



# THE COUNTY TRAINER

Bi-Monthly Newsletter & Calendar

March - April 2020

The Office of Learning & Staff Development offers a number of training programs targeted to Franklin County employees who want to increase their knowledge and skills. We steadfastly believe training is an opportunity to learn and polish good work habits to remain productive and effective while serving **Every Resident, Every Day!** Please take a moment to review our March and April calendar. Thank you.

## **Spotlight training topic:**

### **HOW TO CREATE A CULTURE OF COLLABORATION**

One of the biggest challenges to any business is how to establish a collaborative environment. It's often necessary to start at the basics—simply learning how to get along. Indeed, this is the heart of collaboration, and without this skill set—and it is a skill set that can be learned—true teamwork across an organization is difficult, if not impossible. Following are some essential guidelines to improving communication among employees and teams.

#### **People are “speaking their position.” Know what that position is.**

When working with another department, consider its end goal, the shared goal that drives tasks and initiatives. It might not be the same one that drives you.

#### **Goals affect communication styles.**

It's not only important to understand what people communicate but how. Different communication styles are often mandated by the nature of what you do. Each team in your organization serves a set of people and follows a specific set of rules. These “dictate their roles; what they feel they are protecting; what they feel they are advancing and what their priorities are. And that very often dictates how they can communicate internally.” Without understanding each team's specific motivation, these vastly different styles of communication can be alienating—a reason for employees to retreat to their individual silos and further a sense of disengagement among colleagues.

#### **Don't fear cultural differences. Understand them.**

Differing teams aren't the same as opposing teams. Perhaps you think other departments move too slowly? Or too fast? Don't expect others to operate by the same rules that govern your actions—even if your colleagues live in the same town and shop at the same grocery store. When we are sitting in the same room, sharing geography, we tend to assume we share the same way of operating. In fact, “the way you see the world is totally different from the way other people see the world. You have certain pressures, certain issues that others don't have.” Try to observe, not judge. And when you understand their issues, you'll know better how to work with them.

#### **Want to initiate change? First determine a team's culture and incentives.**

Knowledge is the foundation of change. For effective transformation, you first need to understand the thoughts, ideas and biases that drive your team or business. Ultimately, this information will underscore the issues, attitudes and processes that need tweaking—and it can inform managers how to best manifest change. To forge better relationships, you must first understand each team's culture; know what drives its members. Next ask (and be ready to answer) the crucial question: What's the point of change? What modifications do you want to make? Why? And, importantly, what's in it for employees? Any less, is like “driving long distance without a GPS.” Finally, understand the incentives to change—and discuss these incentives with employees.

***Understand team members' thoughts and concerns. Be ready to address them from the start. And for those who simply refuse to budge? Perhaps share the wisdom of Benjamin Franklin, who once said, “When you're finished changing, you're finished.”***



