

# PIERCE COUNTY HUMAN RESOURCES ORGANIZATIONAL DEVELOPMENT & TRAINING

*Organizational Development and Training provides learning opportunities that contribute to performance excellence, improve productivity, strengthen internal communications and build a new generation of leadership.*

## 2017 TRAINING SCHEDULE

Unless otherwise noted, the location for classes is the **Human Resources Training Center:**

901 Tacoma Avenue South Tacoma, WA 98402 (Hess Building)

If you would like to register for classes, or if you are interested in a class that is not on this Training Schedule, please contact the Organizational Development & Training Division by email at [PCHRTRAINING@co.pierce.wa.us](mailto:PCHRTRAINING@co.pierce.wa.us) or by calling (253) 798-3659.

### DIVERSITY

#### Attitudes Toward Differences (initial certification)

**\*\*Employees must attend prerequisite Attitudes Toward Differences before other (refresher) Diversity classes.**

This is a **prerequisite** for other diversity training classes. The curriculum provides communication skills and demonstrates how personal awareness, respect, and accountability are the first steps toward creating a healthy work environment.

<b>January 19, 2017</b>	8:30AM – 12:30PM
<b>February 7, 2017</b>	8:30AM – 12:30PM
<b>March 21, 2017</b>	8:30AM – 12:30PM
<b>April 21, 2017</b>	8:30AM – 12:30PM
<b>June 27, 2017</b>	8:30AM – 12:30PM <b>Session is full!</b>
<b>September 19, 2017</b>	8:30AM – 12:30PM
<b>October 25, 2017</b>	8:30AM – 12:30PM
<b>November 14, 2017</b>	8:30AM – 12:30PM
<b>December 12, 2017</b>	8:30AM – 12:30PM

#### Communicating with People with Disabilities (follow-up certification every 2 years)

Roadblocks that result from a lack of experience and interaction with persons with disabilities interfere with the ability of persons with disabilities to have equality in employment and treatment in service. . This lack of familiarity has nourished negative attitudes concerning persons with disabilities. During this insightful training, you will come to recognize that all of us --no matter how different we may appear to each other at first--share many of the same values, interests, hopes and dreams.

<b>January 24, 2017</b>	8:30AM – 10:00AM
<b>August 30, 2017</b>	10:30AM – 12:00PM <b>Session is full!</b>

#### Gay Issues in the Workplace (follow-up certification every 2 years)

Gay, lesbian, and bisexual workers speak in this enlightening video presentation. This program highlights common workplace cultural problems which prevent gay employees from producing at their highest level and discusses the effects of homophobia in the workplace.

<b>April 6, 2017</b>	10:30AM – 12:00PM
<b>October 3, 2017</b>	3:00PM – 4:30PM

### **Generational Differences in the Workplace** (follow-up certification every 2 years)

Today's workforce is a blend of workers coming from a wide range on the age scale. Each generation brings different values, work ethics, and ways of doing business in today's workplace. Upon completion of this course, participants will: 1) learn the behavioral characteristics of each generation; 2) understand what motivates each generation to be productive; and 3) discuss how the newest generation will drastically change the workplace.

**February 21, 2017** 2:30PM – 4:30PM

**August 3, 2017** 10:00AM – 12:00PM **Session is full!**

### **The History of Discrimination in America** (follow-up certification every 2 years)

Through documentary footage and eyewitness reports, participants are given a powerful perspective on historical events from the ordinary people who lived through them. Spanning three centuries, this resource explores the history of non-acceptance in America and our country's ongoing struggle to live up to its ideals of liberty, equality and justice for all. Participants will walk away with a better understanding of prevailing attitudes that existed in the past and exist today.

