

Franklin County Department of Human Resources
Office of Learning & Staff Development
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July & August 2018



The Office of Learning & Staff Development (OLSD) is pleased to present its training schedule for July and August 2018. 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. Serving the Franklin County public requires an understanding of many laws and life issues, and requires customer service skills that must be learned and polished.

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 like achieving work/life balance and team development; email etiquette; change management; stress management; to vital core topics like Sexual Harassment Awareness & Violence Prevention. All workshops will be taught by our OLSD staff and partners. Contact Humera Khokhar, Sr. HR Administrator via email at: Training@franklincountyohio.gov for more information and special requests.

In the Spotlight...

Elements of Employee Engagement

The term employee engagement has been defined by various researchers. A commonly agreed upon definition would be physical, psychological or emotional involvement of the employee while at work. Four things are important when we talk about employee engagement; commitment, motivation, loyalty and trust. Their level determines the quality of engagement of an employee. Each one is briefly discussed below.

Commitment: Commitment means the degree to which individuals associate themselves with the job, the responsibilities and the organizational objectives. Engaged employees are those who are fascinated by their work and committed to face every challenge to attain their goals. They are dependable and highly productive and therefore, are accountable for what they do.

Motivation: Up till recently it was believed that the biggest motivation is achievement. The reverse is also true, which means achievement results in more motivation. If employees put in their 100 percent efforts to take their organization to the next level, this attained status motivates them more than anything. Proper rewards and recognitions can further motivate them to achieve more and more for their organization. Motivation and achievement go hand in hand and act as the burning fuels for the success of any organization.

Loyalty: Employees who are actively engaged in their work show more loyalty towards the organization. The best part is that they need less focus and attention of managers to perform their task as they themselves feel accountable for their job responsibilities and results attained. However, it does not take much time for actively

engaged employees to turn into disengaged employees if the organization doesn't have a well-established reward system. Recognition is a basic necessity of individuals to remain steered up towards their job.

Trust: High levels of employee engagement can be fostered only when trust prevails in the organization from both sides. As they share strong emotional bond with the organization, the latter should also show trust in their abilities. Employees must be given autonomy to perform their tasks their way. They should not be restricted to a specific rules and regulations and therefore, should be motivated to experiment to perform their task in a different and innovative manner.

<https://www.managementstudyguide.com>



JULY 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
2	3	4 	5	6
9	10 Positive Impact NH100.004 9:00 - 12:00 Training Rm	11 *CRASE/Active Shooter E236.034 9:00 -12:00 Training Rm <hr/> Achieving Work/Life Balance NH103.003 1:00 - 4:00 -Training Rm	12 A Well-Oiled Machine Team Development E274.001 9:00-12:00 -Training Rm <hr/> *Sexual Harassment Awareness -NHE220.191 1:00- 4:00 Training Rm	13 Microsoft Excel *2013 Basics -E175.303 9:00-12:00 -Training Rm
16 *Safety & Wellness 101 E231.145 1:00-4:00 Training Rm	17 Change Management NH102.003 9:00 -12:00 Training Rm	18	19 *Multicultural Awareness -NH210.187 9:00 -12:00 -Training Rm <hr/> Sexual Harassment REFRESHER -E220.309 1:30-2:30 -Training Rm <hr/> ETHICS REFRESHER -E241.021 2:30-3:30 -Training Rm	20
23	24 CPR - E603.015 9:00 - 11:00 - Meeting Room B <hr/> *Customer Service NHE285.195 1:00 - 4:00 Training Rm	25	26 Creativity- Finding your Possibilities at Workplace- NH101.004 9:00 -12:00 - Training Rm <hr/> Microsoft Excel *2013 Intermediate -E176.301 1:00-4:00 -Training Rm	27
30 Email Etiquette – Communication for Results E166.001 9:00-12:00 -Training Rm	31 *Ethics - NHE240.190 9:00 - 12:00 Training Rm	  <div style="border: 1px solid black; border-radius: 15px; padding: 5px; display: inline-block; margin-left: 20px;"> <i>When in doubt go to Training!</i> </div>		

3 Employee Engagement Predictions for 2018

Employee engagement is critical to retention. Don't believe us? The Bureau of Labor Statistics reports that the median period people stay in their jobs is just over four years. And for those age 25 to 34 it's even less (2.8 years). Broaden this to all millennials, and you've got a group that's even more on the move – a scary prospect given they make up roughly a third of today's U.S. workforce. So what's a company to do? Read on for 3 employee engagement predictions – and they're just the tip of the iceberg.

