

Course and Competency Grid

FALL 2019 and SPRING 2020

Course Titles

Competencies

	Customer Focus	Technically Knowledgeable	Problem-Solver and Decision-Maker	Effective Communicator	Team Builder	Planner and Organizer	Interpersonally Effective	Initiator / Change Agent	Innovator	Flexible / Adaptable	Accountable	Skill & Career Development Coach	Politically Astute	Resilient	Results-Oriented	Ethical	Strategic Thinker
Career/ Life Planning																	
Career Planning and Development (For Any Employee)			X			X		X						X			X
Networking for Success (For Any Employee)			X	X			X	X									X
Nuts and Bolts of Applying for a County Position (For SM County Employees Only)						X									X		
Presenting Yourself Effectively in a Civil Service Interview Process (For Any Employee)			X	X			X	X						X			X
Stepping Up and Leading Up Academy (For SM County Employees Only)			X	X			X								X		X
Workplace Success (For Any Employee)				X				X						X	X		
Computer Training																	
Excel Introduction - Office 365 (For Any Employee)		X															
Excel Intermediate - Office 365 (For Any Employee)		X															
Excel Advanced - Office 365 (For Any Employee)		X															
Excel Calculations - Office 365 (For Any Employee)		X															
OneNote - Office 365 (For Any Employee)		X															
Outlook Essentials - Office 365 (For Any Employee)		X															
PowerPoint Introduction- Office 365 (For Any Employee)		X															
PowerPoint Advanced - Office 365 (For Any Employee)		X															
Publisher - Office 365 (For Any Employee)		X															
Word Introduction - Office 365 (Any Employee)		X															
Word Intermediate - Office 365 (For Any Employee)		X															
Word Advanced - Office 365 (For Any Employee)		X															
Customer Service																	
Active Listening (For Any Employee)	X		X	X						X			X				X
Conflict Resolution: Dealing with Difficult People (For Any Employee)	X		X	X						X			X				X
Exceptional Customer Service: Putting People First in the Public Sector (For Any Employee)	X		X	X			X			X							X
Powerful Telephone Skills (For Any Employee)	X		X	X		X	X			X							
Serving Multi-Generation Customers (For Any Employee)	X			X			X			X							
The Customer Care Approach to Customer Service (For Any Employee)	X			X			X			X							
Disaster Service Preparedness																	
ICS-100 and IS-700 (For SM County Employees Only)		X															
Diversity/Cultural Competency																	
Gender Identity, Transgender Policy, and Inclusion (For Supervisors and Managers)	X						X			X	X		X				X
How to Thrive in a Changing Diverse Workplace: Essential Strategies Every Supervisor/Manager Should Know (For Supervisors and Managers)	X																
Working with Multi-Generations at the Workplace (For Any Employee)	X		X	X	X		X			X							X

Course and Competency Grid

FALL 2019 and SPRING 2020

Course Titles

Competencies

	Customer Focus	Technically Knowledgeable	Problem-Solver and Decision-Maker	Effective Communicator	Team Builder	Planner and Organizer	Interpersonally Effective	Initiator / Change Agent	Innovator	Flexible / Adaptable	Accountable	Skill & Career Development Coach	Politically Astute	Resilient	Results-Oriented	Ethical	Strategic Thinker
Essential Supervisory Skills (ESS)																	
Essential Supervisory Skills (ESS) - Coaching for Performance and Development	X		X	X			X			X		X			X		
Essential Supervisory Skills (ESS) - Providing Effective Feedback to Guide Performance	X		X	X				X				X			X		
Essential Supervisory Skills (ESS) - Setting Goals to Achieve Performance and Development	X		X							X	X				X		
Essential Supervisory Skills (ESS) - Preparing Meaningful Performance Evaluations				X		X					X	X			X		
Finance and Administration																	
Request for Proposal/Scope of Work (For Managers Only) --- NEW		X															
LMS Basics (For LMS System Admins Only)		X															
LMS Advanced (For LMS System Admins Only)		X															
HR Management																	
Communicating Expectations (For SM County Supervisors and Managers Only)				X			X				X	X			X	X	
Difficult Conversations (For SM County Supervisors and Managers Only)			X	X			X				X					X	
Effective 1:1 Meetings (For SM County Supervisors and Managers Only)			X	X		X	X			X	X						
Employee Documentation (For SM County Supervisors and Managers Only)		X		X			X				X					X	
Employee Engagement Report Workshop (For SM County Supervisors and Managers)		X			X	X	X					X					X
Hiring, Building & Retaining a Skilled Workforce (For SM County Supervisors and Managers Only)		X	X	X		X	X				X		X		X		X
HR Basics (For SM County Supervisors and Managers Only)	X	X	X														
Labor Relations (For SM County Supervisors and Managers Only)				X	X								X				
Making Great Days at Work (For Any Employee)					X		X	X						X	X		
Managing Absenteeism (For SM County Supervisors and Managers Only)		X		X							X				X		
Managing Disabilities in the Workplace (For SM County Supervisors and Managers Only)		X															
Risk Management for the Supervisor/Manager (For SM County Supervisors and Managers Only)		X															
Leadership Development																	
ABCs of Supervising Others (For Leads, Supervisors, and Managers)				X	X	X			X		X	X					
Build Productive Teams through Improved Communication (For Leads, Supervisors, and Managers)				X	X							X			X		
Change and Innovation (For Supervisors and Managers)			X	X		X		X	X	X			X	X	X		X
Change Leadership (For Any Employee)		X	X	X	X	X	X	X		X	X		X	X	X	X	X
Coaching Others to Manage Conflict (For Leads, Supervisors, and Managers)	X		X	X	X		X	X		X		X		X		X	X
Leadership Basics (For Leads, Supervisors, and Managers)				X	X		X	X		X				X		X	
Leading Multi-Generational Teams (For Any Employee)	X		X	X	X		X										X
Mission Possible: How to Build a Trusting Workplace (For Any Employee) --- NEW				X	X		X	X		X		X					X
Political Astuteness/Savvy (For Leads, Supervisors, and Managers)	X		X	X	X	X		X			X		X				X
Skills for Collaborative Leadership (For Any Employee)			X	X	X	X	X	X		X					X		X

