San Mateo County Training Schedule

September 2014 through June 2015
for San Mateo County Employees

Jump start your skill and career development today!

Be the first to benefit from the County’s instructor-led and online training offerings.

To register for training sessions:

- Log into the LMS My Career Development Site at www.smcgov.org/LMS.
- Search for class titles by name, or browse dates via the Events Calendar at Learning tab > Events Calendar.
- View LMS user guides at http://hr.smcgov.org/LMS.
- Having trouble logging in? Contact your department’s LMS Administrator (page 19).

Did you know that you can register for online classes through LMS? We have over 200 health and safety sessions in a variety of topics designed to meet your training needs. Some topics include:

- Bloodborne Pathogens
- Eye on Defensive Driving
- Hazcom: What You Need to Know
- First Aid
  
  and much, much more!

Visit http://hr.smcgov.org/online-training for more information.
Career Planning & Development

Career Planning and Development (For Any Employee)
September 18, 2014 8:30 AM-4:00 PM
March 5, 2015 8:30 AM-4:00 PM
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.
Fee: N/A (Budgeted)
Captain’s House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Presenting Yourself Effectively in a Civil Service Interview Process (For Any Employee)
October 1 & 8, 2014 8:30 AM-4:30 PM
November 12 & 19, 2014 8:30 AM-4:30 PM
February 11 & 18, 2015 8:30 AM-4:30 PM
April 23 & 30, 2015 8:30 AM-4:30 PM
This two-day session assists 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 you and the job.
Fee: N/A (Budgeted)
Captain’s House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Computer Training

Adobe Acrobat Professional (Version 11.0) (For Any Employee)
February 10 & 12, 2015 8:30 AM-12:30 PM
Adobe Acrobat enables you to share documents and files electronically by email, over a network and on the web. In this 8-hour session, you’ll learn how to: a) use this program to provide information in a universally accessible format while ensuring that your audience can view, print, and offer feedback; b) create PDF files from a variety of source documents, including Word, Excel, PowerPoint, and scanned images; c) navigate through PDF documents, as well as how to create navigation tools for your users; d) modify PDF documents by making editing changes, arranging pages, adding headers and footers, and customizing page numbers; and e) organize PDF documents into a document portfolio that can be navigated and searched as a unit. Acrobat XI will be used. Prerequisite: Microsoft Word or Excel experience.
Fee: $100
Computer Training Room, 555 County Center, 4th Floor, Redwood City

Creating PDF Forms (For Any Employee)
November 4, 2014 8:30 AM-12:30 PM
March 10, 2015 8:30 AM-12:30 PM
Discover how to create forms using Adobe Acrobat and LiveCycle Designer ES 8.2 – the forms authoring tool packaged with Adobe Acrobat 9 Professional (note: LiveCycle Designer does not come with Acrobat 9 Pro for Mac OS). During this 4-hour session, we’ll: a) introduce the basics of form design; b) explore techniques for creating PDF forms to be used to print or electronically transfer information; c) learn how to make a variety of form fields like check boxes, radio buttons, and drop-down menus; d) create a “Submit by Email” button so your forms can be submitted electronically; and e) cover compiling data received from submitted forms. Prerequisite: Introduction to Adobe Acrobat.
Fee: $50
Computer Training Room, 555 County Center, 4th Floor, Redwood City

Excel Advanced 2010 (For Any Employee)
December 8 & 10, 2014 8:30 AM-12:30 PM
June 9 & 11, 2015 8:30 AM-12:30 PM
For the experienced Excel user, this fast-paced 8-hour session will 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: Intermediate Excel.
Fee: $100
Computer Training Room, 555 County Center, 4th Floor, Redwood City
Excel Intermediate 2010 (For Any Employee)
October 21 & 23, 2014  8:30 AM-12:30 PM
January 12 & 14, 2015  8:30 AM-12:30 PM
March 3 & 5, 2015  8:30 AM-12:30 PM
May 4 & 6, 2015  8:30 AM-12:30 PM

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. Although we'll be working with Excel 2010 in class, course materials will include 2003/2007/2010 documentation. Prerequisite: Introduction to Excel.

Fee: $100
Computer Training Room, 555 County Center, 4th Floor, Redwood City

Excel Introduction 2010 (For Any Employee)
September 9 & 11, 2014  8:30 AM-12:30 PM
November 18 & 20, 2014  8:30 AM-12:30 PM
February 3 & 5, 2015  8:30 AM-12:30 PM
April 7 & 9, 2015  8:30 AM-12:30 PM

As an all-purpose number-crunching tool, Excel is incredibly useful for tasks as simple as balancing a checkbook or as complex as modeling a new business venture. The list of changes in Excel 2007/2010 is long. The basics of building formulas and entering text into cells are much the same, but the way you present information is radically changed. 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. Although we'll be working with Excel 2010 in class, course materials will include 2003/2007/2010 documentation. Prerequisites: Introduction to Windows (suggested) and mouse proficiency.

Fee: $100
Computer Training Room, 555 County Center, 4th Floor, Redwood City

GroupWise Introduction/Intermediate (Version 8.0) (For Any Employee)
November 3 & 5, 2014  8:30 AM-12:30 PM

This 8-hour hands-on session quickly covers the fundamentals of using GroupWise e-mail including sending, reading, attaching files, replying to and forwarding messages. Working with the Address Book and creating personal groups will also be covered. Learn how to create rules, task lists and set notify preferences and other features. Intermediate topics including working with the calendar, setting recurring appointments and scheduling meetings, working with busy searches and assigning proxy rights are skills you will learn to become a GroupWise power user. Other bonus topics will be covered. Prerequisites: Introduction to Windows and mouse proficiency.

Fee: $100
Computer Training Room, 555 County Center, 4th Floor, Redwood City

MS Office Upgrade 2010 (For Any Employee)
September 16, 2014  8:30 AM-12:30 PM
March 12, 2015  8:30 AM-12:30 PM

As you may have heard, this new version of Office is very different from previous versions both in look and approach. This 4-hour session will introduce you to the Office 2010 interface. We will explore new features in the following applications: Word, Excel, PowerPoint, Publisher, and Access. Topics will include: a) the File Menu; b) Ribbon and mini toolbar; c) Themes; d) Quick Parts; e) Sparklines; f) SmartArt; and g) other new features. We'll also discuss file compatibility and conversion issues. Prerequisite: Familiarity with Office 2000-2003 applications.