**March 2, 2017** 8:30AM – 10:00AM

**July 7, 2017** 3:00PM – 4:30PM

**November 30, 2017** 3:00PM – 4:30PM

### **Values Voting** (follow-up certification every 2 years)

When we have a strong negative opinion about a person, we tend to act as though one or two characteristics that we don't like sum up the entire person. We may even be able to state our feelings in a single statement about that person. In life we must make choices. Our values and beliefs affect the choices we make. Sometimes those choices affect our behaviors. In this safe classroom environment, participants will be given the opportunity to explore their personal values and see how they may impact their behavior in the workplace. During this workshop, participants will: 1) have the opportunity to make a public affirmation of personal values, 2) develop awareness of the judgments that people make about those perceived as different, 3) increase understanding of the ways in which values affect choices and behavior, and 4) participate in creative thinking that goes beyond limitations and strives to accommodate differences.

**May 10, 2017** 8:30AM – 10:00AM

**September 5, 2017** 3:00PM – 4:30PM

**December 11, 2017** 3:00PM – 4:30PM

# WORKPLACE HARASSMENT

## *Beyond Sexual Harassment*

Beyond Sexual Harassment is a video-based training program designed to stimulate discussion about ALL forms of harassment. This facilitated course provides valuable tools to help eliminate the emotional and financial problem of harassment in the workplace. Upon completing this training session, participants will be able to identify behaviors that can be considered harassing; explain the effects that harassment has on people; discuss and examine personal feelings about harassment; promote the concept that harassment and discrimination will not be tolerated; and explain Pierce County's policies and procedures related to harassment and discrimination.

<b>January 18, 2017</b>	9:00AM – 11:30AM
<b>March 15, 2017</b>	9:00AM – 11:30AM
<b>May 18, 2017</b>	9:00AM – 11:30AM
<b>August 18, 2017</b>	9:00AM – 11:30AM <b>Session is full!</b>
<b>November 16, 2017</b>	9:00AM – 11:30AM

## *It's Up To You, Stopping Sexual Harassment*

This is a comprehensive training program to help employees understand, discourage, and eliminate sexual harassment. Through facilitation, video, and group discussion, this session provides a solid base from which to stop sexual harassment at work. Upon completion of this course, participants will be able to: 1) Define what sexual harassment is and is not; 2) understand the importance of Intent and Impact; 3) comprehend both federal and state laws; and 4) respond appropriately to offensive behavior.

<b>January 18, 2017</b>	12:30PM – 3:00PM
<b>March 15, 2017</b>	12:30PM – 3:00PM
<b>May 18, 2017</b>	12:30PM – 3:00PM
<b>August 18, 2017</b>	12:30PM – 3:00PM <b>Session is full!</b>
<b>November 16, 2017</b>	12:30PM – 3:00PM

# DOMESTIC VIOLENCE

## [Domestic Violence Policy](#)

This course is designed to familiarize employees with 1) the Pierce County Domestic Violence Policy; 2) the impact of domestic violence issues in the workplace; 3) the procedures around reporting domestic violence; and 4) the resources available. This video will be shown to new employees during the New Employee Orientation. The video is available on the Human Resources Training & Development web page: <http://www.co.pierce.wa.us/index.aspx?NID=1232>. If an employee did not view the video during Orientation, the video can be accessed via the link above. Supervisors/Learning Administrators must verify that employee transcripts show completed status in PCLMS upon completion of the course. Please report any issues to HR by sending an email to [PCHRTRAINING@co.pierce.wa.us](mailto:PCHRTRAINING@co.pierce.wa.us) or by calling Kyle McPherson at the HR ODT Desk (253) 798-3659.

## [Domestic Violence Policy Overview for Supervisors](#)

This course is designed to familiarize supervisors with the Domestic Violence Policy and their response and reporting responsibilities. Upon completion of this course participants will be familiar with: 1) the Pierce County Domestic Violence Policy; 2) the impact of domestic violence issues in the workplace; 3) the procedures for reporting domestic violence; and 4) supervisory responsibilities and resources for reporting and responding. *(This course is required ONCE for all Directors, Managers, Supervisors, and Leads of the Executive Branch.)*

<b>March 7, 2017</b>	10:30AM – 12:00PM
<b>July 11, 2017</b>	10:30AM – 12:00PM
<b>December 1, 2017</b>	10:30AM – 12:00PM

# ADDITIONAL TRAINING

## Crucial Conversations (2-day Course)

Learn how to create conditions where people speak with complete candor (no matter the topic) and with complete respect (no matter the person). Gain skills that enable spirited dialogue and reduce deference and defiance. Begin stepping up to tough issues and sharing opinions, feelings, and information safely and freely. Learn how to promote the best ideas, save time with fewer meetings and have less disagreement; as you build more alignment with better decisions. This course has been designed to help individuals, teams, leaders and organizations deal effectively with difficult subjects, facilitate open and honest two-way communication and improve unity and conviction among people.