# MARCH 2020

| MONDAY   | TUESDAY  | WEDNESDAY   | THURSDAY   | FRIDAY  |
|--|--|---|--|---|
| 2  | <b>3</b><br><b>CHARGE UP YOUR MOTIVATION</b><br>NH108.005<br>9:00 - 12:00 HR Train. Rm.<br><hr/> <b>MANAGING WORKPLACE CONFLICTS</b><br>NH110.007<br>1:00 - 4:00pm HR Train. Rm.           | 4   | 5  | 6   |
| 9<br><br><b>SAFETY &amp; WELLNESS 101</b><br><small>E231.166</small><br><small>1:00 - 4:00pm HR Train. Rm.</small> | <b>10</b><br><b>THE PEOPLE PUZZLE</b><br>E253.032<br>9:00 - 12:00 HR Train. Rm.  | <b>11</b><br><b>MICROSOFT OFFICE 365: WORD BASICS</b><br><small>New</small><br>E163.300<br>9:00 - 12:00 HR Train. Rm.                               | <b>12</b><br><b>MULTICULTURAL AWARENESS</b><br><small>New</small><br>NHE210.207<br>9:00 - 12:00 MRB<br><hr/> <b>SEXUAL HARASSMENT AWARENESS</b><br><small>New</small><br>NHE220.213<br>1:00 - 4:00pm MRB | <b>13</b><br><b>POSITIVE PARENTING</b><br><small>New</small><br>E228.300<br>9:00 - 10:00am<br>HR Train. Rm.<br><hr/> <b>TEACHING YOUR KIDS ACCOUNTABILITY</b><br><small>New</small><br>E228.400<br>10:30 - 11:30am<br>HR Train. Rm. |
| 16<br><br><b>CRASE - E236.062</b><br><small>1:00 - 4:00pm HR Train. Rm.</small>                                    | <b>17</b><br><b>CIVILITY IN THE WORKPLACE</b><br>NH109.006<br>9:00 - 12:00 HR Train. Rm.<br><hr/> <b>FREEDOM FROM JOB BURNOUT</b><br>NH111.005<br>1:00 - 4:00pm HR Train. Rm.              | <b>18</b><br><b>THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE</b><br>S302.509<br>9:00 - 12:00 HR Train. Rm.   | <b>19</b><br><b>MICROSOFT OFFICE 365: EXCEL BASICS</b><br><small>New</small><br>E175.400<br>9:00 - 12:00 HR Train. Rm.   | 20  |
| 23   | <b>24</b><br><b>CPR TRAINING</b> - E603.047<br>9:00 - 12:00 – MRB<br><hr/> <b>MICROSOFT OFFICE 365: EXCEL INTERMEDIATE</b><br><small>New</small><br>E176.500<br>9:00 - 12:00 HR Train. Rm. | 25  | <b>26</b><br><b>ETHICS</b><br><small>New</small><br>NHE240.210<br>9:00 - 12:00 MRB<br><hr/> <b>CUSTOMER SERVICE</b><br><small>New</small><br>NHE285.215<br>1:00 - 4:00pm MRB                             | <b>27</b><br><b>MICROSOFT OFFICE 365: WORD INTERMEDIATE</b><br><small>New</small><br>E163.400<br>9:00 - 12:00 HR Train. Rm.   |
| 30   | <b>31</b><br><b>WOMEN'S WAYS OF LEADERSHIP</b><br>E490.029<br>9:00 - 12:00 HR Train. Rm.   |  <p>Remember to register for training classes <b>TODAY!</b></p> |  |   |

