

Franklin County Department of Human Resources
Office of Learning & Staff Development
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January & February 2019



The Office of Learning & Staff Development (OLSD) is pleased to present its training schedule for January and February 2019. We believe that training is an important benefit offered to the employees of Franklin County. As laws, technology and social issues change; training is necessary to remain efficient and effective in all areas of employment.

In the Spotlight...

5 New Year's Resolutions to Boost Your Career!

A new year is upon us! For millions of people around the globe, this means starting a new diet and kicking old habits, but as the confetti settles, there's also never been a better time to consider how you can get the most out of your career in 2019. To make sure you get off on the right foot this year, take a look at some work-related new year's resolutions that will see you catapulting your way to happiness, health and success.

➤ **Get Your Career in Shape:**

The start of a new year is the perfect time to perform a career health check. Start by making a list of which aspects of your job make you happy, and which leave room for improvement. Recalibrate your sights, and you'll find that the path ahead becomes much better focused.

➤ **Get Organized:**

A little bit of organization goes a long way. Whether it's making a more concerted effort to keep track of deadlines and appointments in your planner or sorting through the endless files and folders on your desktop, instilling some order will help you keep on top of things.

➤ **Build Your Relationships:**

People are the cogs that keep the wheels in every workplace in motion. In a digital age, it can be easy to let electronic platforms like email take the place of real life relationships with your peers and colleagues.

➤ **Extend Your Professional Skills:**

Regardless of your field, nothing could be more important than keeping up-to-date with evolving industry knowledge, practices and standards. This entails continual professional development in the form of in-house training, workshops and seminars. Thanks to the convenience of online study, you can now do many courses and degrees by distance, so you can upskill and retrain while maintaining your full-time job.

➤ **Take on a New Challenge:**

Make the New Year your time to shine, and step outside your comfort zone. Push yourself a little! Take the initiative and rise to new challenges, and you can be sure it won't go unnoticed.

➤ *Follow these simple tips for career development, and come this time next year, you could find yourself looking at a marked improved professional picture. Maintain your resolve, follow through, and let 2019 be the year of your career!*

Source: <https://www.careerfaqs.com>

JANUARY 2019

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	1	2	3	4
7	8 Positive Impact – NH100.005 - 9:00 - 12:00 HR Training Rm <hr/> *CRASE – E236.042 1:00 - 4:00 HR Training Rm	9 How to be a Better Team Player in the Workplace S306.021 9:00 - 12:00 HR Training Rm	10 CPR - E603.022 9:00 - 12:00 Meeting Rm B <hr/> *Sexual Harassment NHE220.197 1:00 - 4:00 HR Training Rm	11 *Safety & Wellness 101 E231.152 1:00 - 4:00 HR Training Rm
14	15 Change Management-Getting Past, NH102.004 9:00 - 12:00 HR Training Rm	16 Breaking the Cycle of Procrastination E420.026 9:00 - 12:00 HR Training Rm	17 *Multicultural Awareness NHE210.193 9:00 - 12:00 HR Training Rm	18 Train the Trainer: The Fundamentals of Training Others in the Workplace (NEW) S308.001 9:00 - 12:00 HR Training Rm
21 	22	23 Blueprint for Effective Supervision - S570.007 9:00-12:00 HR Training Rm <hr/> *Customer Service NHE285.201 1:00 - 4:00 HR Training Rm	24 Creativity: Finding Your Possibilities in the Workplace NH101.005 9:00 - 12:00 HR Training Rm	25
28	29 *Ethics NHE240.196 9:00 - 12:00 HR Training Rm	30 MS Excel 2013: Basics E175.306 9:00 - 12:00 HR Training Rm	31 Achieving Work/Life Balance NH103.004 1:00 - 4:00 HR Training Rm	

3 TIPS FOR ACHIEVING NEW YEAR'S RESOLUTIONS AT WORK

Accomplishing work-related New Year's goals can be tricky since they need to fit around everything else you're already doing in your role. Whether you're aiming for a promotion, trying to hit a professional target, or simply want to collaborate more with others, thinking about how you work and working more efficiently can help you succeed with all of your resolutions this year. Here are three tips for a productive, successful year.

