



Spring 2022 Live, Instructor-Led Training Program



50+ live titles
15 subjects

Live, instructor-led training, delivered in multiple formats

As we continue experiencing dynamic change, now is the perfect time to revisit, and recalibrate, your development plans. To support your plans, we are offering 50+ live, instructor-led 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 Spring 2022 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

Spring 2022 Schedule

Business Writing

Date	Title	Time
February 24, 2022	Editing and Proofreading	9-11:30am
March 15, 2022	Delivering Customer Service in Writing	9-11:30am
May 3, 2022	Business Writing Basics: From Emails to Staff Reports	9am-noon
June 1, 2022	Grammar / Punctuation Refresher	9-11:30am
June 28, 2022	Writing for the Workplace	9-11:30am

Career Development

Date	Title	Time
February 15 & 16, 2022	Seven Skills You Need for Workplace Success	9-11:30am
April 14 & 21, 2022	Presenting Yourself Effectively in a Civil Service Interview Process	9am-noon
May 5, 2022	Stepping Up & Leading Up Session 1– Building Self Awareness	10am-noon
May 12, 2022	Stepping Up & Leading Up Session 2– Understanding the Power of Effective Communication	10am-noon
May 17, 2022	Stepping Up & Leading Up Session 3– Leading and Building Relationships	9am-noon
May 24, 2022	Stepping Up & Leading Up Session 4– Developing Smart Goals for Success	9am-noon
June 9, 2022	Stepping up and Leading Up Session 5– Creating Action	10am-noon
June 14 & 15, 2022	Networking for Success	9-11:30am
June 16, 2022	Nuts & Bolts of Applying for a County Position	9-11:30am

Change Management

Date	Title	Time
February 23, 2022	Planning the Next Normal	9am-noon
March 15, 2022	Creatively Managing Today's Constant Changes	9am-noon
May 10, 2022	* Leading Change (In-person session @ RWC)	8:30am-noon

Communication

Date	Title	Time
March 1, 2022	Building Effective Workplace Relationships	9-11:30am
March 9, 2022	Emotional Intelligence: The Key to Success in Today's Workplace	9am-noon
March 17, 2022	Using DiSC Communication Styles to Create Rapport and Influence	9am-noon
June 28 & 29, 2022	Mastering the Communication Process	9-11:30am

Conflict Management

Date	Title	Time
February 15, 2022	How to Resolve Conflicts Caused by Difficult Behaviors	9am-noon
March 9, 2022	Conflict Resolution for Teams	9am-noon

Customer Service

Date	Title	Time
March 8, 2022	CARE Approach to Customer Service	9-11:30am
March 24, 2022	Exceptional Customer Service: Putting People First	9am-noon

Diversity, Equity, and Inclusion

Date	Title	Time
February 15, 2022	Gender Identity, Transgender Policy & Inclusion Training	1-3pm
April 28, 2022	Diversity, Equity and Inclusion Strategies in Recruitment	1-3pm

* In-person training session will be held at ROC Room 1, 501 Winslow St., Redwood City, CA 94063



Spring 2022 Schedule

Employee Engagement

Date	Title	Time
February 10, 2022	Making Great Days at Work	10-11am
March 15, 2022	How to Stay Engaged at Work	9am-noon

Leadership Skills

Date	Title	Time
February 3, 2022	How to Delegate Virtually for Successful Outcomes	9am-noon
April 12, 2022	* Leadership Essentials (In-person session @ RWC)	8:30am-noon
June 8, 2022	* Management Essentials (In-person session @ RWC)	8:30am-noon

Meeting Management

Date	Title	Time
March 22 & 23, 2022	Meeting Management: The Art of Making Meetings Work	9-11:30am
March 29, 2022	Running Effective Meetings	9am-noon
June 15, 2022	Leading an Effective Hybrid Meeting	2:30-4pm

Microsoft Office Suite

Date	Title	Time
April 5 & 6, 2022	Excel Introduction	9-11:30am
April 13 & 14, 2022	Word Introduction	9-11:30am
April 21, 2022	Outlook 365	9-11:30am
April 26 & 27, 2022	Excel Intermediate	9-11:30am
May 4 & 5, 2022	Excel Calculations	9-11:30am
May 12, 2022	Microsoft Publisher	9-11:30am
May 17 & 18, 2022	Word Intermediate	9-11:30am
June 7 & 8, 2022	Excel Advanced	9-11:30am
June 15, 2022	OneNote	9-11:30am
June 22 & 23, 2022	Word Advanced	9-11:30am

Presentation Skills

Date	Title	Time
April 12 & 13, 2022	Presenting Virtually	10am-noon

Productivity Skills

Date	Title	Time
February 9, 2022	Best Practices for Working Remotely	9am-noon
April 12 & 13, 2022	Get Organized for Peak Performance	9-11:30am
May 10, 2022	Time Management and Organization	9-11:30am
June 14, 2022	Project Management for Non-Project Managers	9-11:30am

Self-Care

Date	Title	Time
April 14, 2022	Manage Your Mood to Reduce Stress and Improve Well-Being	9-11:30am
June 2, 2022	Using Stress Positively	9am-noon

Team Development & Collaboration

Date	Title	Time
April 5, 2022	Getting Your Team to Work Together in Today's Hybrid Environment	9am-noon
May 24, 2022	Building Great Remote and Hybrid Teams	9am-noon
June 23, 2022	Collaboration and Brainstorming with Remote Teams	9am-noon

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