
Training Catalog for 2011

Required Training for all Employees, including Supervisors and Managers is indicated by a double asterisk throughout this catalog: Diversity: Respect for People, Ethics & Fraud, Give 'Em the Pickle: Providing Excellent Customer Service, and Harassment Prevention.

Required Training for Managers and Supervisors is indicated by a single asterisk throughout this catalog. A **Management Certificate** will be given to Managers and Supervisors who complete the following training classes:

- Generational Differences
- Give 'em the Pickle
- Ethics & Fraud
- Diversity: Respect for People
- Harassment Prevention
- Interviewing Skills
- Performance Management
- Spirit of Teams
- Substance Abuse Awareness
- Supervisors' Accountabilities
- Supervisory Skills

Employees will be publicly recognized upon earning the **Management Certificate**.

**** Required for All Employees including Supervisors & Managers**

*** Required for All Managers & Supervisors**

To register for training, go to:

<http://sp/sites/Training/default.aspx>

Training Calendar

January	April
<ul style="list-style-type: none"> <input type="checkbox"/> 18 - Understanding Your 457 Plan <input type="checkbox"/> 20 - Ethics & Fraud <input type="checkbox"/> 27 - Stretching Your Dollar 	<ul style="list-style-type: none"> <input type="checkbox"/> 4 - Ethics & Fraud <input type="checkbox"/> 6 - Give 'em the Pickle <input type="checkbox"/> 12 - Harassment Prevention <input type="checkbox"/> 12 - Navigating the Purchasing Road Map <input type="checkbox"/> 14 - Navigating the Purchasing Road Map <input type="checkbox"/> 15 - Personal Effectiveness & Communication Skills <input type="checkbox"/> 27 - Generational Differences <input type="checkbox"/> 28 - Constructive Confrontation <input type="checkbox"/> 29 - Performance Management
February	May
<ul style="list-style-type: none"> <input type="checkbox"/> 2 - Heart Disease Prevention & Nutrition <input type="checkbox"/> 4 - Personal Effectiveness & Communication Skills <input type="checkbox"/> 10 - Hanover 101 <input type="checkbox"/> 22 - Harassment Prevention <input type="checkbox"/> 24 - How to Shine in the Workplace <input type="checkbox"/> 25 - Time Management & Organizational Skills 	<ul style="list-style-type: none"> <input type="checkbox"/> 4 - Performance Management <input type="checkbox"/> 6 - Interviewing Skills <input type="checkbox"/> 13 - Measuring Your Risk: Know Your Blood Pressure <input type="checkbox"/> 16 - Personal Financial Planning <input type="checkbox"/> 19 - Peer Today, Boss Tomorrow <input type="checkbox"/> 25 - Give 'em the Pickle <input type="checkbox"/> 26 - Coaching for Success
March	June
<ul style="list-style-type: none"> <input type="checkbox"/> 2 - Substance Abuse in the Workplace <input type="checkbox"/> 10 - Diversity: Respect for People <input type="checkbox"/> 31 - Giving & Receiving Feedback 	<ul style="list-style-type: none"> <input type="checkbox"/> 3 - Spirit of Teams <input type="checkbox"/> 15 - Supervisory Skills <input type="checkbox"/> 23 - Humor in the Workplace

Training Calendar

July	October
<ul style="list-style-type: none"> <input type="checkbox"/> 22 - Supervisory Skills <input type="checkbox"/> 28 - Communication Basics for Employees 	<ul style="list-style-type: none"> <input type="checkbox"/> 7 - Supervisors' Accountabilities <input type="checkbox"/> 20 - Dealing with Difficult Behavior <input type="checkbox"/> 21 - Harassment Prevention <input type="checkbox"/> 24 - Ethics & Fraud <input type="checkbox"/> 27 - Diversity: Respect for People
August	November
<ul style="list-style-type: none"> <input type="checkbox"/> 4 - Generational Differences <input type="checkbox"/> 24 - Harassment Prevention <input type="checkbox"/> 25 - Communications Skills for Managers <input type="checkbox"/> 26 - Diversity: Respect for People 	<ul style="list-style-type: none"> <input type="checkbox"/> 10 - Generational Differences <input type="checkbox"/> 15 - Give 'em the Pickle <input type="checkbox"/> 15 - Conflict Resolution Strategies <input type="checkbox"/> 16 - The Strength of Diversity in Investing <input type="checkbox"/> 17 - Stress Free Holiday Campaign <input type="checkbox"/> 18 - Supervisors' Accountabilities
September	December
<ul style="list-style-type: none"> <input type="checkbox"/> 8 - Cancer Awareness & Prevention <input type="checkbox"/> 9 - Spirit of Teams <input type="checkbox"/> 12 - Interviewing Skills <input type="checkbox"/> 15 - Leadership Roundup <input type="checkbox"/> 16 - Social Security Express <input type="checkbox"/> 28 - Workplace Violence 	<ul style="list-style-type: none"> <input type="checkbox"/> 7 - Diversity: Respect for People

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Location Information

If you have any questions about the location of any of the classes, please contact Human Resources at 365-6075.