- ★ **Focus on Focusing.** Make it a little harder to procrastinate throughout the day. Curb the Facebook or Twitter habit by turning off phone notifications or using a time-keeping app to measure how much time you spend on a site. Listen to focus-enhancing music or just disconnect and work offline.
- ★ **Spend Less Time on Routine Tasks.** Employees often spend as much as half of their workday on routine tasks. Try a new time management strategy like batching and see how it affects your productivity. You can also pre-plan your week's goals or schedule appointments with yourself to make sure you're productive and not wasting time without realizing it.
- ★ **Cut the Digital Clutter.** How much time do you spend every day looking for specific files or combing through archives? A recent study shows that it's probably longer than you think: employees spend almost 20% of their day tracking down information.

Taking a little time to get rid of unneeded digital content now will help you save time later. Declutter your desktop and purge any files or apps that you no longer use, and unsubscribe from emails you don't read.

Source: <https://highfive.com/blog/new-years-resolutions-at-work/>

FEBRUARY 2019

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
 				1
4	5 Stress Management NH104.005 9:00 - 12:00 HR Training Rm	6 MS Excel 2013: Intermediate E176.303 1:00 - 4:00 HR Training Rm	7 CPR - E603.023 9:00 - 12:00 Meeting Rm B <hr/> *Sexual Harassment NHE220.198 - 9:00 -12:00 HR Training Rm	8
11	12 *CRASE E236.043 9:00 - 12:00 HR Training Rm <hr/> Lose the Drama NH105.005 1:00 - 4:00 HR Training Rm	13 Train the Trainer: The Fundamentals of Training Others in the Workplace (NEW) S308.002 1:00 - 4:00 HR Training Rm	14 Accountability/Self Direction – NH107.005 9:00 - 12:00 HR Training Rm 	15
18 	19	20 *Safety & Wellness 101 E231.153 9:00 - 12:00 HR Training Rm <hr/> *Multicultural Awareness NHE210.194 1:00 - 4:00 HR Training Rm	21 *Customer Service NHE285.202 - 9:00 -12:00 HR Training Rm <hr/> Dealing with Difficult People without Becoming One Yourself E303.008 - 1:00 - 4:00 HR Training Rm	22 The People Puzzle E253.028 9:00 - 12:00 HR Training Rm
25	26 Time Management NH106.005 1:00 - 4:00 HR Training Rm	27 Building Trust in the Workplace (NEW) S506.002 9:00 – 12:00 HR Training Rm	28 *Ethics NHE240.197 1:00 - 4:00 HR Training Rm	

10 MORE TIPS FOR A PROSPEROUS NEW YEAR WITHIN THE WORKPLACE

1. Write out a series of short-term and long-term goals.
2. Make a point of being punctual.
3. Aim to BYO lunch to save a few dollars and eat healthier.
4. Strive for a healthy work/life balance.
5. Make time for a regular face-to-face with your boss.
6. Organize a charity event or fundraiser within the workplace.
7. Implement time management strategies.
8. Take up a new activity or hobby to keep yourself sharp and fresh.
9. Brighten up your workstation with a plant or some motivational tools.
10. Avoid eating lunch at your desk and sitting for long periods of time – get off your chair and get some fresh air.



HAVE YOU COMPLETED YOUR CORE CLASSES?

- New Employees must complete during the first year of employment with the County
- Employees with 3+ years of service take as topical refresher courses

CUSTOMER SERVICE CONNECTION

Competencies: Professionalism; Service Delivery

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.

CIVILIAN RESPONSE TO ACTIVE SHOOTER EVENTS C.R.A.S.E.

Competencies: Violence Prevention

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.

ETHICS

Competencies: Integrity; Standard of Conduct

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 its application to resolving ethical issues and conflicts in the workplace.

MULTICULTURAL AWARENESS

Competencies: Diversity Knowledge; Communication Skills

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

SAFETY & WELLNESS 101

Competencies: Safety, Benefits, and Wellness Introduction

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.

SEXUAL HARASSMENT AWARENESS

Competencies: Harassment Prevention; Statutory Regulations

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.

10 Skills Needed to Provide Excellent Customer Service

- ★ Verbal and Written Communication
- ★ Technical Proficiency
- ★ Organization
- ★ Flexibility
- ★ Patience
- ★ Team Player Attitude
- ★ Problem Solving Ability
- ★ Multitasking Ability
- ★ Willingness to Learn
- ★ Positive Work Ethic

COURSE DESCRIPTIONS

ELECTIVES—SOFT SKILLS

Accountability/Self Direction

In this workshop learn how to be a self-starter. Discover tips and tricks for staying on task, scheduling, and avoiding procrastination.