Fee: $50
Computer Training Room, 555 County Center, 4th Floor, Redwood City

MS Web Apps/One Note 2010 (For Any Employee)
February 19, 2015  8:30 AM-12:30 PM

Microsoft Office Web Apps is the free web-based version of the Microsoft Office productivity suite. It includes the web-based versions of Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft OneNote. The web applications allow users to access their documents within a web browser and collaborate with other users online. OneNote is a note-taking program that provides a flexible way to gather and organize information. You can manage all your notes in one notebook or create several notebooks to organize information. In this 4-hour session, you'll learn how to create, edit, and share Microsoft Word, Excel, PowerPoint, and OneNote documents using Web Apps. You'll also learn to use the full featured desktop version of OneNote.

Fee: $50
Computer Training Room, 555 County Center, 4th Floor, Redwood City
PowerPoint Intermediate/Advanced 2010 (For Any Employee)
March 31, 2015  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 2010's presentation preparation feature. Add interest to your presentations by incorporating voice over narration, music, and video. You'll also learn how to create action buttons to add a new level of interactivity to your slideshows, as well as 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: Introduction to PowerPoint or comparable skills.
Fee: $50
Computer Training Room, 555 County Center, 4th Floor, Redwood City

Word Advanced 2010 (For Any Employee)
December 9 & 11, 2014  8:30 AM-12:30 PM
June 2 & 4, 2015  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. This session replaces the Tips and Tricks and Forms and Templates course previously offered. Although we'll be working with Word 2010 in class, course materials will include 2003/2007/2010 documentation. Prerequisites: Intermediate Word or comparable skills.
Fee: $100
Computer Training Room, 555 County Center, 4th Floor, Redwood City

Word Intermediate 2010 (For Any Employee)
October 7 & 9, 2014  8:30 AM-12:30 PM
April 14 & 16, 2015  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. You’ll create Building Blocks to quickly insert document content. You’ll also learn how to work with Word's powerful image tools to illustrate and add interest to your documents, as well as how to use the SmartArt feature to create professional looking diagrams. Although we'll be working with Word 2010 in class, course materials will include 2003/2007/2010 documentation.
Fee: $100
Computer Training Room, 555 County Center, 4th Floor, Redwood City

Word Mail Merge 2010 (For Any Employee)
February 24, 2015  8:30 AM-12:30 PM
This fast-paced 4-hour session is designed for experienced Word users who need to produce form letters and create envelopes, and labels for mass mailings. You'll work with data files from a variety of data sources to create merged documents and email messages. You'll discover Word fields that can further customize merged output. You'll also learn how to perform keyboard merges to create personalized documents.
Prerequisites: Intermediate Word or comparable skills.
Fee: $50
Computer Training Room, 555 County Center, 4th Floor, Redwood City

Word Publishing and Graphics Techniques 2010 (For Any Employee)
March 24 & 26, 2015  8:30 AM-12:30 PM
In this advanced 8-hour session, you’ll use Word to create, manage, revise, and distribute publication-ready documents that incorporate a variety of graphic elements. Topics include: a) organizing document structure with the outline view; b) working with complex headers and footers; c) inserting reference elements such as table of contents; d) bookmarks; e) cross references; f) footnotes; g) indexes; and h) bibliographies; i) update document properties; j) hide text, and set formatting and editing restrictions; k) set passwords; l) graphic controls to fine tune images such as grouping, layering, and filling; m) control position and anchors; n) insert and format charts and diagrams; and o) work with linked text boxes to control text flow, and create sidebars and pull quotes. Although we'll be working with Word 2010 in class, course materials will include 2003/2007/2010 documentation.
Fee: $100
Computer Training Room, 555 County Center, 4th Floor, Redwood City
**Customer Service**

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

September 3, 2014 8:30 AM-4:30 PM  
February 3, 2015 8:30 AM-4:30 PM

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.

Fee: N/A (Budgeted)  
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

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

November 6, 2014 8:30 AM-12:30 PM  
March 12, 2015 8:30 AM-12:30 PM

Do you have a fun, service-oriented workplace? Does your commitment to exceptional service include both your employees and your customers? 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.

Fee: N/A (Budgeted)  
455 County Center, Redwood City

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

October 14 & 15, 2014 8:30 AM-4:30 PM  
March 25 & 26, 2015 8:30 AM-4:30 PM

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.

Fee: N/A (Budgeted)  
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

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

October 28, 2014 8:30 AM-12:00 PM  
May 12, 2015 8:30 AM-12:00 PM

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.

Fee: N/A (Budgeted)  
455 County Center, Redwood City

**Redefining Customer Service in the Technology Age (For Any Employee)**

September 24, 2014 8:30 AM-12:30 PM  
March 10, 2015 8:30 AM-12:30 PM

This half-day interactive session is designed for all employees directly responsible for providing customer service. The focus is on providing the knowledge and skills necessary to continue to provide a high level of service while adapting to changing expectations driven by technological advances and growing pressures due to limited, changing and/or decreasing resources. Participants will be able to: a) realize what makes service in the public sector different; b) understand what customers expect; c) identify how to apply appropriate best practices from both the private and public sectors; d) handle difficult situations and know how and when to say “no” constructively; e) handle complaints efficiently and effectively; f) develop realistic customer service standards; g) apply strategies to manage personal stress; and h) develop a personal improvement plan.

Fee: N/A (Budgeted)  
455 County Center, Redwood City
Serving Multi-Generation Customers (For Any Employee) - - - NEW
December 11, 2014  8:30 AM-12:30 PM
April 2, 2015      8:30 AM-12:30 PM

Right now, you are serving four generations of customers, and the fifth is coming up fast. For the most part, each generation spans 20 years and is defined by certain events that shaped it. These shared experiences contribute to the generation’s attitude about customer service and customer service providers. You need tools to help you provide quality customer service to everyone. 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-generation customer service.

Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Supporting Outstanding Customer Service in the Public Sector (For Supervisors and Managers)
December 3, 2014  8:30 AM-12:30 PM
June 4, 2015      8:30 AM-12:30 PM

This interactive session is designed for managers and supervisors who are responsible for employees providing direct customer service. The focus is on specific approaches to take to develop and support a service-oriented work environment as well as understanding what employees need to know about customer needs and expectations in order to provide outstanding service. Participants will be encouraged to develop a personal action plan for using the concepts discussed. By the end of this session, participants will be able to: a) identify realistic customer service standards; b) identify service characteristics during the employee selection process; c) develop basic systems and processes that will promote customer service and enable employee accountability; and d) take specific steps to create and sustain a culture that supports outstanding customer service.

Fee: N/A (Budgeted)
455 County Center, Redwood City

The Customer Care Approach to Customer Service (For Any Employee) - - - NEW
January 8, 2015  8:30 AM-12:30 PM
June 23, 2015      8:30 AM-12:30 PM

Delivering customer care is everyone’s job—those who directly communicate with customers and those who serve coworkers. How effectively you do this determines how successful your organization and you will become. Having a wide variety of people skills has never been so important. Employees must meet and exceed customer expectations for service in order for the organization to maintain a competitive edge. During this workshop, 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.

Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

How to Thrive in a Changing Diverse Workplace: Essential Strategies Every Supervisor/Manager Should Know (For Supervisors and Managers)
May 12, 2015      10:00 AM-12:00 PM

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.

Fee: N/A (Budgeted)
455 County Center, Redwood City

Recognizing and Valuing Our Differences (For Any Employee)
January 15, 2015  8:30 AM-12:30 PM
June 18, 2015      8:30 AM-12:30 PM

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.

Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo
Working with Multi-Generations at the Workplace (For Any Employee)

September 9, 2014 8:30 AM-12:30 PM
March 18, 2015 8:30 AM-12:30 PM

Despite vast differences between generations, we have to be able to work together to get things done. Understanding each generation and being tolerant of the differences are major factors in having a peaceful, productive workplace. This workshop 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.

Fee: N/A (Budgeted)
455 County Center, Redwood City

Essential Supervisory Skills Program (ESS) for Supervisors/Managers

Coaching for Performance and Development (For Supervisors and Managers)
October 2, 2014 8:30 AM—12:30 PM
October 6, 2014 8:30 AM—12:30 PM
October 23, 2014 8:30 AM—12:30 PM

The Essential Supervisory Skills Academy is made up of four sessions. This session, Coaching for Performance and Development, provides participants with the knowledge and skills needed to coach direct reports to support their learning and awareness so that they and their employees are more engaged, relationships are strengthened, and productivity and job satisfaction is improved.

Fee: N/A (Budgeted)
HSA - Montara Room, 1 Davis Drive, Belmont

Setting Goals to Achieve Performance and Development (For Supervisors and Managers)
October 28, 2014 8:30 AM—12:30 PM
November 18, 2014 8:30 AM—12:30 PM
November 25, 2014 8:30 AM—12:30 PM

The Essential Supervisory Skills Academy is made up of four sessions. This session, Setting Goals to Achieve Performance and Development, provides participants with the knowledge and skills needed to craft meaningful goals for themselves and their direct reports. Well-crafted goals typically result in clearer priorities, better action plans, enhanced learning and growth, and improved job success for the individual and the organization.

Fee: N/A (Budgeted)
HSA - Montara Room, 1 Davis Drive, Belmont

Providing Effective Feedback to Guide Performance (For Supervisors and Managers)
October 9, 2014 8:30 AM—12:30 PM
October 29, 2014 8:30 AM—12:30 PM
November 3, 2014 8:30 AM—12:30 PM

The Essential Supervisory Skills Academy is made up of four sessions. This session, Providing Effective Feedback to Guide Performance, provides participants with the knowledge and skills needed to give and receive feedback in order to help improve performance when needed, and reinforce behavior and actions that contribute to successful performance.

Fee: N/A (Budgeted)
HSA - Montara Room, 1 Davis Drive, Belmont

Preparing Meaningful Performance Evaluations (For Supervisors and Managers)
November 5, 2014 8:30 AM—12:30 PM
November 6, 2014 8:30 AM—12:30 PM
November 13, 2014 8:30 AM—12:30 PM

The Essential Supervisory Skills Academy is made up of four sessions. This session, Preparing Meaningful Performance Evaluations, helps the supervisor set clear expectations, summarize performance in a fair and meaningful way, motivate successful future performance, make and implement sound decisions regarding corrective action, and recommend strategies for continued professional growth.

Fee: N/A (Budgeted)
HSA - Montara Room, 1 Davis Drive, Belmont
Maneuvering the Automated Vendor Agreement System (AVAS) (For Any SM County Employee Who Purchases Department Supplies or Orders From County Agreements)

TO REGISTER FOR THIS CLASS, CONTACT RUSS HAYES. Participants will learn to: a) access the system; b) search vendor agreements; c) create Order Release forms; and d) maneuver the AVAS system.

Fee: N/A (Budgeted)

OHC - Hiring Manager/Approver Training (For SM County Hiring Managers/Supervisors Only)

TO REGISTER FOR THIS CLASS, CONTACT LISA YAPCHING. Online Hiring Center is the County’s new online requisition and list referral/certification tool. Participants will learn: a) the online requisition approval and list referral feature of this web-based tool; b) how to review and approve requisitions; c) how to access and view referred eligible lists; d) how to print applications; and e) how to update the status of referred candidates.

Fee: N/A (Budgeted)

OHC - HR Liaison Training (For SM County Payroll/Personnel Staff Only)

TO REGISTER FOR THIS CLASS, CONTACT LISA YAPCHING. Online Hiring Center is the County’s new online requisition and list referral/certification tool. This session will highlight the handy features of this web-based tool. Participants will learn all the aspects of OHC including creating, submitting and approving a requisitions and reviewing and updating referred lists.

