This annual Guide provides you with an array of diverse training opportunities to help you customize your training and skill development plan for the upcoming year.

To register for training sessions:

1. Obtain supervisor approval.
2. Contact your organization’s Training Coordinator (see page 11).

Creating a Culture of Continuous Learning
Welcome to San Mateo County's 2017-18 training offerings! We are pleased to offer these sessions to our community partners. To register for any of these sessions, obtain supervisor approval and contact your organization's Training Coordinator (see page 11).

If you have any questions about these sessions, contact Training & Development at (650) 363-4343.

**Career Planning & Development**

**Career Planning and Development (For Any Employee)**

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Room 101, 455 County Center (1st floor), Redwood City

This one-day session will assist you in programming yourself for success. Participants will: a) experience an increased awareness of self, strengths, and unique assets; b) explore and clarify personal values and their impact on career decisions; c) explore and identify motivational patterns; and d) leave with tools to further explore job/ career options.

Instructor: Recruitment Staff Fee: $230

**Networking for Success (For Any Employee) - - - NEW**

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555 Marshall St., Redwood City

In this 4-hour session, attendees will learn the essential ingredients for business networking. Additionally, attendees will learn how to: a) assess their networking skills; b) use networking to their advantage; c) identify opportunities and how to customize their approach; d) create a positive first impression; and e) start conversations and be goal-focused in their networking approach.

Instructor: Zakiya Khalfani Fee: $75

**Presenting Yourself Effectively in a Civil Service Interview Process (For Any Employee)**

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555 Marshall St., Redwood City

In this two-day session, participants in improving their skills in preparing for job interviews and understanding the County's procedures for hiring, recruitment, promotion, and transfer. Participants will learn: a) ways to effectively research vacancies; b) critical steps to take before the interview begins; c) techniques for gaining additional information about the vacancy and selection process; d) keys to effective interviews; e) valuable information on the civil service process; and f) how to create the "match" between the participant and the job.

Instructor(s): Recruitment Staff Fee: $230

**Workplace Success (For Any Employee) - - - NEW**

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555 Marshall St., Redwood City

There have been a number of studies identifying the key skills that workers need to be successful. They have been referred to as critical employability skills, soft skills, or transferrable skills. Regardless of the name, these skills are critical for workplace success. Seven of the most commonly identified skills are: Being a Productive Team Member, Flexibility, Problem-Solving, Resourcefulness, Giving and Receiving Feedback, Self-Confidence, Creative Thinking and Emotional Intelligence. Many of us possess one or more of these attributes already and perhaps all of them. This one-day session looks to take you from where you are now to a new level of understanding for the key skills that will help to make you successful at work.

Instructor: Zakiya Khalfani Fee: $125

**Computer Training**

All Computer Training sessions will be held at the Computer Training Room, 555 County Center (4th floor), Redwood City.

**Excel Introduction 2013 (For Any Employee)**

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Excel, an all-purpose number-crunching tool, is incredibly useful for tasks as simple as balancing a checkbook or as complex as modeling a new business venture. This 8-hour session will cover the basics of Excel – entering data, formatting worksheets, printing techniques, building formulas, using AutoSum, working with absolute reference, creating charts and much more.

Instructor: Kim Valdivia Fee: $100

**Excel Intermediate 2013 (For Any Employee)**

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<td>June 12 &amp; 14, 2018</td>
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Do you want to become an Excel power user? This intermediate 8-hour session is for you. You will learn how to: a) customize the Quick
Access Toolbar, work with range names, styles, conditional formatting and outlining; b) manage multiple sheet workbooks and build linking formulas; and c) sort, filter, data subtotals, and pivot tables. Other topics include SmartArt, data validation, templates, custom views and protection.

Instructor: Kim Valdivia  Fee: $100

Excel Advanced 2013  (For Any Employee)
September 25 & 27, 2017  8:30 AM-12:30 PM
October 23 & 25, 2017  8:30 AM-12:30 PM
December 11 & 13, 2017  8:30 AM-12:30 PM
January 22 & 24, 2018  8:30 AM-12:30 PM
February 20 & 22, 2018  8:30 AM-12:30 PM
March 20 & 22, 2018  8:30 AM-12:30 PM
April 23 & 25, 2018  8:30 AM-12:30 PM
May 21 & 23, 2018  8:30 AM-12:30 PM

For the experienced Excel user, this fast-paced 8-hour session will help you master the tricks for creating exciting presentation quality business charts using Excel graphing capabilities. Sharing information between Excel, Word, and PowerPoint will be demonstrated. Macros will also be covered. Tables, screenshots, themes and comments will also be discussed. Prerequisite: Excel Intermediate.

Instructor: Kim Valdivia  Fee: $100

Excel Calculations 2013  (For Any Employee)
November 6 & 8, 2017  8:30 AM-12:30 PM
May 7 & 9, 2018  8:30 AM-12:30 PM

For the experienced Excel user, this 8-hour session provides an opportunity to learn advanced techniques for creating calculations and functions. We'll show you new ways to build formulas and ways to catch errors using Range Finder, Trace Precedents and Dependents, and other tricks with the Go To command. You will learn how to use the Insert Function command for more complex functions such as IF, ROUND, VLOOKUP, DATE, text and financial functions. For more complex projects, you will learn how to use Goal Seek, Solver, Scenario Manager and Data Tables. Prerequisite: Excel Intermediate is recommended.

Instructor: Kim Valdivia  Fee: $100

Getting Up to Speed with PowerPoint 2013 - Introductory Course  (For Any Employee)
September 20, 2017  8:30 AM-12:30 PM
February 1, 2018  8:30 AM-12:30 PM

Do you need to create a PowerPoint presentation? Even if you are self-taught, you'll learn new skills and tips in this 4-hour session. We'll show you how to build slides that incorporate text, graphics, sound, and animation effects. You'll learn how to use themes and other tools to quickly make your presentation for delivery, complete with transitions and other effects. We'll also discuss design basics and tips for delivering a presentation you will be proud of.

Instructor: Susan Valladao  Fee: $50

PowerPoint Intermediate/Advanced 2013  (For Any Employee)
November 29, 2017  8:30 AM-12:30 PM
June 13, 2018  8:30 AM-12:30 PM

For experienced PowerPoint users, this 4-hour session will give you plenty of design tips and techniques to add that professional touch to your slideshow projects. You'll learn how to customize and create new slide layouts and templates, build slide libraries to collaborate with others, and use PowerPoint 2013's presentation preparation feature. You will learn how to: a) add interest to your presentations by incorporating voice over narration, music, and video; b) create action buttons to add a new level of interactivity to your slideshows; and c) create custom shows to personalize a presentation for a particular group. By the end of this session, you'll have the tools you need to create a truly effective presentation. Prerequisites: Getting Up to Speed with PowerPoint, or comparable skills.

