The County Trainer

The Office of Learning & Staff Development (OLSD) is pleased to present its training schedule for May and June 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...

Burnout Prevention

If constant stress has you feeling helpless, disillusioned, and completely exhausted, you may be on the road to burnout. When you’re burned out, problems seem insurmountable, everything looks bleak, and it’s difficult to muster up the energy to care, let alone take action to help yourself. The unhappiness and detachment caused by burnout can threaten your job, your relationships, and your health. There are plenty of things you can do to regain your balance and start to feel positive and hopeful again.

- **Try to Find Value in Your Work:** Always focus on how your role helps others, or provides a much-needed product or service. Focus on aspects of the job that you do enjoy. Changing your attitude towards your job can help you regain a sense of purpose and control.

- **Take a Daily Break from Technology:** Set a time each day when you completely disconnect. Put away your laptop, turn off your phone, and stop checking email.

- **Set Aside Relaxation Time:** Relaxation techniques such as yoga, meditation, and deep breathing activates the body’s relaxation response, a state of restfulness that is the opposite of the stress response.

- **Get Plenty of Sleep:** Feeling tired can exacerbate burnout by causing you to think irrationally. Keep your cool in stressful situations by getting a good night’s sleep.

- **Take Time Off:** If burnout seems inevitable, try to take a complete break from work. Go on vacation, ask for a temporary leave-of-absence, anything to remove yourself from the situation. Use the time away to recharge your batteries and pursue other methods of recovery.

- **Find Balance in Your Life:** Focus on the parts of your life that bring you joy. Creativity is a powerful antidote to burnout. Try something new, start a fun project, resume a favorite hobby, or do voluntary work. Being helpful to others delivers immense pleasure and can help to significantly reduce stress as well as broaden your social connections. Here at Franklin County Board of Commissioner’s we have our volunteer program known as the Volunteer Initiative Plan (VIP). The intent of this program is to create community engagement opportunities for Board of Commissioner employees that are meaningful, purposeful and help those in need. For more information, click [http://franklincounty1.volunteerlocal.com/volunteer/](http://franklincounty1.volunteerlocal.com/volunteer/). While it’s important not to take on too much when you are facing overwhelming stress, helping others doesn’t have to involve a lot of time or effort. Even small things like a kind word or friendly smile, or a few hours of voluntary work can make you feel better and help lower stress.

**Plan Your Day:** At the end of each day, take five minutes to write, evaluate and plan the day ahead. Consider it a brain dump so you leave what you would usually take home. Now you can leave the office with clarity as to how you are going to handle tomorrow’s tasks for maximum productivity. On top of that, your subconscious will get to work on coming up with solutions on how to best manage any challenges you might face.

**Change Your Environment:** Sitting at your desk all day is not only bad for stress—it’s a disaster for your overall health. Best practice suggests getting up at least once an hour for two minutes. If stress levels are high—get some fresh air, go for a walk but get yourself away from that desk to break any negative emotions bubbling beneath the surface.

**Adopt a Solution-Focused Mindset:** Problems will always arise. How you respond to them is what matters. Focusing on what happened, placing blame, or allowing yourself to get worked up, will only increase and prolong stress. What is done cannot be undone. The only question you should be asking yourself is, “what is the solution?” Once you have figured that out—execute on it.

**Communicate:** Communicate to your manager or colleagues if something is not working out for you. Do not get caught up in the heat of the moment. Even though it might not be fun, asserting yourself will be rewarding and the conversation in itself will be liberating.

**BURNOUT PREVENTION IN THE WORKPLACE MINI QUIZ**

★ True or False: Burnout is not caused solely by stressful work or too many responsibilities. Other factors contribute to burnout, including your lifestyle and personality traits.
   A. True
   B. False

★ True or False: Employees who enjoy coming to work will burn out far less frequently than those who dislike their job.
   A. True
   B. False

★ True or False: Open communication is not a real good way of reducing job related stress and burnout.
   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 (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 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.

10 Skills Needed to Provide Excellent Customer Service in Franklin County

★ 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

Anger Management—REFRESHER
Learn to control and respond to anger effectively for positive results.

