

Franklin County Department of Human Resources
Office of Learning & Staff Development
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November & December 2018



The Office of Learning & Staff Development (OLSD) is pleased to present its training schedule for November and December 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 emotional intelligence; email etiquette; how to manage your work energy smartly; building self-esteem; 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...

A Case for Kindness in the Workplace

World Kindness Day occurs on November 3; it's a time to encourage random acts of kindness for friends, family, colleagues, and even strangers. However, showing kindness shouldn't be limited to a single day. Some common benefits of benevolence, include increasing energy, happiness, and serotonin levels while lowering stress, anxiety, and blood pressure. While spreading kindness is good, it's better to find simple ideas on a daily basis. Here are five ways you can carry on workplace goodwill, even after World Kindness Day.

Showing Gratitude: A simple "thank you," makes us all feel appreciated about our work and encourages us excel. Offer your gratitude with a sincere smile, and express why the action was so helpful or important. Explain how a difference was made, and return the favor with sincerity and thanks.

Greeting with a Hello and Goodbye: A quick "Goodmorning" and "Bye" will make all the difference in a day. Human interaction is crucial and will help create a positive environment. The next time you're going into the office, make it a point to greet others with eye contact, a smile, and a question about the day. Start the day on a positive note with a quick courtesy.

Remembering Names: Taking the time to learn names will personalize your interactions, creating mutual respect and a friendlier workspace. This creates mutual respect between coworkers, and building staff too.

Helping Hand: If you know a colleague's strengths and weaknesses, use this as an opportunity to lend a hand. For instance, if a coworker is amazing at creating PowerPoint presentations, but not so much at public speaking and you are great at speeches, then team up, and incorporate them

into the presentation and highlight their skills.

Stop Rumors: If you hear negative talk or gossip about a coworker in (or outside) the office, then intervene. Rumors are detrimental, no matter how small. Combat negativity with kind words about others, and strive to appreciate the positive in everyone.

World Kindness Day can inspire a common practice all year round. Currently, there are 40 nations out of the 195 countries in the world who are actively trying to spread kindness to their citizens. By showing selflessness and goodwill around us, we can make an impact on the environment closest to us, then expand. A single smile and "hello," can go a long way. [Source:www.huffingtonpost.com](http://www.huffingtonpost.com)



NOVEMBER 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
			1 *Sexual Harassment 9:00-12:00 -NHE220.195 HR Training Rm	2 MS Excel 2013: Intermediate – 9:00 - 12:00 E176.302 – HR Training Rm
5 CPR 9:00-12:00 E603.020 - MRB	6 Email Etiquette - Communication for Results E312.702 9:00 - 12:00 -HR Training Rm <hr/> Effective Leadership NH 116.004 1:00 -4:00 HR Training Rm	7 Dealing with Difficult People – NH117.004 9:00-12:00 -HR Training Rm	8 *CRASE – E236.040 9:00-12:00 – HR Training Rm <hr/> *Multicultural Awareness NHE210.191 - 1:00 -4:00 HR Training Rm	9
12 	13	14 The People Puzzle: Understanding the Four Tendencies at Work – E253.201 – 9:00 - 12:00 HR Training Rm	15 Verbal Self-Defense E263.008 – 9:00 - 12:00 HR Training Rm	16
19 *Safety & Wellness - E231.150 1:00 - 4:00 - HR Training Rm	20 *Customer Service NHE285.199 9:00 - 12:00 - HR Training Rm	21 How to Manage Your Work Energy Smartly (NEW) S504.001 9:00 - 12:00 - HR Training Rm	22 	23
26	27 Executive Communication Skills NH118.004 9:00 - 12:00 - HR Training Rm	28 *Ethics NHE240.194 1:00 - 4:00 - HR Training Rm	29 Building Self-Esteem & Self-Confidence E281.010 – 9:00 - 12:00 HR Training Rm <hr/> Teamwork NH119.004 9:00 - 12:00 - MRB	30

Why Kindness in the Workplace?