# APRIL 2020

| MONDAY  | TUESDAY   | WEDNESDAY   | THURSDAY  | FRIDAY   |
|---|---|---|---|--|
|   |   | 1   | 2   | 3  |
| 6   | 7<br><b>SEXUAL HARASSMENT AWARENESS</b> <small>CORE CLASS</small><br>NHE220.214<br>9:00 - 12:00 MRB<br><br><b>MULTICULTURAL AWARENESS</b> <small>CORE CLASS</small><br>NHE210.208<br>1:00 - 4:00pm MRB  | 8<br><b>CAN WE TALK? IMPROVING ORGANIZATIONAL COMMUNICATION</b><br>E250.053<br>9:00 - 12:00 HR Train. Rm.   | 9<br><b>LEADING 20-MINUTE <small>New</small> MEETINGS THAT MATTER</b><br>S221.400<br>9:00 - 12:00 HR Train. Rm.   | 10<br><b>EATING HEALTHIER ON-THE-GO <small>New</small></b><br>E228.100<br>9:00 - 10:00am<br>HR Train. Rm.<br><br><b>AGING HEALTHFULLY</b><br>E228.200 <small>New</small><br>10:30 - 11:30am<br>HR Train. Rm. |
| 13  | 14<br><small>CORE CLASS</small><br><b>SAFETY &amp; WELLNESS 101</b> - E231.167<br>9:00 - 12:00 HR Train. Rm.  | 15<br><small>New</small><br><b>HOW WAS YOUR DAY? GETTING REAL ABOUT BIAS AND INCLUSION- PART 1 of 2</b><br>E220.400<br>9:00 - 12:00 HR Train. Rm.       | 16<br><b>MINDFULNESS IN THE WORKPLACE</b><br>NH117.007<br>9:00 - 12:00 HR Train. Rm.<br><br><b>EFFECTIVE DELEGATION</b><br>NH113.007<br>1:00 - 4:00pm HR Train. Rm. | 17<br><small>CORE CLASS</small><br><b>CRASE</b> - E236.063<br>9:00 - 12:00 HR Train. Rm.   |
| 20  | 21<br><b>CUSTOMER SERVICE</b> <small>CORE CLASS</small><br>NHE285.216<br>9:00 - 12:00 HR Train. Rm.<br><br><b>ETHICS</b> <small>CORE CLASS</small><br>NHE240.211<br>1:00 - 4:00pm HR Train. Rm.<br><br><b>CPR TRAINING</b> - E603.048<br>9:00 - 12:00 – MRB | 22<br><b>ATTITUDES TO GET YOU AHEAD IN THE WORKPLACE</b><br>E244.002<br>9:00 - 12:00 HR Train. Rm.  | 23<br><b>MICROSOFT OFFICE 365: EXCEL PIVOT TABLES <small>New</small> BASICS</b><br>E179.500<br>9:00 - 12:00 HR Train. Rm.   | 24   |
| 27<br><b>WORKER'S COMPENSATION 101</b> <small>New</small><br>E232.100<br>1:00 - 2:30 pm HR Train. Rm.<br><br><b>PUBLIC EMPLOYEES RISK REDUCTION PROGRAM 101</b> <small>New</small><br>E232.200<br>2:30 - 4:00pm HR Train. | 28<br><b>ACTIVE LISTENING SKILLS</b><br>NH115.007<br>9:00 - 12:00 HR Train. Rm.<br><br><b>JUGGLING MULTIPLE PRIORITIES</b><br>NH114.007<br>1:00 - 4:00pm HR Train. Rm.  | 29<br><small>New</small><br><b>HOW WAS YOUR DAY? GETTING REAL ABOUT HARASSMENT AND BULLYING - PART 2 of 2</b><br>E220.500<br>9:00 - 12:00 HR Train. Rm. | 30<br><b>MICROSOFT OFFICE 365: EXCEL PIVOT TABLES INTERMEDIATE <small>New</small></b><br>E179.600<br>9:00 - 12:00 HR Train. Rm.                                     |  |



## HAVE YOU COMPLETED YOUR CORE CLASSES? COURSE DESCRIPTIONS

- New employees *must complete* the six (6) core classes listed below during their first year of employment with Franklin County
- We suggest employees with three (3) plus years of service take core classes as topical refresher courses or as directed by management

### 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, and 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.

### Skills Needed to Provide Excellent Customer Service in Franklin County

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>★ Verbal and Written Communication</li><li>★ Technical Proficiency</li><li>★ Organization</li><li>★ Flexibility</li><li>★ Patience</li></ul> | <ul style="list-style-type: none"><li>★ Team Player Attitude</li><li>★ Problem Solving Ability</li><li>★ Multitasking Ability</li><li>★ Willingness to Learn</li><li>★ Positive Work Ethic</li></ul> |
|--|--|

### 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 office 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.

## ELECTIVES COURSE DESCRIPTIONS

### ACTIVE LISTENING SKILLS

Learn to really listen. Listening is not something that just happens (that is hearing). This workshop will teach techniques to demonstrate the skills of an active listener.

### AGING HEALTHFULLY (New)

Looking at research, like factors and myths related to aging, participants will learn about positive thinking and its contribution to healthy aging. The benefits of mobility, activity and exercise are also examined through group discussion.

### ATTITUDES TO GET YOU AHEAD IN THE WORKPLACE

You are looking for a career booster. You are possibly past your first-year mark at work. You have somewhat learned the ropes of your position, but you feel you are slowing down. So, what are some of the attitudes in the workplace that can help you get ahead at work? There are many positive attitudes that can help you do that. In fact, the value of these attitudes is they make you more motivated and hence, give you a career boost. Register for this insightful session as we discuss *ATTITUDES!*

### CAN WE TALK? IMPROVING PERSONAL & ORGANIZATIONAL COMMUNICATION

Gain knowledge and skills to communicate effectively in organizational settings.