Communications (Training Room)

7501 Library Drive
Hanover, VA 23069

Located at County Government Complex just past the court buildings.

Fleet Services (Training Room)

11375 North Lakeridge Parkway
Ashland, VA 23005

Located off exit 89 (Lewistown Road). Go 2/10 of a mile, turn right onto Lakeridge Pkwy. Fleet is the first building on the left.

Wickham Building Basement (IT Training Room)

7497 County Complex Road
Hanover, VA 23069

Located on Route 301 in the Hanover County Government Complex. The IT Training Room is in the basement of the Wickham Building.

Department of Social Services (Conference Room)

12304 Washington Highway
Ashland, VA 23005

Located just South of Ashland in the Human Services Complex on Route 1.

Fire/EMS (Training Room)

13326 Hanover Courthouse Road
Hanover, VA 23069

Located .5 miles north of Hanover County Government Complex on Rt. 301.

Professional Development

Communication Basics for Employees

Date: July 28, 2011

Length: 9am-11am

Instructor: Optima EAP

Location: **Fleet Services (Training Room)**

Overview: Provides participants with tools to effectively communicate in the workplace and understand various types of interpersonal communication skills.

Who should attend? Any employee

Conflict Resolution Strategies

Date: November 15, 2011

Length: 9am-11am

Instructor: Optima EAP

Location: Communications (Training Room)

Overview: Addresses the need to confront and diffuse discord that can disrupt the work environment, interfere with productivity, and negatively impact employee morale. Discussion considers common causes of conflict and examines various conflict resolution styles.

Who should attend? Any employee

Dealing with Difficult Behavior

Date: October 20, 2011

Length: 9am-11am

Instructor: Optima EAP

Location: Communications (Training Room)

Overview: Addresses difficult behavior that is sometimes displayed by employees and key stakeholders. Discussion helps managers to obtain objectivity, to uncover unmet needs and expectations that may be driving the undesirable behavior, and to transition the interaction to a more productive exchange.

Who should attend? Any employee

Diversity: Respect for People**

Date:	March 10, 2011
Location:	Fire/EMS (Training Room)
	-OR-
Date:	August 26, 2011 -OR- October 27, 2011
Location:	Communications (Training Room)
	-OR-
Date:	December 7, 2011
Location:	Fleet Services (Training Room)
Length:	1/2 day (9am–12pm)
Instructor:	Amy Ash
Overview: This course re-establishes a consistent baseline understanding of diversity. It encourages respect for people and their opinions. This class allows employees to reflect on their own frames of reference, learn about diversity dimensions, filters, the truth model, and heighten awareness and appreciation for workplace diversity.	
Who should attend? All employees	

Ethics & Fraud**

Date:	January 20, 2011
	-OR-
	April 4, 2011
	-OR-
	October 24, 2011
Length:	9am-12pm
Location:	Fire/EMS (Training Room)
Instructor:	Amy Ash & Melanie Andrews
Overview: Provide employees with knowledge of expected ethical behavior in the workplace. This class will cover:	
<ul style="list-style-type: none">• workplace conduct• safeguarding County assets• secondary employment• conflicts of interest• Fraud, waste & abuse reporting	

Generational Differences*

Date: April 27, 2011 -OR-
November 10, 2011
Location: **Communications (Training Room)**
-OR-
Date: August 4, 2011
Location: **Fire/EMS (Training Room)**
Length: 9am—1:00pm
Instructor: Amy Ash & Leigh Harcum
Overview: This workshop will explore each of the major generations present in our workplace. Participants will gain a better understanding of the motivational factors at work with each generation and learn ways to more effectively relate across generational lines.
Who should attend? Any employee; All managers & supervisors

Give 'em the Pickle: Providing Excellent Customer Service**

Date: April 6, 2011
Location: **Fleet Services (Training Room)**
-OR-
Date: May 25, 2011 -OR-
November 15, 2011
Location: **Pamunkey Regional Jail (Training Room)**
Length: 1/2 day (9am—12pm)
Instructor: Amy Ash
Overview: The class will provide strategies for ensuring accurate, prompt and excellent customer service to citizens and customers. Emphasis will be placed on how all county positions have obligations to provide superior customer service.
Who should attend? Any employee