Kindness is defined as the quality of being friendly, generous, and considerate. When you consider those traits, it starts to seem obvious that kindness should form the baseline of any civil workplace exchange. Let's imagine what would happen if every employee and employer took a kinder approach to every conversation, interaction, or decision. Here are three positive outcomes of more kindness at work and how they impact engagement.

- ★ **Kindness creates positivity.** Being kind releases dopamine in the brain. This feel-good neurotransmitter gives you a natural high, making you feel happier and more positive. **How does this impact engagement?** Positive employees (and positive leaders) build teams and places where people actually want to work. It's not about perks and playtime, it's about creating projects and purpose that people can really tap into and want to be a part of.
- ★ **Kindness creates meaningful connections in the workplace.** Single acts of kindness often start a ripple effect, as others (both recipients and observers) embrace the positivity produced, and share kindness themselves. **How does this impact engagement?** Small and random acts of kindness passed on from one person to another make meaningful connections in the workplace. They're the building blocks of a caring, happy, and thoughtful environment where people can be delighted not deflated.
- ★ **Kindness boosts productivity.** Research studies have found that teams in respectful environment possess 26% more energy, are 30% more likely to feel motivated and enthusiastic about acquiring new skills and being exposed to new ideas, express 36% more satisfaction with their jobs, and are 44% more committed to their organizations. **How does this impact engagement?** Workplaces with low levels of incivility have more vital, energized, and motivated employees. These employees do more within the organization, benefiting bottom line, customers, and of course, employees themselves. A little bit of kindness goes a long way.

If you truly want to achieve employee engagement, the solution lies in your culture. Frequent, meaningful acts of kindness and shifts in attitude at every level in the workplace will lead to more engaged and connected team members. Try being friendly, generous, or considerate today. It's not that hard to do.

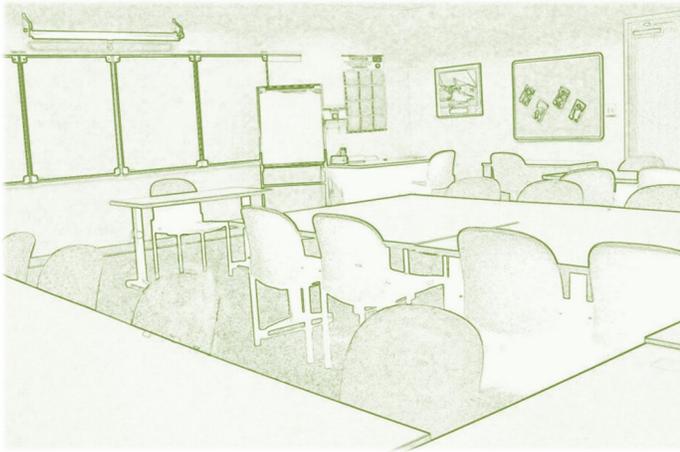
Source: <https://blog.jostle.me/blog/a-case-for-kindness-in-the-workplace>

DECEMBER 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3 	4 Are Your NonVerbals Showing the Way You Think? – E251.212 9:00 - 12:00 –HR Training Rm <hr/> *Sexual Harassment NHE220.196 1:00 - 4:00 HR Training Rm	5 Emotional Intelligence NH120.004 9:00-12:00 - HR Training Rm <hr/> CPR E603.021 9:00-11:00 - MRB	6 *Multicultural Awareness NHE210.192 9:00 -12:00 - HR Training Rm	7 Introduction to PowerPoint - E167.603 9:00-12:00 - HR Training Rm
10 *Safety & Wellness 101 E231.151 - 1:00 -4:00 HR Training Rm	11 *Customer Service NHE285.200 9:00 -12:00 – HR Training Rm <hr/> Building Trust in the Workplace (NEW) S506.001 1:00-4:00 HR Training Rm	12 Leading Effective Meetings - NH121.004 9:00-12:00 - HR Training Rm <hr/> *CRASE – E236.041 1:00-4:00 – HR Training Rm	13 How to be Happy, Healthy, & Helpful at Work - E243.002 9:00-12:00 – HR Training Rm <hr/> Diffusing Difficult Behavior - NH122.004 1:00-4:00 - HR Training Rm	14
17 	18 *ETHICS - NHE240.195 9:00-12:00 - HR Training Rm	19 The Leadership Secrets of Santa Claus -S515.003 9:00-12:00 - HR Training Rm <hr/> Peer to Boss -NH123.004 1:00-4:00 - HR Training Rm	20 MS Excel 2013: Basics - E175.305 9:00-12:00 - HR Training Rm	21
24 	25 	26 	27 	28
31 	  <p>When in doubt go to Training!</p>			