Fee: N/A (Budgeted)

Personnel/Payroll Processing (For San Mateo County Payroll/Personnel Staff)

TO REGISTER FOR THIS CLASS, CONTACT LISA OKADA. This half-day session will teach you to navigate effectively through the payroll system. Participants will learn to: a) develop shortcuts to review and update employee records; b) process retroactive adjustments; c) refresh your skills on some of the less common payroll transactions; and d) cover processes and systems associated with payroll, such as Doc View and Workers’ Compensation.

Fee: N/A (Budgeted)

Personnel/Payroll Reports (For San Mateo County Payroll/Personnel Staff)

TO REGISTER FOR THIS CLASS, CONTACT LISA OKADA. This half-day session will teach you to compile payroll/personnel data into useful reports. Participants will learn how to create new reports or modify existing reports to fit the needs of your organization.

Fee: N/A (Budgeted)

Communicating Expectations (For SM County Supervisors and Managers Only)

April 7, 2015 10:00 AM-12:00 PM

Providing your staff with clear expectations is not only a fundamental supervisor responsibility, but the most effective way to measure performance. This session for supervisors and managers will teach participants about the importance of communicating expectations, as well as specifically how to set and communicate those expectations with employees. Participants will receive hands-on guidance in drafting and communicating their expectations to employees.

Fee: N/A (Budgeted)

455 County Center, Redwood City

Effective 1:1 Meetings (For SM County Supervisors and Managers Only)

May 5, 2015 10:00 AM-12:00 PM

What is a 1:1 meeting? Why is it important? How often should these 1:1 meetings be held? Who determines the frequency? Should a supervisor meet with each direct report? 1:1 meetings are critical to maintain accountability, keep the supervisor informed, and serve to nurture the supervisor-employee relationship. In this 2-hour interactive session for supervisors and managers learn to: a) hold effective 1:1 meetings; b) develop tools to increase open communication; c) use 1:1 meetings to effectively manage employee performance; and d) document meeting outcomes for the supervisory file.

Fee: N/A (Budgeted)

455 County Center, Redwood City
Employee Documentation (For SM County Supervisors and Managers Only)
March 5, 2015  2:00 PM-4:00 PM
Appropriate documentation is critical in all areas of employee management. This interactive session for supervisors and managers will be approximately 1-hour of instruction and 1-hour of hands-on training (such as drafting documents and situational exercises). Participants will learn the importance of documentation such as what details should be included and appropriate records retention and will practice writing valuable documentation to assist with effective performance management.
Fee: N/A (Budgeted)
SMMC - Education Classroom One - 2nd Floor, Admin Wing, 222 W. 39th Avenue, San Mateo

Harassment Prevention Training (For SM County Supervisors and Managers Only) - - - NEW
June 11, 2015  10:00 AM-12:00 PM
This session will provide information and practical guidance regarding federal and state Equal Employment Opportunity (EEO) laws, including sexual harassment prevention laws, and the requirements for compliance. This informative training will assist supervisors in identifying, preventing, and eliminating discrimination and harassment in the workplace using practical examples and scenarios. The session will include information about correcting harassment and the remedies available to victims of harassment.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Hiring, Building & Retaining A Skilled Workforce (For SM County Supervisors and Managers Only)
November 5, 2014  8:30 AM-4:30 PM
March 4, 2015  8:30 AM-4:30 PM
This session is designed to assist you in gaining a thorough understanding of the Civil Service recruitment and selection process; clarify your role in the recruitment and interview process; provide you with key points on evaluating, reference checking and selecting candidates; and define ways of developing/retaining your employees.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Managing Absenteeism (For SM County Supervisors and Managers Only)
February 10, 2015  2:00 PM-4:00 PM
Managing unscheduled absences, including sick calls, no show/no call, and tardiness are some of the most common challenges that supervisors and managers face. This 2-hour session will feature realistic and practical discussions of these challenges, along with tips and exercises useful in addressing and managing absenteeism.
Fee: N/A (Budgeted)
HSA - Montara Room, 1 Davis Drive, Belmont

Managing Employees with Medical Conditions (For SM County Supervisors and Managers Only)
October 9, 2014  8:30 AM-12:30 PM
April 7, 2015  8:30 AM-12:30 PM
The purpose of this session is to provide managers and supervisors with information and strategies to effectively manage employees with medical conditions. This session will cover the: a) federal Americans with Disabilities Act (ADA); b) California Fair Employment and Housing Act (FEHA); c) federal Family Medical Leave Act (FMLA); d) California Family Rights Act (CFRA); e) County’s Transitional Work Assignment (TWA) program; and f) County’s Leave of Absence (LOA) program. By understanding these laws and programs you will be able to recognize the complexity of medical issues, the liability potential to you and the County when addressing these issues, the importance of addressing these issues in a timely manner, and how to get assistance in doing so.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Risk Management for the Supervisor/Manager (For SM County Supervisors and Managers Only)
October 22, 2014  8:30 AM-12:30 PM
April 14, 2015  8:30 AM-12:30 PM
This session will assist managers and supervisors to understand: a) their roles and responsibilities when an employee files a workers’ compensation claim; b) obligations they have when a claim is filed involving their area of responsibility; c) what process and insurance is necessary on agreements with independent contractors; and d) what their responsibilities are for ensuring a safe work environment.
Fee: N/A (Budgeted)
455 County Center, Redwood City
Supervisor's Guide to Progressive Discipline (For SM County Supervisors and Managers Only)
February 24, 2015  9:00 AM-3:00 PM
This session will provide supervisors and managers with the knowledge and skills to identify and investigate incidents of misconduct and to take appropriate corrective action. Participants will learn how to: a) set and communicate expectations; b) appropriately utilize the probationary period; c) monitor conduct relevant to expectations; d) conduct effective counseling sessions; e) establish effective documentation; f) investigate incidents of misconduct; and g) initiate the appropriate level of corrective action at the correct time.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Workers' Compensation (For SM County Supervisors and Managers Only)
October 28, 2014  9:00 AM-12:00 PM
May 13, 2015  9:00 AM-12:00 PM
This half-day session is designed to provide managers and supervisors with a brief overview of workers' compensation. Participants will learn: a) what to do when an employee notifies them of a work-related injury, condition, or illness; b) the laws behind the decisions made; c) State-mandated benefits; d) additional County benefits; and e) information on the forms and steps for processing a claim.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Leadership Development