★ **Employee Engagement Deniers, Seek Help Now:** Adoption is not an option; it's a necessity. If you don't already have an employee engagement strategy, get one. Not only must you have a strategy, you have to be ready to deploy it in as many ways as possible and as early as possible. Look into attractive benefits plans, flexible work hours or locations, or learning opportunities that you can present during the interview process. And remember: today's employee knows far more about you than you know about them when they walk in the door.

★ **Your Employee is Your Customer:** This concept transcends traditional employee engagement (better HR, perks and swag, employee as customer, integrated communications) and encompasses "everything the employee experiences throughout his or her connection to the organization."

★ **Wellness Incentives Will Rival Work Incentives:** In 2018, more and more companies will be helping employees get their 10,000 steps – understanding that an active body outside the cube promotes a more active mind inside it.

These are just a few of the ways great companies are thinking about employee engagement in 2018. Remember: your office park doesn't have to be a self-sufficient compound to offer an awesome employee engagement experience.

<https://www.achievers.com/blog/2018/02/5-employee-engagement-predictions-2018/>

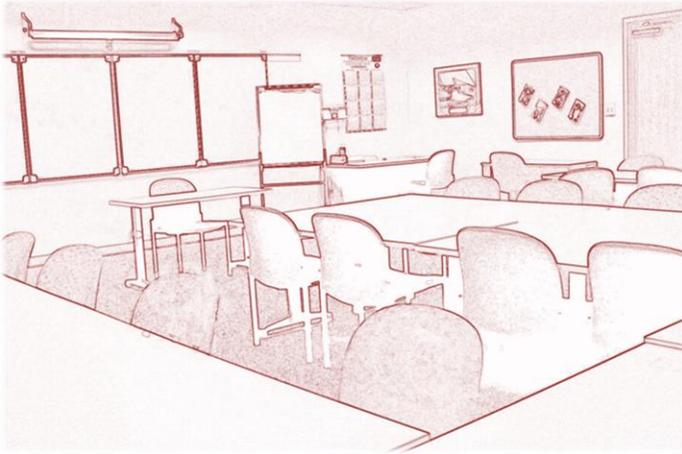
AUGUST 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
		1	2 Stress Management NH104.004 1:00-4:00 Training Rm	3
	6	7 *Sexual Harassment NHE220.192 9:00 - 12:00 Training Rm *CRASE/Active Shooter -E236.035 1:00 -4:00 - Training Rm	8 The People Puzzle: Understanding the 4 Tendencies at Work E253.201 9:00-12:00 -Training Rm	9 Lose the Drama- Do the Work NH105.004 1:00-4:00 - Training Rm
13	14 *Multicultural Awareness -NH210.188 9:00 -12:00 -Training Rm	15 Microsoft Excel *2013 Pivot Tables -E179.302 9:00-12:00 -Training Rm	16 Accountability Self/Direction NH107.004 9:00-12:00 - Training Rm	17 7 Habits of Highly Successful People S302.507 9:00-12:00 -Training Rm
20	21 *Customer Service NHE285.196 1:00 - 4:00 Training Rm	22 *Safety & Wellness 101 E231.146 -9:30 -12:30 Training Rm	23 *ETHICS -NHE240.191 9:00-12:00 - Training Rm	24
27	28 Time Management NH106.004 9:00 - 12:00 Training Rm CPR - E603.016 9:00 - 11:00 Meeting Room B	29 Being a Great Boss! - S333.002 9:00-12:00 -Training Rm	30 Coaching for Improved Performance- S210.029 9:00-12:00 -Training Rm	31