Instructor: Susan Valladao  Fee: $100

OneNote 2013 Quick Start  (For Any Employee)
September 18, 2017  8:30 AM-11:30 AM

OneNote is a note-taking program that comes bundled with the Microsoft Office suite. In this 90-minute session, you'll learn how to take notes and organize them in your electronic notebook with pictures, tables, and charts, as well as screen clippings from the web and other programs. You'll learn how to insert external data such as documents, spreadsheets, and emails into your notes. If you plan and conduct meetings, you'll appreciate the ease with which you can create and manage meeting notes for any Outlook calendar item.

Instructor: Susan Valladao  Fee: $50

Outlook Essentials 2013  (For Any Employee) - - NEW
September 7, 2017  8:30 AM-12:30 PM
October 11, 2017  8:30 AM-12:30 PM
November 13, 2017  8:30 AM-12:30 PM
December 4, 2017  8:30 AM-12:30 PM
January 8, 2018  8:30 AM-12:30 PM
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March 1, 2018  8:30 AM-12:30 PM
March 21, 2018  8:30 AM-12:30 PM
April 2, 2018  8:30 AM-12:30 PM
April 19, 2018  8:30 AM-12:30 PM
May 8, 2018  8:30 AM-12:30 PM
May 30, 2018  8:30 AM-12:30 PM

This fast-paced 4-hour session covers all facets of sending and receiving mail in Outlook. Attaching files, organizing the inbox, creating signatures, and voting buttons are covered. You'll learn search strategies to help manage your data. Setting appointments on the calendar and setting recurring appointments and events are discussed. Scheduling a meeting, setting rules, and working with contacts are also covered. We will explore Outlook Web App to access email and calendar items away from the office.

Instructor: Susan Valladao  Fee: $50

Word Introduction 2013  (For Any Employee)
September 11 & 13, 2017  8:30 AM-12:30 PM
October 30 & November 1, 2017  8:30 AM-12:30 PM
February 5 & 7, 2018  8:30 AM-12:30 PM
April 30 & May 2, 2018  8:30 AM-12:30 PM

This 8-hour session will equip you to use the essential, robust set of tools built into Microsoft Word. You'll learn how to efficiently create, navigate and save documents, apply character and paragraph formatting, insert symbols and create basic headers and footers. Find out how to check spelling and grammar, add page breaks, work with document views and learn how to print and convert documents to PDF. Be prepared to learn many keyboard shortcuts to get your work done more quickly and efficiently!

Instructor: Susan Valladao  Fee: $100

Word Intermediate 2013  (For Any Employee)
September 26 & 28, 2017  8:30 AM-12:30 PM
November 7 & 9, 2017  8:30 AM-12:30 PM
March 12 & 14, 2018  8:30 AM-12:30 PM
May 14 & 16, 2018  8:30 AM-12:30 PM

This 8-hour session builds on the skills learned in the Word
Introduction course and presents more of the essential features of Word. You’ll learn how to take advantage of Word’s functionality to improve the appearance of your documents and save you valuable time. Topics include: a) using advanced table techniques; b) working with styles and themes to speed up document formatting; c) working with headers and footers; d) controlling text flow; and e) applying section formatting.

Instructor: Susan Valladao  Fee: $100

**Word Advanced 2013 (For Any Employee)**

October 17 & 18, 2017  8:30 AM-12:30 PM
June 19 & 21, 2018  8:30 AM-12:30 PM

An advanced knowledge of Microsoft Word lets you take advantage of powerful techniques that increase efficiency and help you quickly design sophisticated documents. In this 8-hour session, you’ll learn how to: a) customize the Word environment for quick access to often-used commands; b) record macros to complete a series of complex tasks at the touch of a key; c) integrate other programs such as Excel, PowerPoint, and Word; d) work with collaboration tools such as revision tracking and comments; e) protect your documents from changes; and f) create and modify templates and fillable forms.

**Prerequisites:** Word Intermediate or comparable skills.

Instructor: Susan Valladao  Fee: $100

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### Customer Service

**Active Listening (For Any Employee)**

December 6, 2017  8:30 AM-12:30 PM
555 Marshall St., Redwood City

June 13, 2018  8:30 AM-12:30 PM
Room 101, 455 County Center (1st floor), Redwood City

Listening is a critical competency for any position. Unfortunately, few of us have ever had any formal training in how to listen effectively. This session will help participants assess current listening skills, understand the challenges to effective listening, and develop communication behaviors that will lead to more effective personal and professional relationships.

Instructor: Jim Delia  Fee: $105

**Conflict Resolution: Dealing with Difficult People (For Any Employee)**

November 9, 2017  8:30 AM-4:30 PM
March 13, 2018  8:30 AM-4:30 PM
555 Marshall St., Redwood City

In this session, participants will learn to: a) recognize how their own attitudes and actions impact others; b) find new and effective techniques for managing negative emotions; c) develop coping strategies for dealing with difficult people and difficult situations; and d) identify those times when they have the right to walk away from a difficult situation.

Instructor: Zakiya Khalfani  Fee: $125

**Exceptional Customer Service: Putting People First in the Public Sector (For Any Employee)**

May 9, 2018  1:00 PM-5:00 PM
Room 405, 455 County Center (4th floor), Redwood City

This session is designed to help you maximize customer contact skills, handle upset internal and external customers, effectively manage problem situations, create can-do attitudes, and anticipate and exceed customer needs. Participants will learn to: a) cultivate a service and can-do attitude; b) enhance their listening skills; c) communicate effectively with customers; d) control problem situations; e) manage conflict and diffuse angry customers; f) anticipate and exceed customer needs; g) flex their communication style for greater effectiveness; and h) handle highly charged stressful situations.

Instructor: Kathye Citron  Fee: $95

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**Fundamentals of Conversational Spanish (For Any Employee)**

October 25 & 26, 2017  8:30 AM-4:30 PM
Room 405, 455 County Center (4th floor), Redwood City

March 21 & 22, 2018  8:30 AM-4:30 PM
Classroom Two, 222 W. 39th Avenue (2nd floor), SMMC, San Mateo

In this session, participants will gain basic knowledge of spoken Spanish, accomplishing such goals as simple situational interactions, self-description, correct use of greetings, and courtesy expressions. Participants will study common grammar concepts through the conversational Berlitz Method and apply them. These concepts will be taken and applied to everyday scenarios that participants encounter during their workday.

Instructor: Berlitz Language Center  Fee: $230

**Conversational Spanish in Practice: Level 2 - - - NEW (For Any Employee) (Pre-requisite: Fundamentals of Conversational Spanish)**

November 29 & 30, 2017  8:30 AM-4:30 PM
Room 405, 455 County Center (4th floor), Redwood City

April 17 & 18, 2018  8:30 AM-4:30 PM
Classroom Two, 222 W. 39th Avenue (2nd floor), SMMC, San Mateo

This second level session builds on the vocabulary and expressions previously learned. In this session, participants will increase use of Spanish in situational interactions such as self-description, greetings, giving directions, and courtesy expressions. Through role-playing and with the support of various tools, participants will learn and apply vocabulary and grammar concepts through conversation, correction, and feedback.