ABCs of Supervising Others (For Leads, Supervisors, and Managers)
May 6, 2015  8:30 AM-4:30 PM
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. Participants 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.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Advanced People Skills (For Leads, Supervisors, and Managers) - - - NEW
April 21 & 28, 2015  8:30 AM-4:30 PM
Creating and sustaining positive working relationships is both an art and a science - especially when the stakes are high and important outcomes hang in the balance. Discover how to work better with others through improved decision making practices, identifying how to use creative problem-solving methods and applying conflict management skills. Evaluate the effectiveness of your work partnerships and explore how you manage your work relationships.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Build Productive Teams Through Improved Communication (For Leads, Supervisors, and Managers) --- NEW
October 21, 2014  8:30 AM-4:30 PM
February 25, 2015  8:30 AM-4:30 PM
In our rapid moving, high tech society, it is critical that leaders create a work environment that encourages an open and collaborative exchange of ideas, expertise and information. Start by identifying and understanding your own interpersonal communication style and its impact on others in order to establish positive working relationships and a more effective team. Uncover communication barriers that negatively impact work relationships, and apply effective communication skills to build relationships and create more successful work teams. Examine what an effective team looks like, how to build trust, five stages of team development, and collaborative problem solving and decision-making skills.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Change Leadership (For Any Employee)
September 11, 2014  8:30 AM-4:30 PM
March 11, 2015  8:30 AM-4:30 PM
Every day, a leader with a good idea fails at change management because they can't get beyond vision. The purpose of this session is to provide participants with a clear, consistent change management/change leadership methodology. Previous attendees report that they were better able to build momentum, reduce change resistance and minimize unanticipated barriers as a result of the session. 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.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo
Coaching Others to Manage Conflict (For Leads, Supervisors, and Managers)
December 9, 2014  8:30 AM-12:30 PM
February 12, 2015  8:30 AM-12:30 PM
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.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Leadership Basics (For Leads, Supervisors, and Managers) - - - NEW
February 19, 2015  8:30 AM-12:30 PM
Warren Bennis, a leadership scholar, states that "...organizations are usually over-managed and under-led." This quote highlights the emphasis of this session. Management and leadership skills are not the same. Leadership is about getting others to want to follow. This 1/2-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.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Leading Multi-Generation Teams (For Any Employee) - - - NEW
January 21, 2015  8:30 AM-12:30 PM
May 28, 2015  8:30 AM-12:30 PM
Just as gender and ethnic diversity can lead to conflict and miscommunication on teams, so can generational diversity. Since each generation has unique attitudes toward leadership, work style preferences, and ways of using technology, you need to be able to identify and leverage the strengths each brings to the workplace, recognize potential sources of generational conflict, and turn conflict into collaboration. This workshop will show you how to be more effective leaders by understanding the challenges, opportunities, and best practices in leading multi-generational teams. You will: a) understand the factors that influence each generation’s attitude about work and leadership; b) know how each generation views teamwork and prefers to work with others; c) appreciate the challenges and opportunities multi-generational teams present; d) make better team assignments by leveraging generational strengths and mitigating weaknesses; and e) motivate each generation to excel by understanding and utilizing their primary motivators.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Making the Transition from Manager to Leader (For Supervisors and Managers) - - - NEW
September 30, 2014  8:30 AM-12:30 PM
Leadership requires managers to assume a new identity because people will now look to you for leadership and guidance in a different way. You may have less involvement with the actual work group although you will still be responsible for their work and performance goals. While managers are tactical and focus on getting things done, leaders are more concerned with the meaning of events and actions on the organization. This workshop helps managers: a) understand the differences between managing and leading; b) distinguish among different styles of leadership, their effectiveness and the appropriate use of each; c) create and communicate a vision that motivates and inspires; d) communicate with authority and assertiveness; and e) motivate and coach for performance improvement.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Motivating Long-Term Employees (For Supervisors and Managers)
November 19, 2014  8:30 AM-12:30 PM
May 20, 2015  8:30 AM-12:30 PM
Managing long-term employees can be challenging as you try to encourage and support them to stretch their skills, knowledge, and performance to meet new goals. Although they’ve been doing good work, some long-term employees may be resistant to the changes that come with the “new normal”, and as a result have decreased motivation, which impacts their co-workers. This half-day interactive session is designed for managers and supervisors who would benefit from learning new approaches to managing and effectively motivating this growing segment of the workforce. Participants will be able to: a) understand the issues and values affecting long-term employees; b) identify strengths and sources of resistance; c) understand which communication strategies work best; d) know what motivators are most appropriate; e) apply strategies to maintain productivity and work satisfaction; f) avoid some of the risks of addressing some related workplace issues; and g) increase employee engagement.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo
Motivation Through Delegation (For Leads, Supervisors, and Managers) - - - NEW
September 4, 2014  8:30 AM-12:30 PM
April 14, 2015  8:30 AM-12:30 PM
This training presents the tools and approaches to help supervisors and managers engage employees and build accountability. From that base, it provides sound guidelines for a new approach to delegation.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Political Astuteness/Savvy (For Leads, Supervisors, and Managers)
November 5, 2014  1:00 PM-5:00 PM
March 4, 2015  1:00 PM-5:00 PM
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.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Skills for Collaborative Leadership (For Any Employee)
October 16, 2014  8:30 AM-4:30 PM
March 10, 2015  8:30 AM-4:30 PM
Who is a collaborative leader? Collaborative leaders build deliberate systems for growth and elicit and demonstrate the understanding of others through purposeful communication. They also encourage and expect shared decision-making processes. Collaborative leaders create safety, comfort and trust to enable energetic productive relationships. Collaborative leaders are those who support strategies where information and tactics are exchanged and encourage sharing and pooling resources for the whole team to achieve their goals. A collaborative leader is someone who models, safeguards, promotes, and rewards the collaborative process consistently.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Supervision 101: What All New Supervisors Need to Know (For Newly Appointed Leads, Supervisors, and Managers)
November 6 & 13, 2014  8:30 AM-4:30 PM (2 Full-day Sessions)
May 7, 2015  8:30 AM-4:30 PM (1 Full-day Session)
First-line supervision is one of the most difficult responsibilities in any organization. For many, this can be a difficult career transition as the expectations, responsibilities, and relationships change dramatically. Participants will review the key challenges faced when a person moves into this key leadership position. Participants will learn about: a) the role of the supervisor; b) transition issues/tips; c) techniques for managing change; d) motivation; e) delivering feedback; f) dealing with negative attitudes; g) encouraging responsibility/accountability; h) the importance of credibility and trust; i) managing conflict; j) problem-solving; k) delegation; l) goal setting; m) leadership traits; n) coaching; and o) managing your boss. This session will provide a practical overview of the core knowledge, skills and behaviors necessary to be successful in this important position.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

The Art of Delegating Effectively (For Leads, Supervisors and Managers)
October 14, 2014  1:00 PM-5:00 PM
March 18, 2015  8:30 AM-12:30 PM
Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. This session will explore many facets of delegation: when to delegate and whom to delegate to. Learning objectives include: a) clearly identify how delegation fits into your job and how it can make you more successful; b) identify opportunities within the scope of your authority for delegating effectively to others; c) identify the criteria for fair and responsible delegation to all employees; d) develop a technique for defining expectations; e) recognize common delegation pitfalls and how to avoid them; and f) provide opportunities to test your delegation skills.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Traits and Tools of the Resilient Leader (For Leads, Supervisors, and Managers) - - - NEW
November 4, 2014  8:30 AM-12:30 PM
March 3, 2015  8:30 AM-12:30 PM
Resiliency is the ability to keep going and “bounce back” after setbacks, maintain energy to deal with the demands of daily life, and to face adversity. Enhance your leadership effectiveness by learning the traits and tools needed to build and sustain your energy for engaging your best self at work.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo
Professional Development

Building Effective Workplace Relationships (For Any Employee)
October 15, 2014 8:30 AM-12:30 PM
February 11, 2015 8:30 AM-12:30 PM

Today's working environment requires you to work with a wide variety of people whose work styles are different from yours. Building effective workplace relationships is important for getting things done and being successful in your career. Good interpersonal skills are necessary to gain the cooperation and commitment of others. 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.

Fee: N/A (Budgeted)
455 County Center, Redwood City

Creative Problem Solving (For Any Employee)
December 9, 2014 8:30 AM-4:30 PM
May 19, 2015 8:30 AM-4:30 PM

Creativity and problem-solving skills are in short supply in many organizations, yet these skills are critical to success. Problems don't just appear and good solutions don't just happen. This session will help participants gain a better understanding of how to recognize why problems occur. It will also provide techniques for working individually and with groups to use creativity to solve problems so that they stay solved. 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 define and verify problems, how to determine their root causes, how to find appropriate solutions, and how to implement and evaluate solutions.

Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Develop as a Professional (For Any Employee)
January 13, 2015 8:30 AM-4:30 PM
March 24, 2015 8:30 AM-4:30 PM

Knowing your job is an important step in getting ahead at work, but being good at your job may not be enough. People must recognize you as a professional—someone who is technically proficient, who can communicate effectively, who interacts well with others, and who takes the time to develop long-term, mutually beneficial relationships. 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 get results; and d) develop and maintain good professional relationships with co-workers and customers.

Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Developing Effective Project Proposals and Workplans (For Project Managers)
October 22, 2014 8:30 AM-4:30 PM
April 22, 2015 8:30 AM-4:30 PM

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.

Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Essential Media and Public Relations Skills (For Any Employee)
September 17 & 23, 2014 8:30 AM-12:00 PM
May 13 & 19, 2015 8:30 AM-12:00 PM

Join Marshall Wilson, San Mateo County’s Communications Director, for two half-day sessions that will increase your communication skills, whether dealing with the news media, community groups, stakeholders, or residents. This session will improve your ability to tell your story to the public and the news media. The session includes: a) how to present complex information in simple terms that an audience can understand the first time; b) a discussion of the critical steps necessary to build a strategic and achievable communications plan; c) a review of the essential media relations skills; and d) how social media can influence the public debate.

Fee: N/A (Budgeted)
455 County Center, Redwood City
Leading Positive Change (For Any Employee) - - - NEW
December 4, 2014  8:30 AM-12:30 PM
February 26, 2015  8:30 AM-12:30 PM
Leading positive change, through the use of exercises and role play, helps participants apply the change model and other techniques to disruptive behaviors and situations in and around their work group. They will practice managing interactions to restore respect, trust, and professionalism. Managing change effectively helps people navigate quickly through resistance and align their teams for better performance.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Mastering the Communication Process (For Any Employee)
November 18, 2014  8:30 AM-12:30 PM
April 15, 2015  8:30 AM-12:30 PM
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.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Maximizing Your Personal Effectiveness (For Any Employee) - - - NEW
September 24, 2014  8:30 AM-4:30 PM
May 27, 2015  8:30 AM-4:30 PM
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.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Project Management for the Real World (For Any Employee Who Manages Projects)
September 10, 2014  8:30 AM-4:30 PM
February 4, 2015  8:30 AM-4:30 PM
Using identical tools for each project would not be practical, given the variety of projects that need to be managed at our workplaces. This session provides an overview of project management, a standard methodology for managing projects, and specific tools you may need for a particular project. It will help you start up, define, control, and conclude a project in an efficient and effective manner. Key project team/leadership skills are explored. Learn easy ways to keep projects on track and gain support from others for reaching a successful conclusion for a project. Come prepared with a project or two to get started on!
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Relationship Management (For Any Employee)
November 18, 2014  8:30 AM-12:30 PM
March 12, 2015  8:30 AM-12:30 PM
Business is all about relationships. Relationships help you actualize 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.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Resolving Conflict with Difficult Personalities (For Any Employee)
October 28, 2014  1:00 PM-5:00 PM
February 18, 2015  8:30 AM-12:30 PM
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. Participants 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: N/A (Budgeted)
455 County Center, Redwood City
Strategies for Changing Times (For Any Employee)
September 23, 2014  8:30 AM-4:30 PM
April 15, 2015  8:30 AM-4:30 PM
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 and transition 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!
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Taking the Step Up to Supervisor (For Any Employee)
October 7, 2014  8:30 AM-4:30 PM
March 19, 2015  8:30 AM-4:30 PM
Good preparation is a key element to any plan, particularly a plan that includes getting promoted to a supervisory position. 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. Participants will examine key questions, including: What skills are necessary to be effective in the supervisor role? How can one develop the skills required to be ready for the next level? Do I really want to do this?
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Time Management (For Any Employee)
September 16, 2014  1:00 PM-4:00 PM
March 3, 2015  9:00 AM-12:00 PM
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. Participants 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.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Bloodborne Pathogen and Tuberculosis Precautions (For New SM County Employees Who are At-Risk for TB or Bloodborne Exposures)
TO REGISTER FOR THIS CLASS, CONTACT THE RISK MANAGER. This session is designed for all new employees covered under the OSHA bloodborne standard and the County TB Exposure Control Program. This session is required for all those employees who have the potential to be at risk for bloodborne pathogens and TB infection. Bloodborne training covers Hepatitis A, B, C, HIV, and the Hepatitis B vaccination and provides information on how to minimize exposure and procedures to follow in the event of an exposure. TB training provides information on TB, respiratory protection, medical surveillance, and annual TB testing guidelines.
Fee: N/A (Budgeted)

Conducting Facility Safety Inspections (For Any Employee)
November 4, 2014  9:00 AM-12:00 PM
February 4, 2015  9:00 AM-12:00 PM
Per Cal/OSHA T8 CCR 3203(a)(4), conducting facility safety inspections are an essential element of an effective Injury and Illness Prevention Program. Safety inspections are meant to familiarize employees with common workplace hazards and to evaluate such hazards to prevent accidents, injuries and property damage. 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.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Ergonomics for Department Ergonomics Coordinators (For SM County Department Ergonomic Coordinators Only)
September 16, 2014  8:30 AM-12:30 PM
April 8, 2015  8:30 AM-12:30 PM
This session is designed to provide an overview of the County’s Ergonomic Program to all assigned Department Ergonomic Coordinators. Participants will also learn about the fundamentals of providing ergonomic evaluations and a step-by-step ergonomic evaluation will be provided to help Coordinators better understand how to conduct effective evaluations within their departments.
Fee: N/A (Budgeted)
455 County Center, Redwood City
Ergonomics for Supervisors and Managers (For Supervisors and Managers)
October 1, 2014  9:00 AM-11:00 AM
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.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Fire Prevention and Fire Extinguisher Use (For Any Employee)
June 10, 2015  9:00 AM-11:00 AM
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.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Keys to Comfort & Safety at your Computer Workstation (For SM County Employees Only)
TO REGISTER FOR THIS CLASS, CONTACT ALICIA KELLIE DIRECTLY. Participants learn how to adjust your chair, your computer monitor and your keyboard for your "best fit". Learn simple keyboarding strategies and everyday stretching exercises that can prevent repetitive stress.
After the training, you'll work with your Department Ergonomics Coordinator to assure that your workstation gets evaluated and to correct any ergonomic problems that have been identified.
Fee: N/A (Budgeted)

Office Safety (For Any Employee)
TO REGISTER FOR THIS CLASS, CONTACT ALICIA KELLIE DIRECTLY. This session is designed to heighten employees' awareness of the hazards in the office environment. The training includes a 19-minute video and addresses: a) back safety; b) VDT safety; c) slips trips and falls; d) file cabinet safety; and e) electrical safety and more.
Fee: N/A (Budgeted)

RSIGuard (For SM County Employees Only)
TO REGISTER FOR THIS CLASS, CONTACT ALICIA KELLIE DIRECTLY. RSIGuard is a software application designed to reduce exposure to computer-related strain injuries and encourage healthier work habits. RSIGuard accomplishes this through its Stretch Breaks, ForgetMeNots, AutoClick, KeyControl, and DataLogger features. This 2-hour session will: a) provide an overview of repetitive strain injuries and how using RSIGuard will benefit its users; b) guide users through RSIGuard's initial Setup Wizard; and c) walk through the steps of how to customize RSIGuard's settings to an individual user's preferences.
Fee: N/A (Budgeted)

Supervisor Safety Responsibilities (For Supervisors and Managers)
March 11, 2015  9:00 AM-12:00 PM
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 tools designed for supervisors to successfully provide a safe work environment.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Written Communication

Better Reading and Writing (For Any Employee)  - - - NEW
September 17, 2014  8:30 AM-4:30 PM
June 25, 2015  8:30 AM-4:30 PM
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. There's even some fun stuff that requires you to be a kid again and use the "onesies" and "twosies" correctly. There's no four-letter word ("test") in this class; in fact, it ends with a final review that involves playing "Jeopardy" as a team exercise.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo
Delivering Customer Service in Writing (For Any Employee)
October 7, 2014 8:30 AM-12:30 PM
May 20, 2015 8:30 AM-12:30 PM
Most customer communications today are electronic or print. 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.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Editing and Proofreading (For Any Employee)
January 28, 2015 8:30 AM-12:30 PM
June 3, 2015 8:30 AM-12:30 PM
Good writers appreciate the importance of editing to create concise, focused documents. Learn how to edit documents for clarity and impact and practice proofreading skills to correct spelling, grammar, and usage errors. 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.
Fee: N/A (Budgeted)
455 County Center, Redwood City

Effective Business Writing (For Any Employee)
September 16, 2014 8:30 AM-4:30 PM
February 10, 2015 8:30 AM-4:30 PM
This full-day session is designed to improve your business writing skills, make the writing process easier, and improve personal productivity. Participants will learn to: a) improve their written communication effectiveness; b) apply editing skills to their writing; and c) improve readability. Participants are required to bring one or two recent writing samples (delete any confidential information) and may bring laptop computers.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

Grammar and Punctuation (For Any Employee)
September 9, 2014 9:00 AM-4:00 PM
February 5, 2015 9:00 AM-4:00 PM
In this session we will review proper grammar, punctuation and sentence structure. Topics will include: a) sentence structure: subject, verb, object; b) clauses: dependent and independent; c) modifiers and prepositional phrases; d) subject and object pronouns; e) active and passive voice; and f) comma, colon, semi-colon, dash and parentheses. This is a highly interactive and fast-paced class.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo

The Minute Taker's Workshop (For Any Employee) - - - NEW
June 2, 2015 8:30 AM-4:30 PM
This full-day session helps minute-takers understand their role and the best techniques for producing minutes that include all the essential information needed. Participants will learn: a) the skills of a minute-taker; b) minute styles; c) preparing, writing, and editing minutes; and d) what to record. Participants are required to bring one example of their minutes (delete any confidential information) to the class.
Fee: N/A (Budgeted)
Captain's House, Coyote Point Park, 1701 Coyote Point Drive, San Mateo
Thank you for supporting our continuous efforts to go green by viewing this new course listing electronically. For more information on the County’s training programs and resources, visit our new website at hr.smcgov.org/training.

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

Training Location & Directions:
Participants may view maps for all locations at hr.smcgov.org/maps.

Other Training Resources:

Regional Training Consortium
The Regional Training and Development Consortium for Public Agencies, a collaboration and partnership between 17 agencies in San Mateo County to provide training and development programs, management tools, and resources to public sector agencies.

Watch your email for announcements! Some offerings include:

- Public Sector Leadership Academy
- Public Sector Supervisory Academy
- Public Sector Lead Worker Academy
- Writing for Business Essentials
- Effective Public Speaking
- Introduction to Supervision
- Customer Service
- Time Management
- Career Development

and much, much more!
County LMS Administrators

Assessor-Clerk-Recorder-Elections, Julieta Fernandez ................................................................. (650) 363-4779
Child Support Services, Andrew Allee ............................................................................................... (650) 363-4973
  Sherrie Ramos ........................................................................................................................ (650) 363-4818
Controller, Jeremy Reyes ..................................................................................................................... (650) 363-4777
Coroner, Emily Tauscher ..................................................................................................................... (650) 312-5223
County Counsel, Angel Puckett .......................................................................................................... (650) 363-4679
  Shirley Lectura ........................................................................................................................ (650) 363-4684

County Manager’s Office/Board of Supervisors
  CMO/BOS, Mina Lim ......................................................................................................................... (650) 363-4124
  Agriculture/Weights & Measures, Maria Luna .................................................................................. (650) 363-4700
  Public Safety Communications, Robert Bustichi ................................................................................ (650) 363-4342
  Workforce & Economic Development, Mayette Bailey ..................................................................... (650) 599-5910
District Attorney, Debbie Padilla ........................................................................................................ (650) 363-4685
First 5 San Mateo County, Chonne A. Sherman .................................................................................. (650) 372-9500 x232

Health System
  Administration/Policy & Planning, Juvy Ann Reyes ......................................................................... (650) 573-2398
  Aging & Adult Services, Sue Fisk ...................................................................................................... (650) 573-2533
  Elizabeth Schlief ............................................................................................................................... (650) 573-2690
  Behavioral Health & Recovery Services, Moetoto Mati .................................................................. (650) 573-2495
  Correctional Health, Laurie Washer .................................................................................................. (650) 363-4152
  Emergency Medical Services, Patrice Christensen ......................................................................... (650) 573-3728
  Environmental Health, Larissa Margulis ......................................................................................... (650) 372-6247
  Family Health, Kim Pijma .............................................................................................................. (650) 573-2517
  Public Health, Wanda Showaker ..................................................................................................... (650) 573-2263

San Mateo Medical Center
  2 A/B—Medical/Surgical, Cynthia Javines ......................................................................................... (650) 573-2437
  Human Resources, Jennifer Baxter .................................................................................................. (650) 573-2275
  Infection Control, Evelyn Anorico .................................................................................................... (650) 692-2845
  Quality Control, Eufemia Chavez .................................................................................................... (650) 692-3046

Housing, Yvonne Ho ............................................................................................................................ (650) 802-3379
  Norman Pascoe ................................................................................................................................ (650) 802-5008

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  Rose San Juan ................................................................................................................................. (650) 363-4733
  Regina Soo ..................................................................................................................................... (650) 363-1915
  Gabe Aponte .................................................................................................................................... (650) 363-4696
  Lucy Fung ......................................................................................................................................... (650) 599-1151

Human Services Agency, Kathy Merlo ............................................................................................. (650) 802-7965
  Bill Dean ......................................................................................................................................... (650) 802-7606

Information Services, Vanita Narayan ............................................................................................... (650) 599-7499
  Shawn Yu ......................................................................................................................................... (650) 599-7468

LAFCo, Martha Poyatos ....................................................................................................................... (650) 363-4224
Library, Karina Labrenz ...................................................................................................................... (650) 312-8822
Parks, Brenda Bennett ......................................................................................................................... (650) 599-1393
Planning & Building, Heather Hardy .................................................................................................. (650) 363-1859
Probation, Bridget Love ....................................................................................................................... (650) 312-5261
Public Works, Marney Taylor ............................................................................................................. (650) 599-1451
  Myra Yapching ............................................................................................................................... (650) 599-1427
SamCERA, Gladys Smith .................................................................................................................... (650) 363-4821
Sheriff’s Office, Gina Sheridan ........................................................................................................... (650) 573-2520
  Jennifer Prado .................................................................................................................................. (650) 363-4530
Tax Collector, Angel Rivera .................................................................................................................. (650) 363-4398
Treasurer/Revenue Services, Laura Williams ...................................................................................... (650) 363-4977
ENSURE YOU MEET YOUR 20-HOUR TRAINING TARGET!

The County has established an annual target for each of its employees to receive a **minimum of twenty hours of training per fiscal year.** For supervisors, there is an expectation that eight of the twenty hours will be focused specifically on topics related to the supervision and management of employees.

How to Get Your 20 Hours:

- Sign up for training at [www.smcgov.org/LMS](http://www.smcgov.org/LMS)
  - A variety of classroom sessions and over 200 online courses.
- Add your external training hours to your LMS transcript
  - Visit [hr.smcgov.org/LMS](http://hr.smcgov.org/LMS) and view the [LMS External Training User Guide](http://hr.smcgov.org/LMS) for more information.

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County of San Mateo
Human Resources Department
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