Giving & Receiving Feedback

Date: March 31, 2011
Length: 9am-10:30am
Instructor: Optima EAP
Location: Communications (Training Room)
Overview: This course presents constructive approaches to giving and receiving feedback. Discussion highlights the role that effective feedback plays in building strong peer relationships and in avoiding performance and productivity problems. Participants will learn to offer feedback in a manner that is productive and objective.
Who should attend? Any employee

Hanover 101

Date: February 10, 2011
Length: 1/2 day (9am-12:30pm)
Instructor: Amy Ash
Location: Fleet Services (Training Room)

Overview: Come learn about our County's mission, vision, and values, including customer service to both customers and fellow employees, public administration acronyms, and leadership initiatives. You'll learn about the history and growth of Hanover County and interesting facts about our County. Enhance your knowledge of County departments and services, such as where to direct citizens to pay traffic tickets, pay a water bill, and obtain accident reports. You will receive a summary of our County's operations including an overview of our organizational chart.

Who should attend? Any employee

Harassment Prevention**

Date: February 22, 2011
Location: **Fleet Services (Training Room)**
-OR
April 12, 2011 -OR-
August 24, 2011 -OR-
October 21, 2011
Location: **Communications (Training Room)**
Length: 1/2 day (9am-12pm)
Instructor: Amy Ash

Overview: This training course will provide you with enhanced skills and knowledge on what harassment is, the laws behind harassment, and how it can be prevented. This class will cover:

- County policies on harassment & retaliation
- why people harass others
- how to recognize sexual harassment at work
- how to respond, and
- employee responsibilities

Who should attend? All employees

How to Shine in the Workplace

Date: February 24, 2011
Length: 9am-10am
Instructor: Optima EAP
Location: Communications (Training Room)

Overview: This course explores the concept of a high-performing employee. Discussion identifies potential benefits of high performance, and specific behaviors of high performers. Participants will have an opportunity to reflect upon their own professional effectiveness and set strategies for enhanced performance.

Humor in the Workplace

Date: June 23, 2011
Length: 9am–10:00am
Instructor: Optima EAP
Location: **Fleet Services (Training Room)**

Overview: This course explores the role of humor in the workplace and highlights its effectiveness as a tool to diffuse stress and build relationships. Discussion reviews appropriate and inappropriate humor, and how to balance levity with professionalism. Participants will learn specific strategies to incorporate humor productively in their everyday work interactions.

Who should attend? Any employee

Personal Effectiveness & Communication Skills

Date: February 4, 2011 –OR–
April 15, 2011
Length: 1 day (9am-3:30pm)
Instructor: Kelly Kapolka
Location: Fleet Services (Training Room)

Overview: Discover and develop personal effectiveness through improving your relationships. Hone your communication and listening skills. Learn how to live in excellence and develop influential people skills. Learn power actions to propel you closer toward realizing your dreams and your own personal success.

Who should attend? Any employee

Stretching Your Dollar

Date: January 27, 2011
Length: 9:00am-10:30am
Instructor: Optima EAP
Location: County Administration Board Room

Overview: This course explores one's relationship and attitude towards money, and proposes that "stretching your dollar" begins with "stretching your mind." Discussion will define the causes of feeling financial pressure and identify basic ways to eliminate such pressure. Participants will identify areas of their financial life in which they can make positive changes and will receive information on basic savings strategies.

Who should attend? Any employee

Time Management & Organizational Skills

Date: February 25, 2011
Length: 9am-4:30pm
Instructor: Kelly Kapolka
Location: Communications (Training Room)

Overview: This training course will provide you with enhanced skills and knowledge on how to manage your time and organize your workplace.

This class will cover:

- time wasters
- time logging
- self-defense skills
- goal planning
- organizational skills
- gaining control
- time mastery
- Renewal

Who should attend? Any employee

Workplace Violence Awareness

Date: September 28, 2011

Length: 9am - 11am

Instructor: Optima EAP & Greg Smithson

Location: Communications (Training Room)

Overview: This course addresses the personal safety and operational issues associated with violence in the workplace. Discussion focuses on preventive measures as well as ways to best respond to volatile situations. Participants will increase their awareness of the risks, warning signs and types of workplace violence, and will gain an understanding of the role they can play in maintaining a safe environment for themselves and their co-workers.