EMPLOYEE ENGAGEMENT MINI QUIZ

- ★ **True or False: Regarding the emotional drivers of employee engagement, positive emotions are more contagious than the negative ones.**
 - A. True
 - B. False
- ★ **Which of the following is not one of the 3 key drivers of employee engagement:**
 - A. Relationship with direct manager.
 - B. Compensation.
 - C. Belief in senior leadership.
 - D. Pride in working for the company.
- ★ **True or False: Disengagement is higher among post graduates than college graduates or those with a high school diploma.**
 - A. True
 - B. False





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 (ALERTT) 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

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.

A Well-Oiled Machine - Team Development

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.

Being a Great Boss!

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.

Change Management - Getting Past, "That's the Way We've Always Done It"

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

Coaching for Improved Performance

To be a successful leader, the role of a supervisor becomes that of a coach, counselor, facilitator, and mentor in guiding and developing employees. Some employees desire to learn and grow. Other employees are not easily coached to successfully perform. This workshop is dedicated to providing supervisors and managers with the tools and skills they will need to coach both top performing employees, as well as employees who have significant room for improvement.

CPR

The First Aid/CPR/AED program helps participants recognize and respond appropriately to cardiac, breathing and first aid emergencies. The courses in this program teach the knowledge and skills needed to give immediate care to an injured or ill person and to decide whether advanced medical care is needed. This 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.

Email Etiquette- Communication for Results

This workshop is intended to help participants learn to communicate more effectively using e-mail. Practice hands-on learning while writing e-mails that successfully convey the message to the intended audience. Explore specific communication styles and etiquette to get better business results.

Ethics—REFRESHER

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

Lose the Drama - Do the Work

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

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.

Sexual Harassment Awareness—REFRESHER

This ONE-HOUR workshop reviews the elements of sexual harassment, types of sexual harassment, ways to prevent sexual harassment; and how to appropriately handle an allegation of sexual harassment.

Stress Management

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

The People Puzzle: Understanding the Four Tendencies at Work

Based on the work of author, Gretchen Rubin, this workshop offers the surprising truth about the four hidden personality types or tendencies that drive everything we do. Learn how to understand yourself better – and how to influence others more effectively.

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.

7 Habits of Highly Effective People

Take the lead in making positive changes! Participants will gain knowledge of personal goal setting and developing smart habits for success.

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.

Microsoft Excel 2013: PIVOT TABLES

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*)

*New - MENTAL HEALTH FIRST AID

Franklin County Office of Learning & Staff Development is partnering with Franklin County Office of Justice Policy & Programs to present this training class. This training class is an all-day training.

What is Mental Health First Aid? It is similar to CPR/First Aid, only instead of teaching us how to respond to a medical emergency, it teaches us how to respond when someone is showing the signs and symptoms of mental illness! Mental Illness effects 1 out of 5 of us... Do you know what it looks like in your friends and neighbors? Would you know how to respond if you become that "one person" being asked to help? This training will ENGAGE you, INSPIRE you and EXPAND your understanding of mental illness!

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 unless otherwise specified.

The screenshot shows the Franklin County Employee Express Portal interface. At the top, there is a blue header with the Franklin County logo and the text "Franklin County Employee Express Portal". Below the header, the page title is "Training Registration Request". A note indicates that an asterisk (*) denotes a required field. The form is divided into several sections: "Employee Information" with fields for First Name, Last Name, Agency (a dropdown menu), Employee Phone (with area code), Employee Title, and Employee Email; "Supervisor Information" with radio buttons for "Did your supervisor approve this training request?" (Yes or Pending) and fields for Supervisor First Name, Last Name, Phone (with area code), and Email; "Specific Information - No is assumed unless you check 'yes'" with a checkbox for "Do you require ADA accommodations? A representative will contact you when your registration is processed."; "Class Selection" with three dropdown menus for Class 1, Class 2, and Class 3; and a "Comments" section with a text area and a "Register" button.