Instructor: Berlitz Language Center  Fee: $230

**Powerful Telephone Skills (For Any Employee)**

October 12, 2017  8:30 AM-12:00 PM
555 Marshall St., Redwood City

This 3.5-hour session is designed to assist employees in providing excellent customer service over the telephone. Participants will learn how to: a) prevent customer dissatisfaction and complaints; b) identify common strategies and consistent practices; and c) manage difficult situations and difficult callers.

Instructor: Anne Weiss  Fee: $75

**Serving Multi-Generational Customers (For Any Employee)**

April 4, 2018  8:30 AM-12:30 PM
555 Marshall St., Redwood City

Right now, you are serving four generations of customers, and the fifth is coming up fast. This session will help you: a) understand each generation’s expectations and preferences for customer service; b) appreciate what each generation values in the way of customer service and be able to deliver it; c) adapt your approach and communication style for different generations; d) be more tolerant, patient, and courteous with customers whose generation is different from yours; and e) apply the principles of emotional intelligence to multi-generational customer service.

Instructor: Patricia Haddock  Fee: $85

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▲ Part of the Customer Service Excellence certificate program. See hr.smccgov.org/certificate-programs for more information.
Diversity / Cultural Competency

How to Thrive in a Changing Diverse Workplace: Essential Strategies Every Supervisor/Manager Should Know (For Supervisors and Managers)
January 29, 2018
1:00 PM-4:00 PM
Room 101, 455 County Center (1st floor), Redwood City

This session will guide supervisors and managers in essential strategies in how to successfully navigate a diverse and multi-cultural workforce and how to thrive and promote inclusion and diversity. It will provide opportunities for supervisors to identify and overcome obstacles toward achieving their goals. This session will also cover common pitfalls that supervisors need to avoid in order to comply with Equal Employment Opportunity (EEO) laws and promote an environment supportive of diversity and inclusion.

Instructor: Michelle Park Fee: $60

Recognizing and Valuing Our Differences (For Any Employee)
January 8, 2018
8:30 AM-12:00 PM
Room 101, 455 County Center (1st floor), Redwood City

This half-day session will focus on the differences and uniquenesses we bring as individuals to the workplace. Participants will learn: a) how our differing values, talents, perspectives, and experiences can benefit the workplace; b) how our attitudes, biases, and assumptions can impact others; and c) methods and techniques to improve communication and interaction with others.

Instructor: Anne Weiss Fee: $75

Working with Multi-Generations at the Workplace (For Any Employee)
June 13, 2018
8:30 AM-12:30 PM
Room 405, 455 County Center (4th floor), Redwood City

This session helps you: a) know what makes each generation “tick”; b) identify conflicting styles, know where pitfalls lie, and have tools to handle conflict when it arises; c) communicate more effectively with people from different generations; d) reframe your perceptions to enjoy better quality relationships at work; and e) be more persuasive and flexible in interactions.

Instructor: Patricia Haddock Fee: $85

Leadership Development

ABCs of Supervising Others (For Leads, Supervisors, and Managers)
October 10, 2017
8:30 AM-4:30 PM

Delivering customer care is everyone’s job – those who directly communicate with customers and those who serve coworkers. During this session, we will cover: a) the factors that communicate customer care; b) how to develop and present a customer service attitude; c) asking the right questions and testing for understanding; d) creating and maintaining rapport using positive, other-centric language; e) handling complaints with courtesy and grace; and f) applying emotional intelligence to customer interactions.

Instructor: Patricia Haddock Fee: $85

Room 101, 455 County Center (1st floor), Redwood City
May 3, 2018
8:30 AM-4:30 PM
555 Marshall St., Redwood City

This one-day supervising training session is designed to help you overcome many of the supervising problems you may encounter in your first few weeks as a new supervisor – whether you are a team leader, a project manager, or a lead. You will learn how to: a) clarify roles and responsibilities; b) adjust to this new role with confidence and assurance; c) develop your communication skills in listening, asking questions and giving feedback; d) identify techniques for giving instructions and dealing with employee challenges such as squabbles and complaints; and e) understand the importance of developing good relationships with employees and peers.

Instructor: Zakiya Khalfani Fee: $125

Room 405, 455 County Center (4th floor), Redwood City
June 12, 2018
8:30 AM-12:30 PM

Building Focused Teams (For Leads, Supervisors, and Managers) - - - NEW
June 12, 2018
8:30 AM-12:30 PM
Room 405, 455 County Center (4th floor), Redwood City

This interactive session is designed for team leaders at all levels. The focus is on providing the knowledge and skills necessary for participants to develop their own teams quickly, effectively and consistently.

Instructor: Jim Delia Fee: $95

555 Marshall St., Redwood City
October 18, 2017
8:30 AM-12:30 PM
Room 100, 225 W. 37th Avenue (Health), San Mateo

Building and Cultivating Trust for Leaders (For Supervisors and Managers) - - - NEW
September 26, 2017
8:30 AM-12:30 PM
Room 101, 455 County Center (1st floor), Redwood City

Learn what builds and erodes trust, the benefits that are gained when trust is fostered in the workplace, and the consequences that result from a culture of distrust. Discover how listening enhances trust, and how open communication bridges the trust gap to create a workplace that engages, motivates and celebrates its employees.

Instructor: Craig Harrison Fee: $95

Room 100, 225 W. 37th Avenue (Health), San Mateo
October 18, 2017
8:30 AM-12:30 PM

Change and Innovation (For Supervisors and Managers) - - - NEW
October 24, 2017
8:30 AM-12:30 PM
February 22, 2018
8:30 AM-12:30 PM
555 Marshall St., Redwood City

By the end of this session, attendees will have identified, reviewed and learned: a) changes that impact their role and department; b) how we all react differently to change; c) how to transition...
Leadership Basics

This half-day interactive session is designed for all employees directly responsible for leading people. The focus is on providing participants with an effective foundation for developing and exercising leadership skills in order to get better and more consistent results. Participants will be provided tools to help increase self-awareness and understanding of how to influence and motivate people. The significance of generational differences in the workplace and the application of best practices will also be covered during the session.

Instructor: Jim Delia  
Fee: $105

Change Leadership (For Any Employee)

March 7, 2018  8:30 AM-4:30 PM
555 Marshall St., Redwood City

The purpose of this session is to provide participants with a clear, consistent change management/change leadership methodology. Topics will include: a) strategies and tools for leading change - before, during and after; b) change management concepts and principles; c) difference between change and transition; and d) importance of communication during a change process.

Instructor: Dianne Faieta  
Fee: $115

Coaching Others to Manage Conflict (For Leads, Supervisors, and Managers)

February 27, 2018  8:30 AM-12:30 PM
Jupiter Room, 264 Harbor Blvd., Bldg. A (Housing), Belmont

One role of a leader is to assist others in resolving conflicts they have with others. In this session you will first learn about your own preferred conflict management style by taking the Thomas-Kilmann Conflict Mode Instrument (TKI). Once you understand the different modes and their application to conflict resolution, you will practice identifying others’ styles and how best to coach them in choosing a resolution approach that fits their situation.

Instructor: Joanne Bond  
Fee: $125

Creating Successful Staff Retreats (For Supervisors and Managers) - - - NEW

December 6, 2017  8:30 AM-12:30 PM
Room 402, 455 County Center (4th floor), Redwood City
June 7, 2018  8:30 AM-12:30 PM
Jupiter Room, 264 Harbor Blvd., Bldg. A (Housing), Belmont

Many of the things we really need to get done take longer than the typical 2-hour meeting. Staff retreats can bring about changes in approach and workflows. This 4-hour session will give you tools to be able to create staff retreats that are successful and help to bolster productivity, engagement, and a positive workplace culture.

Instructor: Zakiya Khalfani  
Fee: $75

Facilitation and Meeting Management (For Supervisors and Managers)

March 20, 2018  8:30 AM-4:30 PM
555 Marshall St., Redwood City

This session is designed to help you enhance the effectiveness and productivity of your meetings by sharpening your facilitations skills. Learn how to handle many common challenges and difficult group dynamics. Participants will learn to: a) assess needs, goals, and exceptions; b) keep meetings focused with deliverables; c) work well with diversity; d) clarify roles and responsibilities; e) assure accountability; f) establish behavioral guidelines and protocol; g) use conflict and feedback constructively; and h) create group commitment and alignment.

Instructor: Elaine Schmitz  
Fee: $155

Leadership Basics (For Leads, Supervisors, and Managers)

March 28, 2018  8:30 AM-12:30 PM
Room 101, 455 County Center (1st floor), Redwood City

This half-day session will help participants understand their organizational culture, seek out opportunities, and manage conflict.
Participants will understand: a) what political astuteness is; b) what value it has to them and their programs; and c) how to develop and apply it.

Instructor: Mary Welch  Fee: $75

Skills for Collaborative Leadership (For Any Employee)
March 6, 2018  8:30 AM-4:30 PM
555 Marshall St., Redwood City

Collaborative leaders encourage growth and demonstrate empathy through communication. They also encourage buy-in when making decisions. This session will teach you how to: a) foster the conditions necessary to promote productive relationships; b) support the strategies necessary to ensure your team achieves its goals; and c) model, safeguard, promote, and reward the collaborative process consistently.

Instructor: Nicole Schapiro  Fee: $130

Supervision 101: What All New Supervisors Need to Know
(For Newly Appointed Leads, Supervisors, and Managers)
September 27, 2017  8:30 AM-4:30 PM
January 25, 2018  8:30 AM-4:30 PM
555 Marshall St., Redwood City
April 11, 2018  8:30 AM-4:30 PM
Room 101, 455 County Center (1st floor), Redwood City
June 21, 2018  8:30 AM-4:30 PM
555 Marshall St., Redwood City

In this interactive, content-rich, one-day session, participants will review the key challenges faced when a person moves into this key leadership position. The session will balance theory along with practical tools and templates that can be immediately used back at the workplace. Topics will include a practical overview of the core knowledge, skills and behaviors necessary to become effective supervisors and managers, including: a) the role of the supervisor; b) transition issues/tips; c) leadership traits; d) techniques for managing change; e) motivation; f) delivering feedback; g) dealing with negative attitudes; h) encouraging responsibility/accountability; i) the importance of credibility and trust; j) managing conflict; k) problem-solving; and l) delegation and managing your boss.

Instructor: Jim Delia  Fee: $170

Professional Development

- Building Effective Workplace Relationships (For Any Employee)
  September 20, 2017  8:30 AM-12:30 PM
  February 8, 2018  8:30 AM-12:30 PM
  Room 405, 455 County Center (4th floor), Redwood City

Building effective workplace relationships is important for getting things done and being successful in your career. This session will help participants understand what motivates people and will provide tools to: a) understand how words and body language help or hinder rapport building; b) create credibility and engender confidence from others; c) reframe events and communication to improve relationships; d) resolve conflicts and misunderstandings; e) select appropriate communication strategies; and f) understand and use business etiquette and emotional intelligence tools.

Instructor: Patricia Haddock  Fee: $85

- Creative Problem Solving (For Any Employee)
  March 14, 2018  8:30 AM-4:30 PM
  Room 101, 455 County Center (1st floor), Redwood City

This session will help participants gain a better understanding of how to recognize why problems occur. This interactive session is designed especially for participants at all classification levels who are interested in learning a structured approach to solving problems and challenges in imaginative and innovative ways. Participants will practice how to: a) define and verify problems; b) determine their root causes; c) find appropriate solutions; and d) how to implement and evaluate solutions.

Instructor: Jim Delia  Fee: $170

Credibility: How to Earn and Keep It (For Any Employee)  - - - NEW
November 28, 2017  8:30 AM-12:30 PM
May 17, 2018  8:30 AM-12:30 PM
555 Marshall St., Redwood City

Enhance your credibility through your demeanor, language, daily actions, and the reputation you build in your interactions with your supervisor and co-workers. Learn how to: a) address issues forthrightly; b) deliver bad news with empathy; c) recover from a mistake professionally; and d) model consistency in your daily practices.

Instructor: Craig Harrison  Fee: $95

Decision-Making Skills: Adapting to Uncertainty (For Any Employee)
November 9, 2017  8:30 AM-12:30 PM
Jupiter Room, 264 Harbor Blvd., Bldg. A (Housing), Belmont
April 26, 2018  8:30 AM-12:30 PM
555 Marshall St., Redwood City

This interactive session will present a structure, process, and tools to help solve problems and make proactive and timely decisions. Topics will include: a) the decision-making process; b) applying a structured approach to decision-making; c) setting the decision parameters; d) identifying the full range of choices available; e) testing the logic of the decision; and f) following up on the decision.

Instructor: Jim Delia  Fee: $105

Decisiveness (For Any Employee)  - - - NEW
September 20, 2017  8:30 AM-12:30 PM
February 7, 2018  8:30 AM-12:30 PM
555 Marshall St., Redwood City

In this session, attendees will learn the importance of: decisiveness; factors that impact decisiveness; and how to apply decision-making techniques. Additionally, attendees will discuss and review the role of risk-taking in decisiveness; techniques for analyzing alternatives; and practice decision-making by consensus.

Instructor: Dianne Faieta  Fee: $115

- Develop as a Professional (For Any Employee)
  November 28, 2017  8:30 AM-4:30 PM
  Room 101, 455 County Center (1st floor), Redwood City
  February 28, 2018  8:30 AM-4:30 PM
  555 Marshall St., Redwood City

Knowing your job is an important step in getting ahead at work, but being good at your job may not be enough. Learn how to showcase your abilities and develop new ones that enhance your reputation as a professional who gets things done. This session teaches how to: a) create a personal definition of what it means to be thought of as a professional; b) understand how your job contributes to both your reputation and the organization’s; c) hone communication skills to

Part of the Public Sector Professional certificate program. See hr.smcgov.org/certificate-programs for more information.
get results; and d) develop and maintain good professional relationships.

Instructor: Patricia Haddock  Fee: $115

Developing Effective Project Proposals and Workplans (For Project Managers)
May 15, 2018  8:30 AM-4:30 PM
555 Marshall St., Redwood City

This session will provide you with insight into the necessity, importance, and methodology of planning and implementing projects in an organized and comprehensive manner. Participants will gain understanding into the need and demand for public sector change, pitfalls of planning and implementing projects, and the impact lack of planning may have. The instructor will share tips on proven strategies and provide you with tools to write proposals and develop workplans.

Instructor: Mary Welch  Fee: $85

- Emotional Intelligence Skills Training (For Any Employee)
  October 26, 2017  8:30 AM-12:30 PM
  February 6, 2018  1:00 PM-5:00 PM
  Room 100, 225 W. 37th Avenue (Health), San Mateo
  Instructor: Kathye Citron
  April 17, 2018  8:30 AM-12:30 PM
  Jupiter Room, 264 Harbor Blvd., Bldg. A (Housing), Belmont
  Instructor: Elaine Schmitz

Are you skillful in recognizing your emotions and how they affect your work? Would you like to improve your ability to collaborate with, motivate, and influence others? Do you want to improve your ability to advance your career? This session will teach you how to increase your skills in harnessing your emotions to guide their impact on the environment and your performance.

Fee: $95

- Essentials of Project Management (For Any Employee Who Manages Projects)
  November 8, 2017  8:30 AM-12:30 PM
  May 9, 2018  8:30 AM-12:30 PM
  555 Marshall St., Redwood City

In this session, participants will learn about the 5 phases of every project, different approaches for different people, defining projects, clarifying goals, identifying stakeholders, and maintaining project checklists. Project team dynamics will be discussed, along with a discussion on team roles. By the end of the session, participants will be able to: a) define project and project management; b) describe key processes to proactively manage a project; c) identify the 5 phases of project management; d) determine critical areas and warning signs that the project is off track; e) establish realistic project goals; f) create a Statement of Work for a project; and g) create an action plan.

Instructor: Dianne Faieta  Fee: $115

Leading Positive Change (For Any Employee)
March 8, 2018  8:30 AM-12:30 PM
Room 101, 455 County Center (1st floor), Redwood City

Leading positive change, through the use of exercises and role play, helps you apply the change model and other techniques to disruptive behaviors and situations in and around their work group. You will practice managing interactions to restore respect, trust, and professionalism. Managing change effectively helps you navigate through resistance and align your teams for better performance.

Instructor: Elaine Schmitz  Fee: $95

Managing Your Change (For Any Employee) - - - NEW
November 30, 2017  8:30 AM-12:30 PM
Room 101, 455 County Center (1st floor), Redwood City
May 24, 2018  8:30 AM-12:30 PM
555 Marshall St., Redwood City

Organizational change is a reality, whether individuals embrace it or not. Employees at all levels can benefit from learning how they are directly responsible for managing their own change in the organization. This 4-hour interactive session is designed for individual contributors (non-managers) and is focused on understanding the emotional effects of change along with a process outlining practical tips and habits for successfully anticipating and managing organizational change at a personal level.

Instructor(s): Jim Delia  Fee: $105

▲ Mastering the Communication Process (For Any Employee)
December 7, 2017  8:30 AM-12:30 PM
May 16, 2018  8:30 AM-12:30 PM
555 Marshall St., Redwood City

This session will focus on your ability to master one-on-one communications. Participants will learn: a) how to take control of discussions and ensure that you open up the lines of communication; and b) how to establish rapport with people with different communications using the DISC model.

Instructor: Zakiya Khalfani  Fee: $75

- Maximizing Your Personal Effectiveness (For Any Employee)
  November 15, 2017  8:30 AM-12:30 PM
  Room 100, 225 W. 37th Avenue (Health), San Mateo
  May 10, 2018  8:30 AM-12:30 PM
  Room 405, 455 County Center (4th floor), Redwood City

Personal effectiveness is no longer a luxury, it’s demanded in today’s marketplace. Identify your current skills, add to those skills and help manage yourself effectively as a committed and responsible employee who respects the rights of others. Learn how to influence others with respect while assertively and honestly communicating with them. Adjust your attitude for greater success.

Instructor: Dianne Faieta  Fee: $115

Meetings Made Fun and Easy (For Any Employee) - - - NEW
October 5, 2017  8:30 AM-12:30 PM
Instructor: Craig Harrison
April 25, 2018  8:30 AM-12:30 PM
Instructor: Kathye Citron
555 Marshall St., Redwood City

Learn how to plan, promote, conduct and evaluate your meetings for optimal success. Effectively use agendas, room layout, preparation, and follow-up to increase effectiveness. Problem-solve common meeting conundrums and manage meeting monsters. Apply facilitation techniques including skillful use of questions and parliamentary procedure to maximize meeting productivity.

Fee: $95

Relationship Management (For Any Employee)
April 10, 2018  8:30 AM-12:30 PM
Jupiter Room, 264 Harbor Blvd., Bldg. A (Housing), Belmont

Business is all about relationships. Relationships help you actualize

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- Part of the Customer Service Excellence certificate program. See hr.smcgov.org/certificate-programs for more information.
work results. These relationships are all around you and include: your boss and those “above” you in the organization structure; your peers; your staff or those that report to you; and your customers or external clients. In this session you will enhance your ability to leverage your key relationships for work success through analysis, skill building, and action planning.

Instructor: Joanne Bond  
Fee: $100

Resolving Conflict with Difficult Personalities (For Any Employee)  
November 15, 2017  
8:30 AM-12:30 PM  
Instructor: Elaine Schmitz  
May 8, 2018  
8:30 AM-12:30 PM  
Instructor: Kathye Citron  
555 Marshall St., Redwood City

Are you getting bogged down dealing with interpersonal disagreements and other sticky issues? Are you struggling with competing priorities or personal agendas? Unresolved conflicts and miscommunications waste enormous amounts of time and energy. This session is designed to help you save time, money, and energy by resolving conflicts in their early stages when they are easiest to solve. You will learn to: a) handle challenging behaviors; b) reduce anger and negativity; c) develop resolution strategies; d) stay calm when under pressure; e) sharpen their listening and negotiating skills; and f) identify and influence diverse styles to make needed changes.

Fee: $95

Strategies for Changing Times (For Any Employee)  
May 31, 2018  
8:30 AM-4:30 PM  
555 Marshall St., Redwood City

This session teaches skills and tools to anticipate, introduce, and respond to change and turn it into an opportunity. You will learn: a) how to create, accept, manage, and maintain change as a positive force; b) how to act, not react; c) to prepare and manage people and tasks during change; d) reframing; e) tools to reduce fear, anger, resistance, and frustration; f) how to find and communicate consistency in the middle of chaos; and g) to build and maintain enthusiastic teams and get prepared for the next shift!

Instructor: Nicole Schapiro  
Fee: $130

Taking the Step Up to Supervisor (For Any Employee)  
November 2, 2017  
8:30 AM-4:30 PM  
May 2, 2018  
8:30 AM-4:30 PM  
555 Marshall St., Redwood City

This one-day session is aimed at staff who do not currently supervise other staff but would like to prepare to take on that role and gain a clearer understanding of the key responsibilities and tasks involved. This interactive session will provide participants with insights and understanding about what a first-line supervisor does and how this challenging role is different from being an individual contributor.

Instructor: Jim Delia  
Fee: $170

Time Management (For Any Employee)  
November 8, 2017  
9:00 AM-12:00 PM  
May 2, 2018  
1:00 PM-4:00 PM  
Room 101, 455 County Center (1st floor), Redwood City

This session is designed to refine your time management skills, increase productivity and job satisfaction, and aid you in managing your time and your team’s time more effectively. You will learn proven methods for: a) realistically determining how much of your day is available to work on assignments; b) prioritizing work tasks; c) techniques for handling interruptions; d) managing multiple tasks or projects; and e) establishing and meeting expectations for yourself, your work unit, your customers, and your supervisor.

Instructor: Jim Porter  
Fee: $60

Safety

Conducting Facility Safety Inspections (For Any Employee)  
October 3, 2017  
8:30 AM-12:30 PM  
March 8, 2018  
8:30 AM-12:30 PM  
Room 405, 455 County Center (4th floor), Redwood City

Conducting facility safety inspections are an essential element of an effective Injury and Illness Prevention Program. This session will provide an overview of related laws and regulations, the required elements of a safety inspection and a visual demonstration of common office features that require particular attention during an inspection. We will also discuss how to develop a corrective action plan to address deficiencies found during an inspection.

Instructor: Alicia Kellie  
Fee: $60

Ergonomics for Supervisors and Managers (For Supervisors and Managers)  
March 21, 2018  
9:00 AM-11:00 AM  
Room 402, 455 County Center (4th floor), Redwood City

Participants will learn: a) fundamental ergonomic principles; b) how to identify ergonomic challenges and opportunities; c) what to do when an employee files an ergonomic-related injury claim; d) how to review and respond to an ergonomic evaluation; and e) how to effectively manage ergonomics as a process. Special emphasis will be given to computer-based ergonomics but the fundamentals apply to any task in any field of work.

Instructor: Alicia Kellie  
Fee: $50

Fire Prevention and Fire Extinguisher Use (For Any Employee)  
To register for this class, contact Alicia Kellie (650) 363-4613.

Participants will learn: a) the most common causes of fires; b) fire prevention techniques; and c) the different types of fires and the fire extinguishers that can be used for each type. Two short videos will be used to help illustrate the impact that fires can have and a fire extinguisher simulator will be used to help demonstrate the proper technique used to extinguish a fire.

Instructor: Alicia Kellie  
Fee: $70

Supervisor Safety Responsibilities (For Supervisors and Managers)  
April 26, 2018  
8:30 AM-12:30 PM  
Room 402, 455 County Center (4th floor), Redwood City

Supervisors are required to be familiar with the safety and health hazards to which employees under their immediate direction may be exposed. This session will provide an overview of common workplace hazards, the general safety regulations and programs supervisors need to be familiar with, and will cover effective supervisor tools designed to provide a safe work environment.

Instructor: Alicia Kellie  
Fee: $60

Written Communication

Better Reading and Writing (For Any Employee)  
June 20, 2018  
8:30 AM-4:30 PM  
Room 101, 455 County Center (1st floor), Redwood City

Part of the Public Sector Professional certificate program. See hr.smccgov.org/certificate-programs for more information.
Attending this full-day session is a great way to pick up some tips and techniques to improve your reading skills and write more effectively in your work environment. Here’s your chance to learn simple and easy ways to read and understand "new words" and business letters and memos. After that, spend the rest of the session building on basic concepts to improve your writing and look more professional on paper.

Instructor: Neal Doten  Fee: $130

**Business Writing Basics** (For Any Employee)
February 21, 2018  8:30 AM-4:30 PM
555 Marshall St., Redwood City

In today’s fast-paced, information-rich environment, it is important to produce written documents that are quickly and easily read and acted upon. This session is designed to improve the effectiveness of your letters, memos, reports, and emails that you send to your customers and colleagues. You will learn and review: a) practices to improve the efficiency and effectiveness of written communications; b) different writing styles for different audiences and purposes; c) tips and formats for different messages; d) basic grammar, punctuation, and sentence structure; and e) methods to build confidence in your writing abilities.

Instructor: Elaine Schmitz  Fee: $155

**Delivering Customer Service in Writing** (For Any Employee)
December 5, 2017  8:30 AM-12:30 PM
March 7, 2018  8:30 AM-12:30 PM
Room 405, 455 County Center (4th floor), Redwood City

This session explains how to use electronic and print communications to deliver the high quality customer service that was previously provided by phone or in person. This session teaches you how to: a) identify the personal care factors that should be included in everything you write; b) use the right tone; c) understand and apply business etiquette to written documents; d) use email appropriately for effective customer relationships; and e) write “bad news” communications.

Instructor: Patricia Haddock  Fee: $85

**Editing and Proofreading** (For Any Employee)
October 12, 2017  8:30 AM-12:30 PM
Room 405, 455 County Center (4th floor), Redwood City
June 7, 2018  8:30 AM-12:30 PM
555 Marshall St., Redwood City

Good writers appreciate the importance of editing to create concise, focused documents. This session teaches you how to: a) edit for content, logical flow, and tone; b) use active and passive voice appropriately; c) use formatting to improve readability; d) ensure logical flow for reader comprehension; e) ensure subject-verb and noun-pronoun agreement; f) find and correct grammar and punctuation errors; and g) use standard proofreader marks.

