



Fall 2021 Instructor-Led Training Program

Delivered 100% virtually



55+ live titles
14 subjects

Live instructor-led training, delivered virtually

As we begin our return to the office, **now** is the perfect time to revisit, and recalibrate, your development plans. To support your plans, we have lined up over 55 virtual sessions on a wide variety of topics. Don't put off your career development planning—take a second to browse these offerings, and **invest in yourself!**



Register for live, virtual classes

Subjects

- Business Writing
- Career Development
- Change Management
- Communication
- Conflict Management
- Customer Service
- Employee Engagement
- Leadership Skills
- Meeting Management
- Microsoft Office Suite
- Presentation Skills
- Productivity Skills
- Self-Care
- Team Development & Collaboration

Learning Badges

Did you know that you can earn up to **16** learning badges on LMS?
 View all earnable badges on the [LMS home page](#).



Communication



Change Management



Customer Service



Team Development

Fall 2021 Schedule

Business Writing

Date	Title	Time
September 14, 2021	Delivering Customer Service in Writing	9-11:30am
October 6, 2021	Business Writing Basics: From Emails to Staff Reports	9am-noon
October 6, 2021	Grammar / Punctuation Refresher	9-11:30am
November 18, 2021	Editing and Proofreading	9-11:30am
December 7, 2021	Writing for the Workplace	9-11:30am

Communication

Date	Title	Time
October 13, 2021	Emotional Intelligence: The Key to Success in Today's Workplace	9am-noon
October 27, 2021	Building Effective Workplace Relationships	9-11:30am
November 30, 2021	Using DiSC Communication Styles to Create Rapport and Influence	9am-noon
January 26 & 27, 2022	Mastering the Communication Process	9-11:30am

Career Development

Date	Title	Time
September 14 & 15, 2021	Seven Skills You Need for Workplace Success	9-11:30am
September 21 & 28, 2021	Presenting Yourself Effectively in a Civil Service Interview Process	9am-noon
October 19, 2021	Nuts & Bolts of Applying for a County Position	9-11:30am
October 21 & 28, 2021	Presenting Yourself Effectively in a Civil Service Interview Process	9am-noon
November 2 & 3, 2021	Networking for Success	9-11:30am
January 11, 2022	Developing a Growth Mindset	10-11:30am

Conflict Management

Date	Title	Time
October 13, 2021	Conflict Resolution for Teams	9am-noon
November 9, 2021	How to Resolve Conflicts Caused by Difficult Behaviors	9am-noon

Customer Service

Date	Title	Time
September 23, 2021	Exceptional Customer Service: Putting People First	9am-noon
November 9, 2021	CARE Approach to Customer Service	9-11:30am

Change Management

Date	Title	Time
September 21, 2021	Creatively Managing Today's Constant Changes	9am-noon
October 5, 2021	Resilient Leadership: Best Practices for Leading Change	9am-noon
October 19, 2021	Planning the Next Normal	9am-noon
January 25, 2022	Leading Change	9am-noon

Employee Engagement

Date	Title	Time
October 28, 2021	Making Great Days at Work	10-11am
December 9, 2021	How to Stay Engaged at Work	1-4pm



Fall 2021 Schedule

Leadership Skills

Date	Title	Time
September 16, 2021	Re-opening the Workplace After COVID-19	10-11:30am
October 21, 2021	How to Delegate Virtually for Successful Outcomes	9am-noon
December 14, 2021	Leadership Essentials	1-4pm
January 18, 2022	Management Essentials	9am-noon

Meeting Management

Date	Title	Time
September 9, 2021	Leading an Effective Hybrid Meeting	1:30-3pm
September 28 & 29, 2021	Meeting Management: The Art of Making Meetings Work	9-11:30am
October 5, 2021	Leading an Engaging Virtual Meeting	10-11:30am
November 2, 2021	Running Effective Meetings	1-4pm

Microsoft Office Suite

Date	Title	Time
September 15 & 16, 2021	Excel Introduction	9-11:30am
September 29 & 30, 2021	Word Introduction	9-11:30am
October 7, 2021	Microsoft Publisher	9-11:30am
October 13 & 14, 2021	Excel Intermediate	9-11:30am
October 20 & 21, 2021	Word Intermediate	9-11:30am
November 2 & 3, 2021	Excel Advanced	9-11:30am
November 17 & 18, 2021	Word Advanced	9-11:30am
December 1, 2021	OneNote	9-11:30am
December 8, 2021	Outlook 365	9-11:30am
January 19 & 20, 2021	Excel Calculations	9-11:30am

Presentation Skills

Date	Title	Time
September 22 & 23, 2021	Presenting Virtually	10am-noon
November 10, 2021	Putting Your Presentation Together for Remote Audiences	9am-noon
November 16, 2021	Delivering an Impactful Presentation	1-4pm

Productivity Skills

Date	Title	Time
September 28, 2021	Best Practices for Working Remotely	9am-noon
October 19 & 20, 2021	Time Management	9-11:30am
December 1 & 2, 2021	Get Organized for Peak Performance	9-11:30am
December 15, 2021	Project Management for Non-Project Managers	9-11:30am
January 13, 2022	Time Management and Organization	9-11:30am

Self-Care

Date	Title	Time
September 22, 2021	Manage Your Mood to Reduce Stress and Improve Well-Being	9-11:30am
November 4, 2021	Using Stress Positively	9am-noon

Team Development & Collaboration

Date	Title	Time
October 26, 2021	Getting Your Team to Work Together in Today's Hybrid Environment	9am-noon
November 16, 2021	Launching Effective Project Teams Remotely	9am-noon
December 2, 2021	Building Great Remote and Hybrid Teams	9am-noon
January 11, 2022	Collaboration and Brainstorming with Remote Teams	9am-noon