Are You Non-Verbal’s Showing the Way you Think?
Positively present yourself nonverbally to others when interacting and learn how to interpret others’ nonverbal behavior.

Building Trust in the Workplace
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.

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.

Creating Harmony Between Generations at Work (New)
Today’s workplace dynamics are rapidly changing. It’s possible for one workplace to have four different generations on the same team sharing the same space. Because different generations bring their own values, rules, and styles, that can sometimes lead to conflict or unproductive competition. This program can help participants understand generational differences — and get tips for creating a harmonious work environment.

Effective Leadership
This course will teach the participants techniques of true leadership and influence. After attending this course, participants will be able to build the confidence necessary to take the lead.

Emotional Intelligence
In this Emotional Intelligence course, learn the ability to identify and manage your own emotions and the emotions of others.

Ethics—REFRESHER
Ethics is a necessary part of the decision-making process for everyone, from manager, supervisor, and employee. In this ONE-HOUR ethics refresher course, employees examine three important aspects of ethical decision making: appearance, documentation, and opportunity.

Executive Communication Skills
In this course, participants will be shown how to apply advanced verbal and written communication techniques in the context of executive level communication.

Dealing with Difficult People
This course will help participants learn crucial conflict management skills, specifically dealing with difficult people.

Diffusing Difficult Behavior
Participants will learn crucial conflict management skills, including how to address and redirect unproductive behavior.

How to Create Healthy Workplace (New)
This course empowers employees to take action. This session will share how to focus on the positive while using respectful communication, employing problem-solving skills, valuing differences and actually having fun. Participants will work in teams to develop workplace plans to apply to their individual situations.

Leading Effective Meetings for Problem Solving
This course will help participants learn active listening skills to facilitate the exchange of ideas in meetings and presentations. They will also help participants organize their ideas to create coherent and convincing oral presentations from a leadership standpoint.

Managing Employee Engagement
Are your employees excited about coming to work every day? Are they giving you their best efforts? This session, based on author Patrick Lencioni’s book “Managing Employee Engagement” provides strategies on how to maximize employee potential. This topic offers leaders the framework and tools they need to build an engaged, fulfilled workforce.

Peer to Boss
Transitioning from “coworker” to “boss” can be a lonely journey that leads to unique challenges for new managers. Learn tips and tricks to make the transition as smooth as possible.

Preventing Burnout (New)
Today, work/life balance can be difficult, and many people feel pressured to work faster, harder and longer hours. This can lead to burnout, resulting in decreased productivity and dissatisfaction, among other things. Attendees will examine causes of burnout and potential solutions along with ideas to decrease the likelihood of experiencing burnout.

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.

The Attitude Day Spa
Create a more dynamic, loyal and energized workforce with the skills you will learn in the workshop.

The 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.

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.

Teamwork
This course can help participants learn useful collaboration tools designed to maximize their team’s productivity, communication and overall customer happiness.

Unconscious Bias (New)
Are we on top of our biases, or might we be harboring some prejudices that lie outside of our awareness? This program will define unconscious bias and give us a framework in which to understand it. With numerous discussion opportunities, participants will explore biases; examine the conflict that arises between one’s natural inclination to categorize and the conscious drive towards diversity; look at how unconscious bias is measured; and identify ways to overcome these biases.
The Office of Learning and Staff Development is pleased to make the diverse training opportunities covered in this calendar available to Franklin County employees. Topics vary from self-improvement issues such as: How to Create Healthy Workplace, The Attitude Day Spa to vital core topics like Multicultural Awareness, Safety and Wellness, Sexual Harassment and Anger Management Refreshers.

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.

**STEP 1 TO REGISTER FOR CLASSES ONLINE**

1. Preview the training calendar for topics of interest
2. Get supervisor’s approval
3. Click on the "Training Registration" link: https://portal.co.franklin.oh.us/hr/training/
4. Complete the fillable form with your contact information, the classes that meet your needs and fit your work schedule.
5. Press submit and we will send you a Confirmation Email.

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

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