Instructor: Patricia Haddock  Fee: $85

**Get to the Point!** (For Any Employee) - - - NEW
October 31, 2017  8:30 AM-4:30 PM
April 19, 2018  8:30 AM-4:30 PM
555 Marshall St., Redwood City

Too often the message in a written communication is hidden in language that is wordy and unclear. The result: frustrated readers who have neither the time nor patience to decode a message that doesn’t get right to the point. This one-day session is open to business writers who want to make sure they get their point across quickly, clearly and concisely. This session offers practical tips and tools that can be used on the job immediately to make communications – no matter what they are – more effective.

Instructor: Barbara Nelson  Fee: $120

**Write Right! Baseline Business Writing Skills** (For Any Employee) - - - NEW
October 4, 2017  8:30 AM-4:30 PM
March 15, 2018  8:30 AM-4:30 PM
555 Marshall St., Redwood City

The ability to write a message without mistakes in grammar and punctuation enhances the image of not only the person writing, but also the organization that person works for. Furthermore, good writing increases an individual’s career opportunities and saves the department time and money. This session is for writers who want to feel confident rather than self-conscious or embarrassed by their writing. Areas reviewed will include: the basics of business writing from constructing clear sentences to making sure sentences are grammatically correct and punctuated appropriately.

Instructor: Barbara Nelson  Fee: $120

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Part of the Business Writing Essentials certificate program. See hr.smcgov.org/certificate-programs for more information.
Contact your Training Coordinator to register for any of the sessions in this Guide.

The most up-to-date version of this list can be found at [hr.smcgov.org/training-coordinators](http://hr.smcgov.org/training-coordinators)

### City/Town Training Coordinators

<table>
<thead>
<tr>
<th>City/Town</th>
<th>Coordinator</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atherton</td>
<td>Theresa DellaSanta</td>
<td>(650) 752-0529</td>
</tr>
<tr>
<td>Belmont (LMS Access)</td>
<td>Laura Kirby</td>
<td>(650) 595-7452</td>
</tr>
<tr>
<td>Brisbane (LMS Access)</td>
<td>Maria Saguisig-Sid</td>
<td>(415) 508-2115</td>
</tr>
<tr>
<td>Burlingame</td>
<td>Gioia Perez</td>
<td>(650) 558-7279</td>
</tr>
<tr>
<td>Colma</td>
<td>Lori Burns</td>
<td>(650) 997-8306</td>
</tr>
<tr>
<td>Daly City (LMS Access)</td>
<td>Bonnie Woo</td>
<td>(650) 991-8096</td>
</tr>
<tr>
<td>East Palo Alto</td>
<td>Irma Martinez</td>
<td>(650) 853-3100</td>
</tr>
<tr>
<td>Foster City (LMS Access)</td>
<td>Judy Ting</td>
<td>(650) 286-3208</td>
</tr>
<tr>
<td>Half Moon Bay</td>
<td>Sandra Johnson</td>
<td>(650) 726-8910</td>
</tr>
<tr>
<td>Hillsborough</td>
<td>Kristin Armbruster</td>
<td>(650) 375-7502</td>
</tr>
<tr>
<td>Los Altos</td>
<td>Gil Fletcher</td>
<td>(650) 947-2700</td>
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<tr>
<td>Menlo Park</td>
<td>Barbara Tong</td>
<td>(650) 330-6676</td>
</tr>
<tr>
<td>Millbrae</td>
<td>Wan-Yi Liang</td>
<td>(650) 259-2414</td>
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<tr>
<td>Mountain View</td>
<td>Rebecca Wolfe</td>
<td>(650) 903-6052</td>
</tr>
<tr>
<td>Pacifica</td>
<td>Christina Gendreau</td>
<td>(650) 738-7303</td>
</tr>
<tr>
<td>Palo Alto</td>
<td>Elizabeth Egli</td>
<td>(650) 329-2560</td>
</tr>
<tr>
<td>Portola Valley</td>
<td>Brandy de Garmaux</td>
<td>(650) 851-1700 x222</td>
</tr>
<tr>
<td>Redwood City (LMS Access)</td>
<td>Sandra Moniz</td>
<td>(650) 780-7285</td>
</tr>
<tr>
<td>San Bruno</td>
<td>Vicky Hasha</td>
<td>(650) 616-7009</td>
</tr>
<tr>
<td>San Carlos</td>
<td>Lucille Mesias</td>
<td>(650) 802-4170</td>
</tr>
<tr>
<td>San Mateo (LMS Access)</td>
<td>Lucha Arrillano</td>
<td>(650) 522-7278</td>
</tr>
<tr>
<td>South San Francisco</td>
<td>Nicole Concepcion</td>
<td>(650) 829-6699</td>
</tr>
<tr>
<td>Sunnyvale</td>
<td>Michelle Zahrace</td>
<td>(408) 730-3031</td>
</tr>
<tr>
<td>Woodside</td>
<td>Lynn Shortsleeve</td>
<td>(650) 851-6790</td>
</tr>
</tbody>
</table>