KINDNESS IN THE WORKPLACE MINI QUIZ

- ★ True or False: People in smaller organizations who probably run into one another, and talk about personal life details more often reported greater levels of compassion than people in larger organizations.
 - A. True
 - B. False
- ★ True or False: Research in compassion and kindness increasingly associates it with improvements to health, psychological well-being and interpersonal functioning.
 - A. True
 - B. False
- ★ True or False: Kindness at workplace does not help in motivating employees, and reducing attribution.
 - 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 (ALERT) 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

Are Your Non-Verbals Showing the Way You Think?

Positively present yourself nonverbally to others when interacting and learn how to interpret others' nonverbal behavior.

Building Self-Esteem & Self-Confidence

This workshop is designed to enhance self-esteem as it relates to job performance.

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.

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.

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.

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.

Emotional Intelligence

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

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.

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.

#MyHappiness@work: How to be Happy, Healthy and Helpful at Work

Job satisfaction is something we have a weird tendency to file away for later. In less-wonderful moments, we stare daggers at the cubicle wall and think, if only had a better title/salary/manager, I'd be enjoying this more. So prepare to have your mind blown: When it comes to work happiness, you are already the boss. Attend this workshop to jumpstart your happiness battery.

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.

Teamwork

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

The Leadership Secrets of Santa Claus

This is the perfect holiday workshop for leaders at all levels. Participants will discover ways to accomplish "big things" by giving employees clear goals, solid accountabilities, ongoing feedback, coaching and recognition. These are the leadership traits of the Santa Claus in each of us! This is truly the gift that keeps on giving all year long.

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.

Verbal Self-Defense

This class teaches you how to recognize several communication styles and many common verbal attacks, and how to deflect those attacks and avoid verbal violence. If you've had trouble being understood, this may help you find more effective methods. And it will help you know if you have unknowingly been attacking people with your words.



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: Introduction to PowerPoint

This workshop is designed for employees who are interested in learning the skills needed to create and modify basic presentations. Activities include; formatting text to enhance clarity, adding graphical objects, embedding video/audio, plus more.)



*New Courses

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.

How to Manage Your Work Energy Smartly

Take a look at the different types of work you're doing; from managing email, producing reports, to running meetings and the list goes on. Are you creating a high energy workplace? This workshop will analyze different types of work and energy levels needed for maximum results.

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 with the "Training Registration Request" form. The form includes sections for Employee Information, Supervisor Information, Specific Information, and Class Selection. A "Register" button is located at the bottom right of the form.

Franklin County
Employee Intranet Portal
WF Ready

Training Registration Request

* Denotes required field

Employee Information:

* First Name:
* Last Name:
* Agency:
* Employee Phone (with area code):
Employee Title:
* Employee Email:

Supervisor Information:

Did your supervisor approve this training request? Yes Pending

* Supervisor First Name:
* Supervisor Last Name:
* Supervisor Phone (with area code):
* Supervisor Email:

Specific Information -
No is assumed unless you check "yes"

Do you require ADA accommodations? Yes No
A representative will contact you when your registration is processed.

Class Selection:

* Class 1:
Class 2:
Class 3:

Comments: