

Office of Learning & Staff Development

Virtual Training Calendar

Juneteenth observed 6/20/22

Stay Curious

June 2022

Self-Guided courses & ETHICS core class pg. 4

*Attendance Guidelines

- 'Accept' meeting confirmation email which includes training access link
- Respectfully be on time, log-in at least five minutes before class start time to test your computer connection
- Participate in employee exchange through Chat feature and Class Polls
- To reschedule or cancel your registration - Send an email to Training@franklincountyohio.gov include supervisor acknowledgement to prevent 'No-Show' status reporting
- *Update: *Due to the sensitive and graphic content presented in the CRASE core class, late logins will be asked to reschedule.*

Thursday, June 2nd
1:00 pm–4:00 pm

Sexual Harassment Awareness (core class)

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.

[Click here to register.](#)

Monday, June 6th
9:00 am–12:00 pm

The Customer Service Connection (core class)

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.

[Click here to register.](#)

Wednesday, June 8th
1:00 pm–2:30 pm

Microsoft Office 365: Excel Basics

This workshop introduces the basic features of the Excel program. Learners will build confidence to enter and edit data, create formulas, and become more familiar in the Excel environment, plus more.

[Click here to register.](#)


Thursday, June 9th
9:00 am–10:30 am

Communicating Non-Defensively

There are situations that bring out a naturally defensive response in all of us. This reaction is most obvious during interactions with others. Communicating Non-Defensively presents five steps to positive communication. Participants learn how to send and receive messages in a non-defensive manner to improve workplace communication and individual effectiveness.

[Click here to register.](#)

<p>Monday, June 13th 1:00 pm–4:00 pm</p>	<p>Multicultural Awareness (core class)</p> <p>Study cultural differences and biases and learn how to promote better communication.</p> <p>Click here to register.</p>
<p>Tuesday, June 14th 11:00 am–12:00 pm</p>	<p>How to Support LGBTQI+ Employees in the Workplace</p> <p>Among any group there will be a range of people with a range of sexualities and genders. Learn the difference between sexual orientation, gender identity and gender expression as well as understand LGBTQI+ terminology. Explore how different cultures approach this topic, learn how to be an ally in the workplace, and more.</p> <p>Click here to register.</p>
<p>Tuesday, June 14th 1:00 pm–2:30 pm</p>	<p>Resolving Conflicts Refresher</p> <p>Handling conflict effectively at any stage requires supervisors to be impartial, to treat the team members equally and respectfully, and to eventually resolve the conflict by establishing a clear plan of action. Refresh your techniques for conflict resolution, so that your work teams can focus on achieving professional goals.</p> <p>Click here to register.</p>
<p>Wednesday, June 15th 1:00 pm–2:30 pm</p>	<p>Rewrite the Script of Workplace Drama!</p> <p>Power Struggles. Poor team coordination. These are symptoms of workplace Drama. Drama drains an organization of its best talent, gets in the way of productivity, and erodes personal effectiveness. This workshop identifies the cycle of drama and how to rewrite the script for better performance.</p> <p>Click here to register.</p>
<p>Thursday, June 16th 1:30 pm–3:30 pm</p>	<p>Core Safety Orientation (core class)</p> <p>There are many kinds of hazards in the workplace. This course will increase workers awareness and understanding of those hazards and will ensure every employee is a participant in Franklin County's culture of safety.</p> <p>Click here to register.</p>
<p>Tuesday, June 21st 1:00 pm – 3:30 pm</p>	<p><i>Civilian Response to Active Shooter Events</i></p> <p>C.R.A.S.E. (core class)</p> <p>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.</p> <p>Click here to register.</p>

<p>Wednesday, June 22nd 9:00 am–12:00 pm</p>	<p>Sexual Harassment Awareness (core class)</p> <p>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.</p> <p>Click here to register.</p>
<p>Wednesday, June 22nd 9:00 am–12:00 pm Auditorium - 373 S. High St.</p>	<p> CPR /FIRST AID/AED</p> <p>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 1st and in-person 2nd training.</p> <p>Click here to register.</p>
<p>Thursday, June 23rd 1:00 pm–2:00 pm</p>	<p>Overcoming Negativity in the Workplace</p> <p>Negativity in the workplace happens. With this program you will learn how to recognize the relationship between workplace change and negative behaviors and interactions. Plus, identify ways to stay focused, productive, and positive.</p> <p>Click here to register.</p>
<p>Tuesday, June 28th 9:00 am–12:00 pm</p>	<p>Multicultural Awareness (core class)</p> <p>Study cultural differences and biases and learn how to promote better communication.</p> <p>Click here to register.</p>
<p>Wednesday, June 29th 1:00 pm–2:30 pm</p>	<p>Microsoft Office 365: Excel Intermediate</p> <p>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.</p> <p>Click here to register.</p>
<p>Thursday, June 30th 9:00 am–12:00 pm</p>	<p>The Customer Service Connection (core class)</p> <p>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.</p> <p>Click here to register.</p>

***Updated Self-Guided Learning**

Employees will gain access to training topics to be completed at their own pace or as designated by management. Users must submit the required course activities to receive feedback/credit and a class certificate.



TRAINING TOPICS

***ETHICS core class**

This e-course challenges the learner to apply knowledge regarding the Ohio Ethics Law, including conflicts of interest, public contracts, nepotism, post-employment, and representation. The course is approximately one hour in length and offers an overview of the entire Ethics Law. An electronic certificate of completion will be offered at the end of the e-course. Do not turn off your browser at completion of course until you have completed the Certificate of Completion page! To receive your Certificate of Completion the course must be viewed in one sitting.

Leadership Module

Supervisor Spotlight on...