Who should attend? Any employee

Supervisory Skills

Coaching for Success

Date: May 26, 2011

Length: 9am-10:30am

Instructor: Optima EAP

Location: Communications (Training Room)

Overview: The course presents coaching as a leadership tool, leveraged to cultivate talent and drive performance. Discussion differentiates between coaching and discipline. Principles shared will help managers to identify and appeal to employee interests to produce desired work behaviors. Participants will be introduced to a coaching model and receive guidance on offering constructive and actionable feedback to employees. Common obstacles faced during the coaching process will also be addressed.

Who should attend? Any supervisor or manager

Communication Skills for Managers

Date: August 25, 2011

Length: 9am-11am

Instructor: Optima EAP

Location: Communications (Training Room)

Overview: This class explores the different components of effective communications from both a leadership perspective and an individual skill development perspective addressing specific areas such as listening, verbal and non-verbal messages and understanding the primary needs of communication.

Who should attend? Any supervisor or manager

Constructive Confrontation

Date: April 28, 2011

Length: 9:00am-11:00am

Instructor: Optima EAP

Location: Communications (Training Room)

Overview: This course offers best practices for confronting employee performance issues. Discussion reviews reasons for poor performance and proactive measures that managers can take to position employees for success. Participants will learn basic strategies for preparing for and conducting an effective performance management conversation.

Who should attend? Any supervisor or manager

Interviewing Skills (Behavioral-Based)*

Date: May 6, 2011

Location: **Communications (Training Room)**

-OR-

Date: September 12, 2011

Location: **Pamunkey Regional Jail (Training Room)**

Length: 8:30am-2pm

Instructor: Amy Ash

Overview: Past behavior/performance is the best predictor of future behavior/performance. This is the basis of the Interviewing Skills class.

This class teaches you how to:

- prepare for an effective interview
- ask targeted and follow-up questions
- obtain behavior-based answers
- take notes
- evaluate candidates

The course covers legal/illegal interview questions as well as which questions are effective. You will learn how to determine if a candidate is a good fit for the job and department. Knowledge and practice of interviewing skills will help your department reduce turnover, locate top performers, and enhance productivity.

Who should attend? Any supervisor or manager who conducts interviews

Leadership Roundup

Date: September 15, 2011

Length: 8:30am-2:00pm

Instructor: Kelly Kapolka & Amy Ash

Location: Communications (Training Room)

Overview: This course offers a summary of Best Practices for Senior Management, Next Level Management and Supervisors, as well as, a refresher for Management Certificate Recipients every 3 years. Points highlighted from the various courses include, but are not limited to:

- Diversity filters
- awareness of Generational Differences
- preventing Harassment
- Active Listening
- Interviewing effectively
- Accountability
- Coaching
- Compliance
- Situational Leadership
- Discipline

Who should attend? Any supervisors & managers

Myers-Briggs Type Indicator

Workshop Facilitator: Kelly Kapolka

Overview: This workshop is available to departments and teams upon request by the Department Management. The workshop offers insight into why people behave the way they do and why you are the person you are. You will gain insight into how your preferences influence your interactions with others in situations of daily life. You will become familiar with the 8 MBTI Preferences and the 16 Types which will help you to understand differing styles of perception, judgment, energy direction and lifestyle.

After this workshop, participants can expect to identify their own work or managerial preferences and how these preferences are similar and different from others who attend. Participants will also understand the basic differences between people, allowing them to work together while remaining comfortable with themselves.

This workshop is especially beneficial when work units or teams attend together. Recommended workshop length is 1/2 day session.

Peer Today, Boss Tomorrow

Date: May 19, 2011

Length: 1 day (9am–4:30pm)

Instructor: Kelly Kapolka

Location: Communications (Training Room)

Overview: So now you're the manager, now what? This training course will provide you with enhanced skills and knowledge on how to balance old relationships with new responsibilities. This class will cover:

- accepting your leadership role
- setting clear boundaries
- communication
- taking action
- best practices

Who should attend? Any new supervisor or manager

Performance Management *

Date: April 29, 2011
Length: 1/2 day (9am–12pm)
-OR-
Date: May 4, 2011
Length: 1/2 day (1pm–4pm)
Instructor: Leigh Harcum & Kelly Kapolka
Location: Communications (Training Room)
Overview: This class provides an overview of the employee performance appraisal process.
The training will help you know how to:

- develop a proficiency standard based on a Position Description
- use the automated evaluation forms
- distinguish between levels of performance

Spirit of Teams *

Date: June 3, 2011 -OR-
September 9, 2011
Length: 1 day (9am–4:30pm)
Instructor: Amy Ash & Kelly Kapolka
Location: Communications (Training Room)
Overview: This training course will provide you with enhanced skills and knowledge on how to lead a team as well as be an effective team member. In addition, you will interact with other class participants in team-building exercises. This class will cover:

- effective team characteristics
- stages of team development
- problem-solving and decision-making
- five dysfunctions of a team
- trust, conflict, commitment
- accountability and results
- assessment of team performance
-

Who should attend? Any employee; All supervisors & managers

Substance Abuse in the Workplace*

Date: March 2, 2011

Length: (9:30am–11:30am) all Supervisors
(11:30am–12:30pm) Supervisors of CDL's

Instructor: Optima (EAP) & Amy Ash

Location: County Administration Board Room

Overview: An overview of the impact of substance abuse in the workplace, signs and symptoms of substance abuse and what to do if an employee is suspected to have a substance abuse problem.

Who should attend? Any supervisor, manager, and all supervisors of CDL's

Supervisors' Accountabilities*

Date: October 7, 2011 -OR-
November 18, 2011

Length: 1/2 day (9am–12:30pm)

Instructor: Nancy Martin & Kelly Kapolka

Location: Communications (Training Room)

Overview: Managers and Supervisors have accountabilities to comply with United States employment laws. This course will help you understand your role and responsibilities when complying with federal and state employment laws. You will learn how to recognize possible employment issues with regard to discrimination, accommodation and leave rights as well. This class will cover:

- Equal Employment Opportunity
- Fair Labor Standards Act
- FMLA and ADAAA

Who should attend? Any employee; All supervisors & managers

Supervisory Skills*

Date: June 15, 2011
Location: **Fleet Services (Training Room)**

-OR-

Location: July 22, 2011
Communications (Training Room)
Length: 1 day (9am–4:30pm)
Instructor: Kelly Kapolka

Overview: This training course will provide you with enhanced skills and knowledge of leadership theories and skills supervisors need to manage effectively. This class will cover:

- roles as a supervisor
- expectations
- situational leadership
- the leadership challenge
- recommended best practices
- legal considerations and performance management
- problem-solving
- progressive discipline
- case studies

Who should attend? Any employee; All supervisors & managers

Personal Financial Training,

Courtesy of Lincoln Financial Group

Personal Financial Planning

Date: May 16, 2011
Length: 2pm-3pm
Instructor: Tom Ferguson, Lincoln Financial Group
Location: County Administration Board Room
Cost: Free
Overview: In-depth presentation that covers saving opportunities for retirement, college education and personal goals.
Who should attend? Any employee

Social Security Express

Date: September 16, 2011
Length: 2pm-3pm
Instructor: Tom Ferguson, Lincoln Financial Group
Location: County Administration Board Room
Cost: Free
Overview: This presentation reviews the history, benefits and general facts about social security. The risk associated with depending on this as a major source of income as well as the benefits one may expect to receive from social security upon retirement are reviewed.
Who should attend? Individuals nearing retirement or employees who want a better understanding of the Social Security system.

The Strength of Diversity in Investing

Date: November 16, 2011
Length: 2pm-3pm
Instructor: Tom Ferguson, Lincoln Financial Group
Location: County Administration Board Room
Cost: Free
Overview: Help individuals better understand how to manage their accounts through investment allocation and diversification.
Who should attend? Any employee

Understanding Your 457 Plan

Date: January 18, 2011
Length: 2pm-3pm
Instructor: Tom Ferguson, Lincoln Financial Group
Location: County Administration Board Room
Cost: Free
Overview: Give participants and non-participants a better understanding of the plan's features and highlights.
Who should attend? Any employee

Virginia Institute of Government (VIG) Class Offerings

All classes are one day classes from 8:30am to 3:30pm

- **Delivering Effective Presentations** **March 9th**
- **Achieving Success Together** **April 13th**
- **Write it Right** **May 11th**
- **Going from Good to Great** **June 8th**

Location: UVA Richmond Center, located off I-64 & Parham Rd.
2810 N. Parham Road, Suite 300
Richmond, Virginia 23294

New Lower Cost:

\$75—Includes lunch & materials
Payment or PO# must accompany registration form.
Parking is free.

Who should attend? Any employee, supervisor or manager

Course Description and Registration deadline:

Visit www.coopercenter.org/institute/wednesday-series to download a brochure & registration form; contact Bill Easton at: bee2u@virginia.edu or 804-371-0202.

Please inform Human Resources of your attendance and provide a copy of your certificate so that we may provide each attendee with credit for having attended this training.

