



Fall 2020 Instructor-Led Training Program

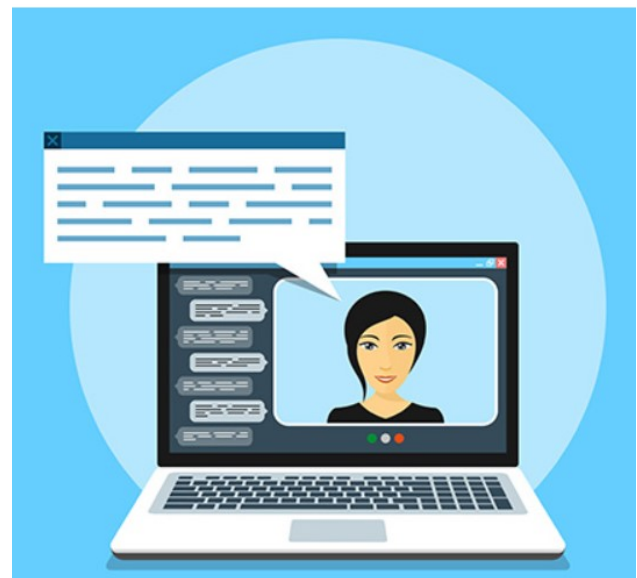
Delivered 100% virtually



70+ live titles
14 subjects

Live instructor-led training, delivered virtually

During these unprecedented times, gaining new skills and refining existing ones is as important as ever as the nature of our work continues to evolve. To that end, we have 70+ live virtual sessions scheduled this fall, all led by knowledgeable instructors.



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

Introducing: Learning Badges

Unlock up to **16** different learning achievements and earn a Learning Badge!
 View all earnable badges on the [LMS home page](#).



Communication



Change Management



Customer Service



Team Development

Fall 2020 Schedule

Business Writing

Date	Title	Time
November 4, 2020	Business Writing Basics	9am-noon
November 10, 2020	Memo Writing: Plan, Write, Edit	9am-noon
November 18, 2020	Delivering Customer Service in Writing	9-11:30am
December 2, 2020	Editing and Proofreading	9-11:30am
January 13, 2021	Writing for the Workplace	9-11:30am
January 14, 2021	Grammar / Punctuation Refresher	9-11:30am

Career Development

Date	Title	Time
September 1 & 2, 2020	Networking for Success	9-11:30am
September 16 & 23, 2020	Presenting Yourself Effectively in a Civil Service Interview Process	9am-noon
September 17, 2020	Nuts & Bolts of Applying for a County Position	9-11:30am
September 29 & 30, 2020	Workplace Success	9-11:30am
October 27, 2020	Hiring, Building, & Retaining a Skilled Workforce	9am-noon

Change Management

Date	Title	Time
September 3, 2020	Resilient Leadership: Best Practices for Leading Change	10-11:30am
October 1, 2020	Managing Your Change	9am-noon
November 17, 2020	Managing Change: Overcome Resistance and Get Buy-in	9am-noon
January 11 & 12, 2021	Leading Change	9-11:30am

Communication

Date	Title	Time
September 10, 2020	Ask, Listen, and Influence: Develop Skills of Inquiry and Listening	9am-noon
September 16, 2020	Enhancing Trust by Communicating with Tact and Professionalism	9am-noon
December 1, 2020	Using DiSC Communication Styles to Create Rapport and Influence	9am-noon
December 10, 2020	Effective Communication Skills	9am-noon
January 13 & 14, 2021	Mastering the Communication Process	9am-11:30

Conflict Management

Date	Title	Time
September 22, 2020	Managing Conflict with Co-Workers and Customers	9am-noon
October 7 & 8, 2020	Conflict Resolution: Dealing with Difficult People	9-11:30am

Customer Service

Date	Title	Time
September 15, 2020	Critical Elements of Customer Service	9-11:30am
September 17, 2020	Serving Multi-Generational Customers	9-11:30am
October 5, 2020	Redefining Customer Service	9am-noon
October 22, 2020	Active Listening	9am-noon
October 29, 2020	CARE Approach to Customer Service	9-11:30am

Employee Engagement

Date	Title	Time
September 24, 2020	How to Stay Engaged at Work	9am-noon
October 21, 2020	Making Great Days at Work	10-11am
November 5, 2020	How to Keep Your Employees Involved and Engaged	9am-noon



Fall 2020 Schedule

Leadership Skills

Date	Title	Time
September 15, 2020	Managing Remote Teams: Best Practices to Ensure Success	9am-noon
September 30, 2020	Motivating Your Workforce	9am-noon
October 1, 2020	Leading Multi-Generational Teams	9-11:30am
October 14, 2020	Establishing Accountability	9am-noon
November 17 & 18, 2020	ABCs of Supervising Others	9-11:30am

Meeting Management

Date	Title	Time
October 13, 2020	Leading an Engaging Virtual Meeting	1:30-3pm
October 28, 2020	Facilitation and Meeting Management Skills	9am-noon
January 26, 2021	Running Effective Meetings	9am-noon

Microsoft Office Suite

Date	Title	Time
September 1 & 2, 2020	Excel Introduction	9-11:30am
September 9 & 10, 2020	Word Introduction	9-11:30am
September 22, 2020	OneNote	9-11:30am
September 23, 2020	PowerPoint Introduction	9-11:30am
October 6 & 7, 2020	Excel Intermediate	9-11:30am
October 15, 2020	PowerPoint Advanced	9-11:30am
October 19 & 20, 2020	Excel Introduction	9-11:30am
October 26 & 27, 2020	Word Intermediate	9-11:30am
November 3, 2020	Outlook	9-11:30am
November 4, 2020	Publisher	9-11:30am
November 9 & 10, 2020	Excel Intermediate	9-11:30am
December 1 & 2, 2020	Word Advanced	9-11:30am
December 7 & 8, 2020	Excel Advanced	9-11:30am
January 11 & 12, 2021	Excel Calculations	9-11:30am

Presentation Skills

Date	Title	Time
October 20 & 21, 2020	Presenting Virtually	10am-noon
December 3, 2020	Presentation and Influencing Skills	9am-noon
January 20, 2021	Presenting Effectively	9am-noon

Productivity Skills

Date	Title	Time
September 29, 2020	Managing Multiple Demands, Time, and Priorities	9am-noon
October 28, 2020	Decision Making Skills	9am-noon
November 5, 2020	10 Keys to Effective Remote Work	2:30-3:30pm
November 9, 2020	How to Be Effective in the Workplace	9am-noon
November 16, 2020	Creative Problem Solving	9am-noon
December 7, 2020	Essential Time Management Strategies	9am-noon
December 8 & 9, 2020	Get Organized for Peak Performance	9-11:30am
December 9, 2020	Develop as a Professional	9-11:30am

Self-Care

Date	Title	Time
October 6, 2020	Using Stress Positively	9am-noon
January 20, 2021	Self-Care: Managing Pressure and Maintaining Balance	9-11:30am

Team Development & Collaboration

Date	Title	Time
September 24, 2020	Working with Multiple Generations at Work	9-11:30am
October 14, 2020	Managing Across Teams: Interagency, Interdivisional, and Interdepartmental	9am-noon
October 15, 2020	Building Effective Workplace Relationships	9-11:30am
October 22, 2020	Building High Productivity Teams	9am-noon
December 2, 2020	Building Focused Teams	9am-noon
January 21, 2021	Staying Connected with Your Virtual Team	2-3:30pm