### Nonprofit/Special Districts Training Coordinators

<table>
<thead>
<tr>
<th>Nonprofit/Special Districts</th>
<th>Coordinator</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achieve Kids</td>
<td>Julie Ngov</td>
<td>(650) 494-1200</td>
</tr>
<tr>
<td>Acknowledge Alliance</td>
<td>Judy Bulloch</td>
<td>(650) 314-0180</td>
</tr>
<tr>
<td>ACRC</td>
<td>Megan O’Day</td>
<td>(650) 364-6563</td>
</tr>
<tr>
<td>Boys &amp; Girls Club of the Peninsula</td>
<td>Marilyn Hiton</td>
<td>(650) 646-6131</td>
</tr>
<tr>
<td>CA Dept. of Forestry &amp; Fire Protection</td>
<td>Ginny Petras</td>
<td>(631) 335-6734</td>
</tr>
<tr>
<td>Center for Independence of the Disabled</td>
<td>Donna Reed</td>
<td>(650) 645-1780 x113</td>
</tr>
<tr>
<td>Central County Fire</td>
<td>Kristin Armbruster</td>
<td>(650) 375-7502</td>
</tr>
<tr>
<td>Child Care Coordinating Council</td>
<td>Genie Allen</td>
<td>(650) 517-1425</td>
</tr>
<tr>
<td>Child Care Partnership Council</td>
<td>Nirmala Dillman</td>
<td>(650) 802-5443</td>
</tr>
<tr>
<td>Coastsides Children’s Program</td>
<td>Ginger Wells</td>
<td>(650) 726-7513</td>
</tr>
<tr>
<td>College of San Mateo</td>
<td>Beverley Madden</td>
<td>(650) 574-6538</td>
</tr>
<tr>
<td>Community Gatepath</td>
<td>Amanda Harms</td>
<td>(650) 259-0170</td>
</tr>
<tr>
<td>CORA</td>
<td>Cori Manthorne</td>
<td>(650) 652-0800 x122</td>
</tr>
<tr>
<td>Goodwill Industries</td>
<td>Dominique Reynaga</td>
<td>(650) 366-4302</td>
</tr>
<tr>
<td>Granada Sanitary District</td>
<td>Delia Comito</td>
<td>(650) 726-7093</td>
</tr>
<tr>
<td>Health Connected</td>
<td>Perryn Reis</td>
<td>(650) 367-1937 x15</td>
</tr>
<tr>
<td>Health Plan of San Mateo</td>
<td>Susan Vakil</td>
<td>(650) 616-2139</td>
</tr>
<tr>
<td>HEART</td>
<td>Paula Stinson</td>
<td>(650) 242-1764</td>
</tr>
<tr>
<td>Highlands Recreation District</td>
<td>Brigitte Shearer</td>
<td>(650) 341-4251</td>
</tr>
<tr>
<td>HIP Housing</td>
<td>Laura Fanucchi</td>
<td>(650) 348-6660 x303</td>
</tr>
<tr>
<td>IHSD, Inc.</td>
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<tr>
<td>San Mateo County Head Start</td>
<td>Ofelia Alfaro</td>
<td>(650) 578-3401</td>
</tr>
<tr>
<td>Ignited</td>
<td>Leslie Smith</td>
<td>(408) 553-2249</td>
</tr>
<tr>
<td>Life Moves</td>
<td>Alison Mellon</td>
<td>(650) 685-5890 x141</td>
</tr>
<tr>
<td>International Institute of the Bay Area</td>
<td>Erika Hernandez</td>
<td>(650) 780-7512</td>
</tr>
<tr>
<td>Legal Aid Society of San Mateo</td>
<td>Judith Goldstein</td>
<td>(650) 517-8920</td>
</tr>
<tr>
<td>Mid-Pen Housing Corp</td>
<td>Katie Newkirk</td>
<td>(650) 356-2973</td>
</tr>
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<td>Midpeninsula Regional</td>
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<tr>
<td>Open Space District</td>
<td></td>
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<tr>
<td>Mills-Peninsula Health Services</td>
<td>Cindy Ahern-Patel</td>
<td>(650) 696-5801</td>
</tr>
<tr>
<td>Mission Hospice</td>
<td>Hank Nourse</td>
<td>(650) 554-1000</td>
</tr>
<tr>
<td>Mosquito &amp; Vector Control District</td>
<td>David Randall</td>
<td>(650) 344-8592 x268</td>
</tr>
<tr>
<td>North County Fire Authority</td>
<td>Elizabeth Solis</td>
<td>(650) 991-8262</td>
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<tr>
<td>Ombudsman Services of San Mateo County</td>
<td>Rita Torres</td>
<td>(650) 780-5707</td>
</tr>
<tr>
<td>Peninsula Bridge</td>
<td>Deirdre Marlowe</td>
<td>(650) 473-9461</td>
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<tr>
<td>Peninsula Conflict Resolution Center</td>
<td>Anne Bers</td>
<td>(650) 513-0330 x303</td>
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<tr>
<td>Peninsula Family Service</td>
<td>Larry Diskin</td>
<td>(650) 403-4300 x4614</td>
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<tr>
<td>Peninsula Humane Society/SPCA</td>
<td>Dan Hoffer</td>
<td>(650) 340-7022 x222</td>
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<tr>
<td>Peninsula Jewish Center</td>
<td>Kelly Joseph</td>
<td>(650) 378-2758</td>
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<tr>
<td>Peninsula Volunteers</td>
<td>Nancy Helleman</td>
<td>(650) 322-0126 x35</td>
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<tr>
<td>Project Ninety</td>
<td>Stacey White</td>
<td>(650) 579-7881</td>
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<tr>
<td>Project Sentinel Fair Housing</td>
<td>Carol Besman</td>
<td>(650) 321-6291 x107</td>
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<tr>
<td>Puente de la Costa Sur</td>
<td>Veronica Ortega</td>
<td>(650) 879-1691</td>
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<tr>
<td>Salvation Army</td>
<td>Bonnie Miller</td>
<td>(650) 368-4645</td>
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<tr>
<td>Samaritan House</td>
<td>Connie Gerschaken</td>
<td>(650) 294-4303</td>
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<tr>
<td>SamTrans</td>
<td>Robert Greenleaf</td>
<td>(650) 508-6440</td>
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<tr>
<td>San Mateo Community College</td>
<td>Eugene Whitlock</td>
<td>(650) 574-6179</td>
</tr>
<tr>
<td>San Mateo Convention &amp; Visitors Bureau</td>
<td>Gina Alhans</td>
<td>(650) 348-7600</td>
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<tr>
<td>San Mateo County Event Center</td>
<td>Charlene King</td>
<td>(650) 574-3247</td>
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<tr>
<td>San Mateo County Office of Education</td>
<td>Eileen Gavron</td>
<td>(650) 802-5381</td>
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<tr>
<td>San Mateo County Resources Conservation District</td>
<td>Kellyx Nelson</td>
<td>(650) 712-7765</td>
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<tr>
<td>San Mateo Credit Union</td>
<td>Janelle Eaton-Escalante</td>
<td>(650) 562-1277</td>
</tr>
<tr>
<td>Second Harvest Food Bank</td>
<td>Tim Beggs</td>
<td>(408) 266-8866 x285</td>
</tr>
<tr>
<td>Sequoia Hospital</td>
<td>Linde Cheema</td>
<td>(650) 482-6134</td>
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<tr>
<td>Silicon Valley Clean Water</td>
<td>Jennifer Flick</td>
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<tr>
<td>Community Foundation</td>
<td>Maria Luisa Sanchez-Ku</td>
<td>(650) 450-5421</td>
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<tr>
<td>Stike Counseling Center</td>
<td>Kathy Glaser</td>
<td>(650) 589-9305</td>
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<tr>
<td>Sonrisas Community Dental Clinic</td>
<td>Dirk Alvarado</td>
<td>(650) 712-0325</td>
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<tr>
<td>Superior Court</td>
<td>Becky Tigrig</td>
<td>(650) 363-4895</td>
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<tr>
<td>UC Cooperative Extension</td>
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</tr>
<tr>
<td>West Bay Sanitary District</td>
<td>Todd Reese</td>
<td>(650) 321-0384</td>
</tr>
</tbody>
</table>
To register for training sessions:

To register for any of these sessions, obtain supervisor approval and contact your organization’s Training Coordinator (see page 11).

Cancellation Policy:

All participants must withdraw at least three business days prior to the session’s start date to avoid a charge equivalent to the full session fee to their department/organization. No-shows and incompletes will be charged at the same rate.

Training Locations & Directions:

Participants may view maps for all locations at hr.smcgov.org/maps.

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