### CHARGE UP YOUR MOTIVATION

Create a more dynamic, loyal and energized workforce with the skills you will learn in this workshop.

### CIVILITY IN THE WORKPLACE

This workshop will equip leaders and employees with practical tools for creating civil, respectful work environments.

### CPR TRAINING

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

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

### EATING HEALTHIER ON-THE-GO (New)

When life gets busy, it can be easy to get in the habit of eating too many over-processed foods, like in fast food restaurants. But, with a bit of planning and awareness, you can create your own “fast foods” that are good for you and taste great.

### EFFECTIVE DELEGATION

In this workshop learn to effectively assign and share responsibility with subordinates and coworkers.

### FREEDOM FROM JOB BURNOUT

Burnout has been called the epidemic of the modern workplace. Learn to stay free from burnout in this fun, informative workshop.

### “HOW was your DAY?” PART 1: Getting Real about BIAS and INCLUSION (New)

This workshop is a simple and very basic introduction about the ways in which we can show respect toward the people with whom we work. It is designed to provide employees with quick and practical advice for creating and maintain a respectful workplace. *Part one of the series focuses on overcoming unconscious bias and embracing diversity and inclusion.*

### “HOW was your DAY?” PART 2: Getting Real about HARASSMENT, and BULLYING (New)

This workshop is a simple and very basic introduction about the ways in which we can show respect toward the people with whom we work. It is designed to provide employees with quick and practical advice for creating and maintain a respectful workplace. *Part two of this series focuses on preventing harassment by ensuring our words and actions are respectful and standing up to bullying by speaking up and keeping it calm and clear.*

### JUGGLING MULTIPLE PRIORITIES – THE ART OF MULTITASKING

Learn to accomplish more in less time stress by setting priorities and becoming more efficient.

### LEADING 20-MINUTE MEETINGS THAT MATTER (New)

The key to running an effective meeting is to establish a strategy and a procedure by which to lead. In this workshop, participants will learn techniques to: prepare for an effective meeting; conduct the meeting so that it stays on course and on time and follow up on tasks assigned during the meeting.

### THE SEVEN 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.

### MANAGING AND RESOLVING WORKPLACE CONFLICTS

This workshop provides successful strategies to remain composed and deal confidently with disagreements, confrontations, anxiety and anger-before they get out of hand.

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## ELECTIVES COURSE DESCRIPTIONS

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### MINDFULNESS IN THE WORKPLACE

Toxic emotions disrupt the workplace, mindfulness increases your awareness and helps you recognize them before they run rampant.

### POSITIVE PARENTING *(New)*

Raising children today comes with its challenges. With so many competing values, it's important to know what to do to help our children thrive. This presentation provides practical information about parenting issues for toddlers, children and adolescents. Most of the information focuses on children and adolescents.

### PUBLIC EMPLOYEES RISK REDUCTION

#### PROGRAM 101 *(New)*

Join representatives of the HR Risk Management Team to learn the basic elements of PERRP. This course is designed for individuals who are responsible for Safety and PERRP Injury and Illness Recordkeeping. The objective of this course is to help with guidance in compliance with PERRP.

### THE PEOPLE PUZZLE

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 style-flex with others more effectively.

### TEACHING YOUR KIDS ACCOUNTABILITY *(New)*

Parents will learn to identify what it takes to be a responsible, but not overbearing, parent. In addition, this program addresses important decision-making and problem-solving skills. Participants will also have an opportunity to learn and practice realistic communication skills that work with kids from young children through school age.

### WOMEN'S WAYS OF LEADERSHIP: MAXIMIZING YOUR LEADERSHIP POTENTIAL

Success as a leader depends on the effective combination of several factors. This workshop will help participants identify and affirm individual strengths that support their leadership roles and professional aspirations.