Wellness Training

Cancer Awareness & Prevention

Date:	September 8, 2011
Length:	10am-11am
Instructor:	Jennifer Holloway, Wellness Coordinator
Location:	Communications (Training Room)
Cost:	Free

Heart Disease Prevention & Nutrition

Date:	February 2, 2011
Length:	10am-11am
Instructor:	Jennifer Holloway, Wellness Coordinator
Location:	Fleet Services (Training Room)
Cost:	Free

Measuring Your Risk: Know Your Blood Pressure

Date:	May 13, 2011
Length:	10am-11am
Instructor:	Jennifer Holloway, Wellness Coordinator
Location:	Communications (Training Room)
Cost:	Free

Stress-Free Holiday Campaign

Date:	November 17, 2011
Length:	10am-11am
Instructor:	Jennifer Holloway, Wellness Coordinator
Location:	Communications (Training Room)
Cost:	Free

Computer Technology

Instructor-led Infotec Classes:

For instructor-led Computer Technology classes, registration will be electronic and via Infotec, LLC, our vendor. You will still need to complete the Registration Form with your supervisor's signature for Computer Technology courses, then mail or fax (365-6334) completed registration forms to Human Resources.

With the computer technology training vendor contract, class costs vary based on the category of the class and the number of students who attend. A minimum number of students is required to cover the cost of the class and avoid having to cancel it. At least 11 business/working days advanced registration is necessary per contract. **Classes will be offered on an as needed basis.** Please contact Human Resources if you have interest in a class and every effort will be made to obtain enough participants to hold the class.

Cancellations:

If you must cancel your registration, please call 365-6075 as soon as possible to notify Human Resources. Late notification of non-attendance or no notification at all reduces the possibility of another County employee taking advantage of a scheduled training opportunity. Advance notice (**11 days notification prior to class start date**) will eliminate any fees associated with cancellations.

If a class has a cost and you do not show up to class, charges may be incurred by your department. Computer technology class prices are based upon a sliding scale of 8 minimum students to 10 students with a maximum of 12. We must have a minimum of 8 students for each Computer Technology class to cover the cost of the class and avoid cancelling it.

On-line Computer Technology courses:

Another option is the on-line training offered through SunGard HTE. **Please email IT Requests or call ext. 6009 for more information.**

For these classes, make your course selections from the catalog listed at this link:

<http://sp/SITES/TrainingHub/Pages/Sungard.aspx>

Access Fundamentals 2007 Level I & II

Length:	3 days (8:30am-4:30pm)	
Instructor:	Infotec	
Location:	Wickham Building Basement	
Cost-Category 2:	At least 8 students:	\$360
	At least 9 students:	\$330
	At least 10 students:	\$300

Overview: In this course, you will be introduced to the concept of the relational database by using the Microsoft Office Access relational database application and its information management tools. You will consider how to design and create a new Access database, how to customize database components, and how to share Access data with other applications.

Prerequisites: Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

Access 2007 Level III

Length: 2 days (8:30am-4:30pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost-Category 2: At least 8 students: \$240
At least 9 students: \$220
At least 10 students: \$200

Overview: In this course, you will be introduced to the concept of the relational database by using the MS Access relational database.

Prerequisites: Access Fundamentals 2007 Levels I & II

Please contact Human Resources if interested in taking this class and we will arrange a date.

Access 2007 Level IV

Length: 2 days (8:30am-4:30pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost-Category 2: At least 8 students: \$240
At least 9 students: \$220
At least 10 students: \$200

Overview: Share data with other applications; use VBA code to automate business processes; secure databases; create/modify a database switchboard and set startup options.

Prerequisites: Access Fundamentals 2007 Levels I, II & III

Please contact Human Resources if interested in taking this class and we will arrange a date.

Adobe Acrobat 8 Professional Level I

Length: 1 day (8:30am-4:30 pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost-Category 2: At least 8 students: \$120
At least 9 students: \$110
At least 10 students: \$100

Overview: Students will learn how to make information more portable, accessible, and useful to meet the needs of their target audience. This course will teach you how to do the following:

- access information in a PDF document
- create PDF documents
- modify PDF documents
- add PDF navigation aids
- work with multiple PDF documents
- review PDF documents

Prerequisites: Minimal experience with computers and common Microsoft application

Please contact Human Resources if interested in taking this class and we will arrange a date.

Adobe Acrobat 8 Professional Level II

Length: 1 day (8:30am-4:30 pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost-Category 2: At least 8 students: \$120
At least 9 students: \$110
At least 10 students: \$100

Overview: Students will learn to create PDF files from technical documents, create interactive PDF forms, prepare and finalize PDF documents for commercial printing.

Prerequisites: Lower levels of Acrobat 7 or 8

Please contact Human Resources if interested in taking this class and we will arrange a date.