Achieving Work/Life Balance

In this workshop learn how to identify the causes of work/life stress. Learn to prioritize roles and responsibilities. Learn tips and techniques to help better create balance in life.

Blueprint for Effective Supervision

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.

Breaking the Cycle of Procrastination

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

Building Trust in the Workplace (NEW)

Trust in the workplace is more important than ever, whereas distrust drains productivity and eventually leads to costly turnover. Many experts agree that trust is perhaps the most important element of a successful workplace. Attend this workshop and learn the reciprocity of trust.

Change Management-Getting Past,

This workshop will give participants an understanding of how change is implemented; as well, tools for managing their reactions to change.

CPR

The First Aid/CPR/AED program helps participants recognize and respond appropriately to cardiac, breathing and first aid emergencies. This course teaches the knowledge and skills needed to give immediate care to an injured or ill person and to decide whether advanced medical care is needed. The CPR course is taught using the blended Simulation Learning technique of online and in-person training.

Creativity: Finding Your Possibilities in the Workplace

Explore how using creativity strategically can help provide powerful solutions to problems and increase motivation, job satisfaction and engagement.

Dealing with Difficult People without Becoming One Yourself

Ever got 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.

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 teammate. Attend this training to enhance your team communication skills.

Lose the Drama

Participants will learn crucial conflict management skills, including dealing with anger. This course examines the basics; most importantly to be considerate of others, the workplace versus social situations, conversation skills and small talk.

Positive Impact-Leading for Performance

Learn the techniques of true Leadership and Influence; build the confidence it takes to take the lead and coach employees to higher performance.

Stress Management

Understand what stress is and how it impacts your life. Recognize the symptoms and causes of stress. Learn relaxation techniques that work and stress management tips.

The People Puzzle

Improve and develop your workplace relationships through an understanding of personality and communication styles.

Time Management

The Time Management workshop will cover strategies to help participants learn crucial strategies that include personal motivation, delegation skills, organization tools, and crisis management.

Train the Trainer: The Fundamentals of Training Others in the Workplace (NEW)

When new employees join your organization or people are moved into new roles, they rely on others to help them learn how to become an effective employee. This workshop helps the (designated go-to trainer) understand how important that learning process is, tools and techniques of on-the-job training and how they can help others in their transition from new starter to effective performer.

COMPUTER—TECHNICAL SKILLS

Microsoft Excel 2013: Basics

A worksheet is merely a lifeless collection of numbers and text until you define some kind of relationship among the various entries. You do this by creating formulas that perform calculations and produce results. Participants will learn how to create simple formulas and the seven steps to worksheet success.

Microsoft Excel 2013: Intermediate

This workshop provides a review of various useful features to manipulate and enhance spreadsheets. Learn and practice functions such as Vlookup, IF Statements, and Absolute cell referencing, plus more.

We are pleased to make the diverse training opportunities covered in this calendar available to the employees of Franklin County. Topics vary from self-improvement issues such as Achieving Work/Life Balance and Building Trust in the Workplace to vital core topics like Ethics and Customer Service. All workshops will be taught by our OLSD staff and partners. Please contact us via email at: Training@franklincountyohio.gov for more information and special requests.

STEPS TO REGISTER FOR CLASSES ONLINE

1. Preview the training calendar for subjects of interest
2. Get supervisor's approval
3. Go to the Portal and click on the "Training Registration" link;
<https://portal.co.franklin.oh.us/hr/training/>
4. Complete the fillable form by selecting the classes that meet your needs and fit your work schedule. →

We look forward to seeing you in one or more of the training workshops you've selected.

All training classes are held on the 25th floor of 373 S. High Street, Training Room and Meeting Room B unless otherwise specified.

The screenshot shows the Franklin County Employee Intranet Portal. The page title is "Training Registration Request". It includes a "Register" button in the top right corner. The form contains several sections:

- Employee Information:** Fields for First Name, Last Name, Agency (dropdown), Employee Phone (with area code), Employee Title, Employee Email, and Supervisor Email.
- Supervisor Information:** A section for supervisor approval with radio buttons for "Yes" and "Pending", and fields for Supervisor First Name, Supervisor Last Name, Supervisor Phone (with area code), and Supervisor Email.
- Specific Information -** A section with a note "No is assumed unless you check 'yes'". It includes a checkbox for "Do you require ADA accommodations?" and a checkbox for "A representative will contact you when your registration is processed."
- Class Selection:** Three dropdown menus for Class 1, Class 2, and Class 3.
- Comments:** A text area for additional remarks.