- Documentation
- People Management Challenges
- Power Up Performance

Communication Module

- Building Assertive Communication Skills
- Communicating with Customers
- Diffusing Anger and Hostility

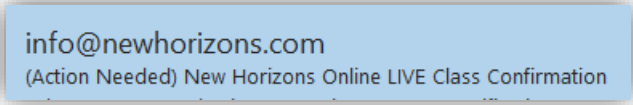
After you complete the registration form, we will contact you with further instructions and provide a self-guided access link. [Click here to register.](#)

NEW HORIZON'S CLASS CONFIRMATION UPDATE ON NEXT PAGE

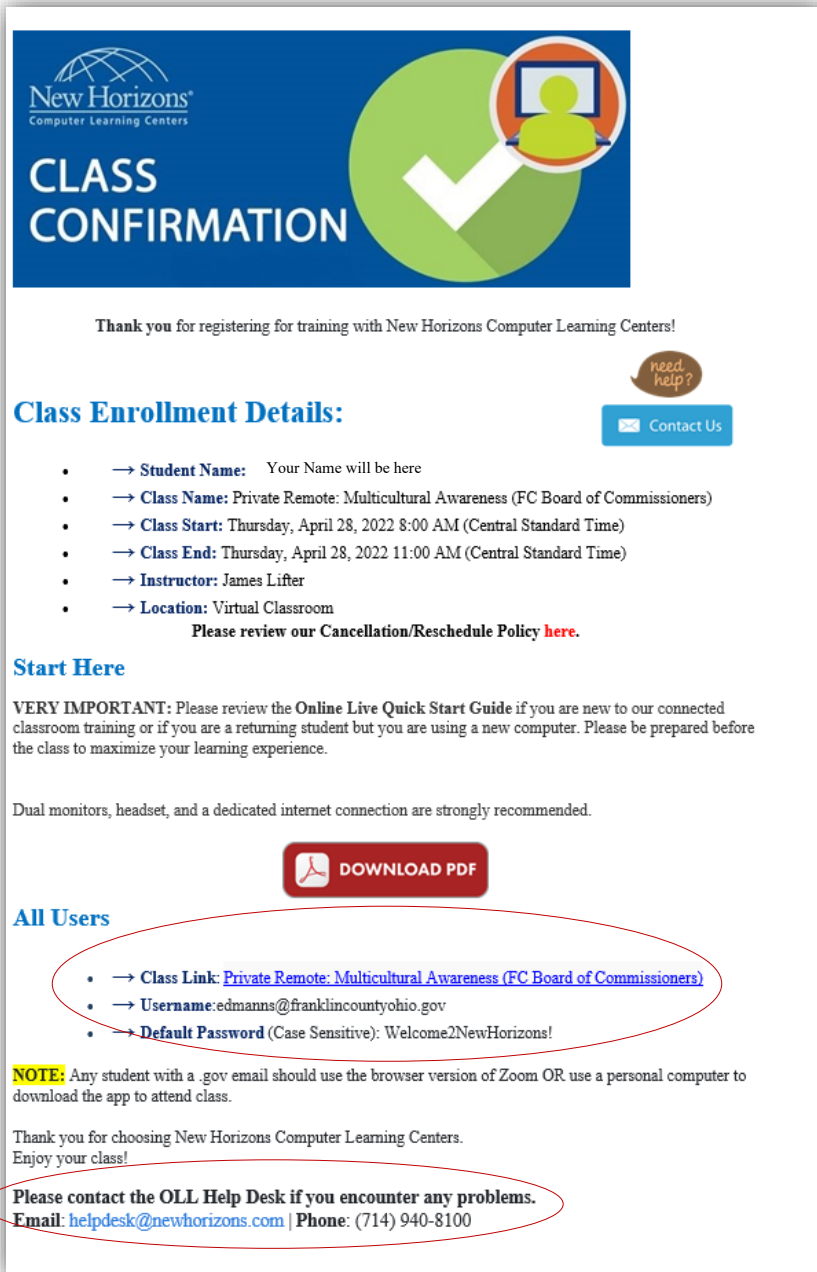


The following information is an example of the confirmation notice you will receive from New Horizon's. All core classes are presented by New Horizon's.

This is the New Horizon's confirmation **email address** to look for in your mailbox.



This an example what the confirmation notice will look like from New Horizon's. The **Class Link** and help desk information is located at the bottom of the notice.



CLASS CONFIRMATION

Thank you for registering for training with New Horizons Computer Learning Centers!

Class Enrollment Details:

- **Student Name:** Your Name will be here
- **Class Name:** Private Remote: Multicultural Awareness (FC Board of Commissioners)
- **Class Start:** Thursday, April 28, 2022 8:00 AM (Central Standard Time)
- **Class End:** Thursday, April 28, 2022 11:00 AM (Central Standard Time)
- **Instructor:** James Lifter
- **Location:** Virtual Classroom

Please review our **Cancellation/Reschedule Policy here.**

Start Here

VERY IMPORTANT: Please review the **Online Live Quick Start Guide** if you are new to our connected classroom training or if you are a returning student but you are using a new computer. Please be prepared before the class to maximize your learning experience.

Dual monitors, headset, and a dedicated internet connection are strongly recommended.

DOWNLOAD PDF

All Users

- **Class Link:** [Private Remote: Multicultural Awareness \(FC Board of Commissioners\)](#)
- **Username:** edmanns@franklincountyohio.gov
- **Default Password** (Case Sensitive): Welcome2NewHorizons!

NOTE: Any student with a .gov email should use the browser version of Zoom OR use a personal computer to download the app to attend class.

Thank you for choosing New Horizons Computer Learning Centers.
Enjoy your class!

Please contact the OLL Help Desk if you encounter any problems.
Email: helpdesk@newhorizons.com | **Phone:** (714) 940-8100