*\*\*Note: There is a \$250.00 materials fee associated with this class. Departments will be invoiced by Human Resources through Interdepartmental Workday Billing after the session is completed. Employees are responsible for obtaining supervisory approval to attend.*

### **Hess Building**

<b>February 15-16, 2017</b>	8:30AM – 4:30PM	<b>September 21-22, 2017</b>	8:30AM – 4:30PM
<b>April 27-28, 2017</b>	8:30AM – 4:30PM	<b>October 11-12, 2017</b>	8:30AM – 4:30PM
<b>June 14-15, 2017</b>	8:30AM – 4:30PM	<b>December 14-15, 2017</b>	8:30AM – 4:30PM

### **Tacoma Mall Plaza (TMP) – Room 210**

<b>March 23-24, 2017</b>	8:30AM – 4:30PM
<b>August 10-11, 2017</b>	8:30AM – 4:30PM

### **Environmental Services Building (ESB) – East Room**

<b>May 11-12, 2017</b>	8:30AM – 4:30PM
<b>November 2-3, 2017</b>	8:30AM – 4:30PM

## Crucial Conversation Labs (4-hour refresher)

Crucial Conversations Labs are two-part refresher sessions that focus on practical application of the skills at no additional cost. Come prepared to use real-life scenarios involving issues at work, such as failing relationships or projects as well as cost, quality, or safety issues.

*\*\*Employees must attend the prerequisite Crucial Conversations class before attending the labs. Employees must attend both sessions of the refresher (four hours total over two days). There is pre-session preparation work prior to session A (approximately 1 hour) and prior to session B (approximately 1 hour).*

### **Hess Building**

<b>April 17 and 20, 2017</b>	2:00PM – 4:00PM
<b>August 1 and 4, 2017</b>	2:00PM – 4:00PM
<b>October 10 and 13, 2017</b>	2:00PM – 4:00PM

### **Environmental Services Building (ESB) – Training Room**

<b>September 19 and 21, 2017</b>	2:00PM – 4:00PM
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### **Tacoma Mall Plaza (TMP) – Room 210**

<b>June 13 and 15, 2017</b>	2:00PM – 4:00PM
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### **Emotional Intelligence in the Workplace**

This course will help you increase your emotional intelligence so that you can create and maintain more positive and constructive relationships. During this course, participants will: 1) Explore the benefits and challenges of applying emotional intelligence; 2) Obtain tools for assessing individual strengths and opportunities for improvement; and 3) Learn the core skills needed for emotional intelligence.

**February 3, 2017** 8:30AM – 4:30PM  
**April 13, 2017** 8:30AM – 4:30PM  
**June 29, 2017** 8:30AM – 4:30PM **Session is full!**  
**September 12, 2017** 8:30AM – 4:30PM  
**November 28, 2017** 8:30AM – 4:30PM

### **Customer Service Skills**

This course will provide participants with the knowledge, skills and strategies necessary to create not just satisfied customers but happy customers! The workshop promises to be informative, giving participants practical tools and strategies to use as soon as they return to work. The main objectives of this course are: 1) Understand quality service and service culture; 2) Identify key skills for quality customer service; 3) Recognize customers' different behavioral styles; and 4) Learn steps to resolve service breakdown.