### WORKER'S COMPENSATION 101 *(New)*

This interactive course will provide an understanding of the core concepts of workers' compensation. You will gain an understanding on reporting best practices and the required paperwork/information needed regarding the initial claim process. *(For supervisors and employees on agency safety teams only).*

### COMPUTER CLASSES

Our computer classes fill very quickly, please keep this in mind when you register for the classes below. Also please make every effort to attend on your scheduled date of training. Thank you.

### MICROSOFT OFFICE 365 EXCEL: BASICS *(New)*

This workshop will introduce learners to the most common Excel functions. Users will engage in hands-on learning to create spreadsheets by entering data into cells; work with formulas, use relative and absolute cell references and create charts.

### MICROSOFT OFFICE 365 EXCEL: INTERMEDIATE *(New)*

This workshop will engage users to enhance their new skill-sets learned in Excel Basics class. More hands-on practice to reinforce learning is expected. Users will create formulas that use built-in functions for advance analysis.

### MICROSOFT OFFICE 365 EXCEL: PIVOT TABLES BASICS *(New)*

This workshop will introduce learners to the functionality and structure of building a PivotTable report. This built-in Excel tool allows you to sort, filter, group, count, summate, and format data easily and efficiently. Join the fun!

### MICROSOFT OFFICE 365 EXCEL: PIVOT TABLES INTERMEDIATE *(New)*

Now that you are comfortable with the basics, take your skill-set to the next level. Users will practice hands-on learning activities to apply many formatting features; create Pivot Charts; and tackle different scenarios to reinforce learning.

### MICROSOFT OFFICE 365 WORD: BASICS *(New)*

This workshop will introduce learners to the most common Word functions. Users will work with setting tabs and margins; learn basic business document structure & page layout; saving, opening and editing documents; all the way to inserting graphics, tables and using spell checker.

### MICROSOFT OFFICE 365 WORD: INTERMEDIATE *(New)*

This workshop will engage users to enhance their new skill-sets learned in Word Basics. Users will insert headers and footers, and page numbers in documents. Users will edit text, create bullet lists, practice advanced formatting, use text boxes; insert objects, editing and formatting objects; and use document templates.

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## CONTACT INFORMATION & HOW TO REGISTER FOR CLASSES

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Franklin County Department of Human Resources  
Office of Learning & Staff Development  
Humera Khokhar, Sr. HR Administrator  
373 S. High Street, 25th Floor - Columbus, OH 43215  
(614) 525-6224 office

All workshops will be taught by our OLSD staff and partners. Please contact us via email at: [Training@franklincountyohio.gov](mailto:Training@franklincountyohio.gov) for more information and special requests.

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### Steps to Register For Classes on the County Portal:

1. Preview the training calendar for topics of interest.
2. Click on the "Training Registration" link at; <https://portal.co.franklin.oh.us/hr/training/>
3. Complete the Training Registration Request Form with your contact information, your Supervisor's information and the classes that meet your needs and fit your work schedule.
4. Make sure to get your supervisor's approval.
5. Press REGISTER and the Training Registration Desk will send you a Confirmation Email.

Thank you!

We look forward to seeing you in the training workshops you've selected.

All training classes are held on the 25<sup>th</sup> floor at 373 S. High Street, in the HR Training Room and Meeting Room B, unless otherwise specified.

### Do you have a course suggestion?

We welcome your suggestions so that we can better serve the needs of Franklin County employees. Please email your training course suggestions to <mailto:training@franklincountyohio.gov?subject=New Class Idea>

The screenshot shows a web-based registration form titled "Training Registration Request". At the top, it says "Employee Information" and lists fields for First Name, Last Name, Agency, Employee Phone (with area code), Employee Title, and Employee Email. Below that is "Supervisor Information" with fields for Supervisor First Name, Supervisor Last Name, Supervisor Phone (with area code), and Supervisor Email. There is a section for "Specific Information" asking if the user requires ADA accommodations and if a representative will contact them. The "Class Selection" section includes dropdown menus for Class 1, Class 2, and Class 3. A "Comments" text area is at the bottom, followed by a "Register" button.

