



THE COUNTY TRAINER

Bi-Monthly Newsletter & Calendar

July - August 2019

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 July and August calendar. Thank you.

Spotlight training topic:

How to Rekindle Your Relationship with WORK

Your professional life, just like your personal life, is a work in progress. When you start a job, it's all new and exciting. You may find yourself easily overlooking imperfections and dismissing signs that call this new arrangement into question.

You may begin to wonder if the grass is greener on the other side. Before you call it quits and start sending out your resume, give yourself the opportunity to reconnect with some of the reasons you loved the job in the first place. Sometimes it's not about changing your employment, but changing your perspective and making a genuine attempt to improve things where you are.

Here are time-tested tips to reignite your interest in your work.

Engage In Self-Reflection.

Take time to reflect on your professional life, assess your accomplishments, outline your goals and pinpoint specific incidents that have impacted your attitude toward work. It makes it easier to come up with a plan to address the issues, either with individuals or with yourself.

Practice Gratitude.

One of the simplest yet most profound things you can do to reframe your relationship with your job is to identify all the good things about it. What you focus on grows. The more positivity you look for, the more you will find

Talk To The Boss.

Be ready to have a candid discussion with your boss where you highlight your strengths and contributions and ask to tackle new assignments. Once you have discussed it, put a plan in place.

Shake Things Up.

Switch things up to breathe new life into your workday. If you always eat lunch with the same people, pick a day of the week when you invite a colleague you don't know very well to join you instead. If you rarely leave your desk, force yourself to go outside and take a 10-minute walk. If you always approach your work in a certain order, try looking at tasks through new eyes to help you mix things up. You may find that a little variety is exactly what you need to reinvent your relationship with work.

Learn Something New.

The best way to tackle this roadblock is to invest in continuing education and development opportunities. Talk to your boss about available trainings or certifications that will benefit you and the organization.

Visit the BUSINESS NEWS DAILY webpage for more tips and suggestions.

Article by Paula Fernandes, Contributing Writer

<https://www.businessnewsdaily.com/11269-rekindle-love-of-work.html>

JULY 2019

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1	2	3	4 HOLIDAY OFFICE CLOSED 	5
8 SAFETY & WELLNESS 101 E231.158 1:00 - 4:00pm HR Train. Rm. <small>CORE CLASS</small>	9 CPR TRAINING - E603.028 9:00 - 12:00 - MRB POSITIVE IMPACT NH100.006 9:00 - 12:00 HR Train. Rm. CRASE - E236.052 1:00 - 4:00pm HR Train. Rm. <small>CORE CLASS</small>	10 MICROSOFT EXCEL BASICS E175.309 9:00 - 12:00 HR Train. Rm.	11 COMPASSION FATIGUE & SELF CARE S501.912 9:00 - 12:00 HR Train. Rm. ACHIEVING WORK/LIFE BALANCE NH103.005 1:00 - 4:00pm HR Train. Rm.	12
15	16 SEXUAL HARASSMENT AWARENESS NHE220.205 9:00 - 12:00 HR Train. Rm. <small>CORE CLASS</small>	17 MICROSOFT EXCEL PIVOT TABLES INTERMEDIATE E179.401 9:00 - 12:00 HR Train. Rm. <small>NEW</small>	18 CHANGE MANAGEMENT: Getting Past, "That's The Way We've Always Done It" NH102.005 9:00 - 12:00 HR Train. Rm.	19 THE FUNDAMENTALS OF CLERICAL SUPPORT SKILLS E150.009 9:00 - 12:00 HR Train. Rm.
22	23 MULTICULTURAL AWARENESS NHE210.199 9:00 - 12:00 HR Train. Rm. <small>CORE CLASS</small>	24	25 ARE YOUR NON-VERBALS SHOWING THE WAY YOU THINK? - E251.214 9:00 - 12:00 HR Train. Rm. CUSTOMER SERVICE NHE285.207 1:00 - 4:00pm MRB <small>CORE CLASS</small>	26 MICROSOFT WORD INTERMEDIATE E163.901 9:00 - 12:00 HR Train. Rm.
29	30 CREATIVITY: Finding Your Possibilities in the Workplace NHE101.006 9:00 - 12:00 HR Train. Rm.	31 ETHICS NHE240.202 9:00 - 12:00 HR Train. Rm. <small>CORE CLASS</small>	<p><i>"Everyone shines, given the right lighting."</i> — Susan Cain</p> 	

AUGUST 2019

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
			1 STRESS MANAGEMENT NH104.006 1:00 - 4:00pm HR Train. Rm.	2
5	6 SAFETY & WELLNESS 101 - E231.159 9:00 - 12:00 HR Train. Rm. <hr/> SEXUAL HARASSMENT AWARENESS <small>CORE CLASS</small> NHE220.206 1:00 - 4:00pm HR Train. Rm.	7 THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE S302.508 9:00 - 12:00 HR Train. Rm.	8 REINVENT YOURSELF: Building an Approachability Action Plan – E472.007 9:00-12:00 HR Train. Rm. <hr/> LOSE THE DRAMA NH105.006 1:00 - 4:00pm HR Train. Rm.	9
12	13 CRASE - E236.053 <small>CORE CLASS</small> 9:00 - 12:00 HR Train. Rm. <hr/> MULTICULTURAL AWARENESS <small>CORE CLASS</small> NHE210.200 1:00 - 4:00pm HR Train. Rm.	14	15 ACCOUNTABILITY & SELF-DIRECTION NH117.006 9:00 - 12:00 HR Train. Rm.	16 MICROSOFT EXCEL BASICS E175.310 9:00 - 12:00 HR Train. Rm
19	20 CPR TRAINING - E603.029 9:00 - 12:00 – MRB <hr/> CUSTOMER SERVICE <small>CORE CLASS</small> NHE285.208 9:00 - 12:00 HR Train. Rm.	21	22 CAN WE TALK? Improving Personal and Organizational Communication - E250.051 9:00 - 12:00 HR Train. Rm. <hr/> ETHICS <small>CORE CLASS</small> NHE240.203 1:00 - 4:00pm MRB	23 MICROSOFT EXCEL PIVOT TABLES BASICS E179.304 9:00 - 12:00 HR Train. Rm.
26	27 TIME MANAGEMENT NH106.006 9:00 - 12:00 HR Train. Rm.	28	29 BUILDING SELF-ESTEEM & SELF-CONFIDENCE E281.012 9:00 - 12:00 HR Train. Rm.	30 MICROSOFT EXCEL INTERMEDIATE E176.305 9:00 - 12:00 HR Train. Rm.