**March 29, 2017** 10:30AM – 12:00PM  
**July 19, 2017** 9:30AM – 12:00PM  
**November 3, 2017** 9:30AM – 12:00PM

### **Defusing Hostile Customers**

Customers can sometimes place unrealistic expectations on service providers. They expect us to solve all problems, have all the answers, and, at times, get angry with us or resent the regulatory role with which government is charged. During this informative workshop, you will learn specific things you can do when faced with angry or hostile customers. Participants will: 1) Learn to deal with emotions first; 2) Discuss how to NOT "take the bait" when dealing with a hostile person; and 3) Learn specific hostile defusing techniques that can be used anywhere.

**March 29, 2017** 1:00PM – 3:00PM  
**July 19, 2017** 1:00PM – 3:00PM  
**November 3, 2017** 1:00PM – 3:00PM

### **Rumor Has It**

We've all taken part in conversations that we wouldn't necessarily want preserved on tape. Who hasn't traded a shady rumor or two now and then? But gossip can do real damage, and is a hurtful means of communication. This workshop will discuss the cost and harm of office gossip and how you can do your part to end a form of workplace hostility.

**March 8, 2017** 2:30PM – 4:30PM  
**August 16, 2017** 8:30AM – 10:30AM  
**November 30, 2017** 10:00AM – 12:00PM

### **Dealing with Change in a Healthy Way**

We deal with change in many different ways. This may vary with the nature of the change and whether it is voluntary or chosen, or happening without control or choice. Regardless of the type of change, anxiety tends to follow and leaves us fatigued. During this workshop, we will discuss how to approach the fatigue that comes with change in the healthiest way possible.

**May 16, 2017** 10:00AM – 12:00PM **August 9, 2017** 2:30PM – 4:30PM

## SUPERVISORS, MANAGERS and DIRECTORS TRAINING

### *The Practical Coach*

Coaching is all about making the best of the ups and downs that your team members experience every single day. Great coaching comes from knowing how to do this gently, directly and sincerely. From getting good work repeated, to correcting poor work in a positive way, to turning dead-end performances around, The Practical Coach offers sensible advice for coaches who care. Coaching is the process of letting people know that that what they do matters to you.

*(This course is designed for Directors, Managers, and Supervisors. Though not a required course at this time, all supervisors, managers and directors are strongly encouraged to attend.)*

<b>January 10, 2017</b>	8:30AM – 12:30PM
<b>February 8, 2017</b>	8:30AM – 12:30PM
<b>March 17, 2017</b>	8:30AM – 12:30PM
<b>April 19, 2017</b>	8:30AM – 12:30PM
<b>July 12, 2017</b>	8:30AM – 12:30PM
<b>September 27, 2017</b>	8:30AM – 12:30PM
<b>December 13, 2017</b>	8:30AM – 12:30PM

## LEAD AND ASPIRING SUPERVISOR TRAINING

### *The Practical Coach for Leads and Aspiring Supervisors*

Coaching is all about making the best of the ups and downs that your team members experience every single day. Great coaching comes from knowing how to do this gently, directly and sincerely. From getting good work repeated, to correcting poor work in a positive way, this course offers practical tools for effective coaching, which lets people know that that what they do matters to you.

*(This course is designed for current lead-level and future lead-level employees)*

<b>May 24, 2017</b>	8:30AM – 12:30PM	Session is full!
<b>August 22, 2017</b>	8:30AM – 12:30PM	
<b>November 7, 2017</b>	8:30AM – 12:30PM	
<b>December 19, 2017</b>	8:30AM – 12:30PM	

## TRAINING REMINDERS

- Employees are responsible for obtaining supervisory approval for attending classes.
- Please note the scheduled start and end time for your class and make the necessary arrangements to attend the full time. Arriving late or leaving early is disruptive to your learning, the trainer and other participants. Supervisors will be notified of late arrivals or early departures.
- If you are registered for a class and are unable to attend, please notify the Organizational Development and Training office as soon as possible. This allows other employees who are on waiting lists for classes the opportunity to attend. If you are registered for a class and do not attend, your transcript will note you as a "no show". If you notify the Organizational Development and Training office of your inability to attend, your transcript will register as "cancelled".

QUESTIONS? Contact us at [PCHRTRAINING@co.pierce.wa.us](mailto:PCHRTRAINING@co.pierce.wa.us) or by phone at (253) 798-3659