Course and Competency Grid

FALL 2019 and SPRING 2020

Course Titles

Competencies

	Customer Focus	Technically Knowledgeable	Problem-Solver and Decision-Maker	Effective Communicator	Team Builder	Planner and Organizer	Interpersonally Effective	Initiator / Change Agent	Innovator	Flexible / Adaptable	Accountable	Skill & Career Development Coach	Politically Astute	Resilient	Results-Oriented	Ethical	Strategic Thinker
Supervision 101: What All New Supervisors Need to Know (For Newly Appointed Leads, Supervisors, and Managers)		X	X	X	X	X	X	X		X	X	X	X	X	X	X	X
Professional Development																	
Building Effective Workplace Relationships (For Any Employee)	X			X	X		X			X			X				
Decision-Making Skills – Adapting to Uncertainty (For Any Employee)			X	X		X				X	X			X			X
Decisiveness (For Any Employee)				X			X				X						X
Develop as a Professional (For Any Employee)							X			X	X	X			X		
Developing Your Emotional Intelligence for Greater Success (For SM County Leads, Supervisors, and Managers)	X			X			X									X	
Effective Public Speaking (For SM County Employees Only)				X			X										
Emotional Intelligence Skills Training (For Any Employee)							X	X									
Enhancing Trust by Communicating with Tact and Professionalism (For Any Employee)	X			X			X				X					X	
Essentials of Project Management (For Any Employee Who Manages Projects)	X		X	X	X	X	X			X	X	X		X	X		X
Get Organized for Peak Performance (For Any Employee) --- NEW		X				X				X	X				X		
How to Be Happier at Work (For Any Employee)							X			X				X			
How Work Works (For Employees New to the Workforce) --- NEW				X	X		X			X					X		
Leading Positive Change (For Any Employee)	X			X			X	X									
Manage Your Time, Don't Let Time Manage You (For Any Employee) --- NEW		X				X		X		X	X				X		
Managing Up (For Any Employee)	X			X			X				X						X
Mastering the Communication Process (For Any Employee)	X			X			X										
Maximizing Your Personal Effectiveness (For Any Employee)	X						X			X				X			
Meetings Made Fun and Easy (For Any Employee)	X		X	X	X	X	X	X		X					X		
Putting Your Presentation Together (For Employees Who Present to Commissions, Boards, and/or Other Audiences) --- NEW		X		X		X									X		X
Relationship Management (For Any Employee)	X			X			X	X		X							X
Resolving Conflict with Difficult Personalities (For Any Employee)	X		X	X	X		X			X	X						X
Self-Care: Managing Pressure and Maintaining Balance (For Any Employee)			X			X				X				X			
Strategies for Changing Times (For Any Employee)		X		X		X	X				X		X	X			
Taking the Step Up to Supervisor (For Any Employee)		X	X		X		X				X	X	X			X	
Time Management (For Any Employee)	X	X	X									X			X		
Safety																	
Conducting Facility Safety Inspections (For Any Employee)		X															
Ergonomics for Department Ergonomics Coordinators (For SM County Department Ergonomic Coordinators Only)		X															
Ergonomics for Supervisors and Managers (For Supervisors and Managers)		X															
Fire Prevention and Fire Extinguisher Use (For Any Employee)		X															

Course and Competency Grid

FALL 2019 and SPRING 2020

Course Titles

Competencies

	Customer Focus	Technically Knowledgeable	Problem-Solver and Decision-Maker	Effective Communicator	Team Builder	Planner and Organizer	Interpersonally Effective	Initiator / Change Agent	Innovator	Flexible / Adaptable	Accountable	Skill & Career Development Coach	Politically Astute	Resilient	Results-Oriented	Ethical	Strategic Thinker
Supervisor Safety Responsibilities (For Supervisors and Managers)		X															
Health and Safety - Online Package (For SM County Employees Only)		X															
Health and Safety - Online Package (For SM County Employees Only)		X															
Written Communication																	
Better Reading and Writing (For Any Employee)		X															
Business Writing Basics (For Any Employee)		X															
Delivering Customer Service in Writing (For Any Employee)	X			X		X	X										
Editing and Proofreading (For Any Employee)		X															
Grammar and Composition Refresher for Business Writing (For Any Employee) --- NEW		X															
Memo Writing: Plan, Write, Edit (For Any Employee) --- NEW		X															
Writing for the Workplace (For Any Employee) --- NEW		X															