Excel 2007 New Features

Length: 1/2 day (8:30am-11:30am) –OR-
(12:30pm-3:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost-Category 2: At least 8 students each session: \$65
At least 9 students each session: \$58

Overview: Explore new and enhanced Excel environment, learn to organize data in worksheets using enhanced tables and table formats, analyze data by applying enhanced conditional formatting, generate specific information using sort and filter options, present data using charts, illustrations, as well as work with pivot tables.

Prerequisites: Basic knowledge of Microsoft Windows

Please contact Human Resources if interested in taking this class and we will arrange a date.

Excel 2007 Level I

Length: 1 day (8:30am-4:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost-Category 2: At least 8 students: \$120
At least 9 students: \$110
At least 10 students: \$105

Overview: Students will learn basic worksheet skills and how to work with data in worksheets. Examples include creating and modifying workbooks, manipulating worksheet data by applying mathematical formulas and functions creating comments, graphics, diagrams and charts.

Prerequisites: Basic knowledge of Microsoft Windows

Please contact Human Resources if interested in taking this class and we will arrange a date.

Excel 2007 Level II

Length: 1 day (8:30am-4:30pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost- Category 2: At least 8 students: \$120
At least 9 students: \$110
At least 10 students: \$100

Overview: Provides competency in:

- restructuring and formatting worksheets
- manipulating the display of worksheets
- creating and using multiple worksheets
- printing worksheets and workbooks

Prerequisites: Excel Level I

Please contact Human Resources if interested in taking this class and we will arrange a date.

Excel 2007 Level III

Length: 1 day (8:30am-4:30pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost- Category 2: At least 8 students: \$120
At least 9 students: \$110
At least 10 students: \$100

Overview: Provides competency in organizing and analyzing data, pivot tables, auditing worksheets, performing what if analyses, using templates and name ranges, and formatting graphics, diagrams, and charts.

Prerequisites: Excel Level I & Level II

Please contact Human Resources if interested in taking this class and we will arrange a date.

HTML Level I & Web Page Design

Length: 3 days (8:30am—4:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost- Category 3: \$360 (8 Student Minimum)

Overview: Course content includes:

- examine HTML and write source code
- create headings and horizontal rule lines
- display lists, color Web pages, use graphics
- add hypertext links and create graphic hyperlinks
- add transparency with Animation
- use image maps and create form elements
- create and format tables

Prerequisites: FrontPage or Internet Fundamentals

Please contact Human Resources if interested in taking this class and we will arrange a date.

HTML Level I & Web Page Design Advanced

Length: 2 days (8:30am—4:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost- Category 3: \$240 (8 Student Minimum)

Overview: Course content includes:

- applying logical markup
- enhancing links and linking techniques
- advanced forms and tables
- creating inline (floating) frames
- Overview of the DOCTYPE element and Doctype switching

Prerequisites: HTML & Web Page Design or equivalent knowledge

Please contact Human Resources if interested in taking this class and we will arrange a date.

Office 2007 New Features

Length: 1 day (8:30 am-4:30pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost- Category 2: At least 8 students: \$120
At least 9 students: \$110
At least 10 students: \$100

Overview: Explore the various features across all the Microsoft Office Suite Applications. Create professional looking documents using Word 2007; enhancing spreadsheets using Excel 2007; create dynamic presentations using PowerPoint 2007; familiarize yourself with the new features in Outlook and Access 2007.

Prerequisites: Level I knowledge of prior versions of Microsoft Office Suite products.

Please contact Human Resources if interested in taking this class and we will arrange a date.

Outlook 2007 New Features

Length: 1 day (8:30am-4:30pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost- Category 2: At least 8 students: \$120
At least 9 students: \$110
At least 10 students: \$100

Overview: Explore Outlook environment; manage daily tasks; share information with other users; protect information; integrate Outlook with other applications.

Prerequisites: Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

Outlook 2007 Level I

Length: 1 day (8:30am-4:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost Category 2:

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

Overview: You will manage contacts, compose and send e-mail, manage multiple accounts, set e-mail options, and configure security settings.

Prerequisites: Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

Outlook 2007 Level II

Length: 1 day (8:30am-4:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost- Category 2:

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

Overview: You will learn how to create & manage tasks, customize the calendar, schedule appointments, events & meetings, create & manage notes, and find and organize Outlook information.

Prerequisites: Outlook Level I

Please contact Human Resources if interested in taking this class and we will arrange a date.

Outlook 2007 Level III

Length: 1 day (8:30am-4:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost- Category 2:

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

Overview: Personalize email; organize Outlook items; manage Outlook data files; work with contacts.

Prerequisites: Outlook Level II

Please contact Human Resources if interested in taking this class and we will arrange a date.