HAVE YOU COMPLETED YOUR CORE CLASSES? COURSE DESCRIPTIONS

- *New employees must complete the six (6) core classes during their the first year of employment with Franklin County*
- *All employees with three (3) plus years of service take 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.

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.

Skills Needed to Provide Excellent Customer Service in Franklin County

- | | |
|------------------------------------|---------------------------|
| ★ Verbal and Written Communication | ★ Team Player Attitude |
| ★ Technical Proficiency | ★ Problem Solving Ability |
| ★ Organization | ★ Multitasking Ability |
| ★ Flexibility | ★ Willingness to Learn |
| ★ Patience | ★ Positive Work Ethic |

ELECTIVES COURSE DESCRIPTIONS

ACCOUNTABILITY AND 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.

ARE YOUR 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 SELF-ESTEEM AND SELF-CONFIDENCE

Improving your self-image, like improving any skill, takes time and practice. Developing good self-esteem involves encouraging a positive (but realistic) attitude toward yourself and the world around you and appreciating your worth, while at the same time behaving responsibly towards others. This workshop offers practices to improve your self-image for workplace success.

CAN WE TALK? IMPROVING PERSONAL & ORGANIZATIONAL COMMUNICATION

Gain knowledge and skills to communicate effectively in organizational settings.

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.

COMPASSION FATIGUE AND SELF CARE

Compassion fatigue can develop slowly over time in response to serving those in need. The key to a long and satisfying career is to acquire a deeper understanding of Compassion Fatigue and develop a positive resilience. This workshop is an introduction to the topic of compassion fatigue and burnout.

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 IN THE WORKPLACE

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

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 small talk.

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.

REINVENT YOURSELF: BUILDING AN APPROACHABILITY ACTION PLAN

Is it time to refresh your approachability factor? Do you desire to improve interactions with co-workers, customers, and management? This class offers participants practical steps to develop approachability as a personal skill. You will discover that being approachable means more than a smile.

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 FUNDAMENTALS OF CLERICAL SUPPORT SKILLS

The role of clerical support is frequently like the role of a juggler – whatever needs to be done is completed when it needs to be done – by you! There are a variety of skills that are part of clerical support workers' job descriptions, such as typing, assisting customers, and answering the telephone. Other skills include getting along with people, using appropriate language, and being aware of safety issues at the office. This course is designed to give you an overview of these skills.

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.

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.

COMPUTER CLASSES

MICROSOFT EXCEL BASICS

This workshop introduces the basic features of the Excel program. Engage in hands-on-learning to enter and edit data, create formulas, and learn the seven steps to create spreadsheets, plus more.

MICROSOFT EXCEL 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 PIVOT TABLES BASICS

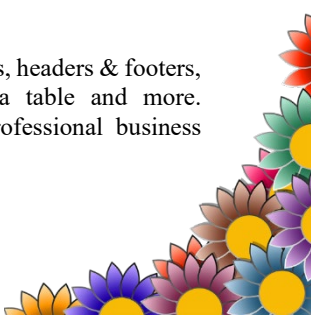
Participants will learn and practice how to create basic pivot tables. This special Excel tool allows you to sort, filter, group, count, summate, and format data easily and efficiently. Join the fun!

MICROSOFT EXCEL PIVOT TABLES INTERMEDIATE

Now that you're comfortable with the basics, take your skills to the next level. Students will work heavily on hands-on activities to explore the variety of features within Pivot Tables and tackle different scenarios for when to use them.

MICROSOFT WORD INTERMEDIATE

Learn intermediate skills such as; TAB settings, headers & footers, use Find & Replace, mail merge, insert a table and more. Participants will practice skills to create professional business documents.



CONTACT INFORMATION & HOW TO REGISTER FOR CLASSES

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 for more information and special requests.

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 25th 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 the 'Training Registration Request' form on the Franklin County Employee Internet Portal. The form is titled 'Training Registration Request' and includes a note: '* Denotes required field'. It is divided into several sections: 'Employee Information' with fields for First Name, Last Name, Agency (a dropdown menu), Phone (with area code), Employee Title, and Employee Email; 'Supervisor Information' with fields for Supervisor First Name, Supervisor Last Name, Supervisor Phone (with area code), and Supervisor Email, plus checkboxes for 'Did your supervisor approve this training request?' with options 'Yes' and 'Pending'; 'Specific Information - No is assumed unless you check "yes"' with a checkbox for 'Do you require ADA accommodation?' and 'A representative will contact you when your registration is processed.'; 'Class Selection' with three rows for Class 1, Class 2, and Class 3, each with a text input field and a selection icon; and a 'Comments' section with a large text area and a 'Register' button at the bottom right.