued in their job are the ones who will put in the discretionary effort. This class will give you the keys to get fired up again and experience joy on the job!

Managing 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.

Managing Change

Based on the writings of William Bridges, PhD., this one-day workshop will help you understand the difficulties employees face with change in the workplace and in their personal lives.

M.E.E.T on Common Ground

We are all unique individuals with our own gifts, skills, concerns and perspectives. These elements are part of what make us special, but sometimes can set us apart from our co-workers. It's important to find common ground given our differences, and to strive to treat everyone with respect. Attend this new workshop and learn the four steps in the M.E.E.T. model to help promote a "mutual respect" working environment.

Preventing Compassion Fatigue & Burnout

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.

Projecting a Professional Image

This insightful class will focus on how to build a professional image and become more effective in workplace relationships.

See, Look, Focus!

This workshop will help you plan for short and long-term professional growth, as well as set career goals.

Stress Management

Are you S-T-R-E-S-S-E-D O-U-T? This stress management class provides a wealth of practical techniques to help you identify your stressors and effectively manage your responses

Take the Lead Series: Learn to Be a Leader at Work *New*

Taking the lead means identifying and conquering the key enemies of learning. Preparing for leadership starts with you!

The Attitude Day Spa

Phone calls, meetings, projects, files, too much to do. Stop! Check in for a day 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.

Time Management

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

Valuing Generations in the Workplace

Understand the key differences and similarities in generational personalities and perspectives. Learn key strategies to better communicate with different generations.

Registration for workshops is easy!

You can register for workshops on our website: <http://www.franklincountyohio.gov/commissioners/hr/training/>

Or email: training@franklincountyohio.gov. Please be sure to include your Name and Supervisors Name, Agency, Job Title, Phone number and Email address in all request.

Got an Idea? Let's Hear It.....

Help us help you! Do you have areas you need to grow in as an employee? Is there an area you would like to see your employees work on? Let us know of some new workshop ideas you would like to see us present. We are willing to do some additional research to get your training needs met. Email us your ideas to training@franklincountyohio.gov..

-Training & Development Staff