PowerPoint 2007 Level I

Length: 1 day (8:30am-4:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost- Category 2:

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

Overview: Offers competency in creating and modifying presentations, and inserting & modifying objects, charts & tables.

Prerequisites: Basic knowledge of Windows

Please contact Human Resources if interested in taking this class and we will arrange a date.

PowerPoint 2007 Level II

Length: 1 day (8:30am-4:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost- Category 2:

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

Overview: Offers competency in formatting, reviewing, delivering, customizing, animating, printing & exporting presentations, & preparing presentations for delivery.

Prerequisites: PowerPoint Level I

Please contact Human Resources if interested in taking this class and we will arrange a date.

Publisher 2007

Length: 1 day (8:30am—4:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost- Category 3: \$120 (8 Student Minimum)

Overview: In this course, you will look at how to create a publication from scratch or use one of the hundreds of business and personal designs available. You will create, manage, revise, and distribute publications.

Prerequisites: Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

Windows XP Level I

Length: 1 day (8:30am—4:30pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost- Category 1: At least 8 students: \$110
At least 9 students: \$100
At least 10 students: \$ 90

Overview: Upon completion of this course, students will be able to: use fundamental personal computing terminology, use fundamental Windows XP skills, use Windows Explorer to manage files and folders and use Windows XP program techniques by working with several programs at the same time.

Prerequisites: Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

Windows XP Level II

Length: 1 day (8:30am—4:30pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost- Category 1: At least 8 students: \$110
At least 9 students: \$100
At least 10 students: \$ 90

Overview: Customize the Windows XP environment; share files, folders & resources over a network; access the internet using Windows XP programs; use Windows XP tools to maintain the computer.

Prerequisites: Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

Word 2007 New Features

Length: 1/2 day (8:30am-11:30am) -OR- (12:30pm-3:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost- Category 2:

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

Overview: Explore components and customization; create and visually appealing documents; compare different versions of your document.

Prerequisites: Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

Word 2007 Level I

Length: 1 day (8:30am-4:30pm)

Instructor: Infotec

Location: Wickham Building Basement

Cost- Category 2:

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

Overview: Offers competency in creating and saving documents in the Word environment, using Word tools and printing; and using basic collaboration features.

Prerequisites: Basic knowledge of Windows

Please contact Human Resources if interested in taking this class and we will arrange a date.

Word 2007 Level II

Length: 1 day (8:30am-4:30pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost- Category 2: At least 8 students: \$120
At least 9 students: \$110
At least 10 students: \$100

Overview: Offers competency in using automatic formatting tools and working with graphics, tables, charts and diagrams.

Prerequisites: Word Level I

Please contact Human Resources if interested in taking this class and we will arrange a date.

Word 2007: Level III

Length: 1 day (8:30am-4:30pm)
Instructor: Infotec
Location: Wickham Building Basement
Cost- Category 2: At least 8 students: \$120
At least 9 students: \$110
At least 10 students: \$100

Overview: Provides competency in customizing the Word environment, working with tables and forms, and working with long documents.

Prerequisites: Word Level I & II

Please contact Human Resources if interested in taking this class and we will arrange a date.

Other Training Available

Safety Training

Safety offers training on an as-needed basis and also will offer scheduled classes according to their 2010 calendar. This training is available to all employees. Signup for courses on the T drive (HR & Safety).

The following courses are available:

Fire & Electrical Safety • Material Handling & Storage • Hand & Power Tool Safety • Machine Guarding • Environment Management • Hazard Communication • Environmental Management • Ergonomics • Industrial Hygiene • Accident Investigations • Safety & Health Environmental Auditing • Safety & Health Training • Safety Management • Personal Protective Equipment • Respiratory Education • Confined Space Education • Ergonomics Assessment Training for Managers • Hot Work Management (Safe Welding, Cutting, Brazing) • Supervisor Safety Education Module • Fire Extinguisher Education Module • Incident Analysis Education Module • Safety Showers & Eyewashes • Lockout/Tagout • Defensive Driving • First Aid/CPR

Navigating the Purchasing Roadmap

Dates and Times: April 12, 2011 (9:00 a.m. – 11:00 a.m.)
April 14, 2011 (2:00 p.m. – 4:00 p.m.)

Instructor: Purchasing Staff

Location: Fire/EMS Training Room A

Overview: Have you ever wondered about the process required to obtain the goods and services that you use to perform your job duties? This training class will provide information about the County's purchasing policies and procedures, and the different methods of procurement

Who should attend: Any employee with delegated purchasing responsibilities.

Who should attend? Any supervisor or manager