

# PIERCE COUNTY HR ORGANIZATIONAL DEVELOPMENT & TRAINING

## 2012 TRAINING SCHEDULE

The LOCATION is the Human Resources Training Center, 901 Tacoma Avenue, Hess Building (unless otherwise noted).

Future classes are scheduled quarterly and based on the number of employees due for training, class popularity by attendance and multiple requests. If you would like to register for classes, or if you are interested in a class that is listed in the Training Catalog but not in this Training Schedule, please contact the Organizational Development & Training Division (253)798-3659 or [PCHRTRAINING@co.pierce.wa.us](mailto:PCHRTRAINING@co.pierce.wa.us)

### DIVERSITY

#### *Attitudes Toward Differences*

This is a **PREREQUISITE** for other diversity training classes. This course clarifies how respect, productivity, innovation and job satisfaction are linked. The curriculum provides communication skills and demonstrates how personal awareness and accountability are the first steps toward creating a healthy work environment.

**March 13, 2012** (Tuesday) 8:30 am – 12:30 pm

**June 27, 2012** (Wednesday) 8:30 am – 12:30 pm

**September 13, 2012** (Thursday) 8:30 am – 12:30 pm

**November 28, 2012** (Wednesday) 8:30 am – 12:30 pm

*(Employees must attend the prerequisite "ATTITUDES TOWARD DIFFERENCES" class before any of these below)*

#### *Age Discrimination in the Workplace*

Workers over the age of 40 take 64% longer than others to find jobs. This course will help viewers gain new insights and turn the tables on age discrimination. Valuable, talented workers over 40 are being left on the doorsteps of the workplace. Participants will welcome an opportunity to discuss this important subject in a sensitive, non-confrontational way.

**July 24, 2012** (Tuesday) 2:30 pm – 4:00 pm

#### *Appearance Discrimination in the Workplace*

Just how far good looks can take a person is the subject of this training. Learn about a painful, subtle form of discrimination with high social costs. Society recognizes sexism and racism as forms of discrimination. But what about lookism!

**February 28, 2012** (Tuesday) 8:30 am – 10:00 am

## ***Communicating with People with Disabilities***

Roadblocks interfere with the ability of persons with disabilities to have equality in employment. These roadblocks usually result from a lack of experience and interaction with persons with disabilities. This lack of familiarity has nourished negative attitudes concerning person 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.

**March 29, 2012** (Thursday) 8:30 am – 10:00 am

## ***Gay Issues in the Workplace***

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

**October 16, 2012** (Tuesday) 1:00 pm – 2:30 pm

## ***Gender Communication Differences***

Promote the best possible communication between men/women in the workplace. Between male and female cultures, we sometimes have to change how we behave if we hope to make people understand what we want and need from them in any given situation.

**February 15, 2012** (Wednesday) 8:30 am – 10:30 am

## ***Gender Discrimination in the Workplace***

Women face barriers in the workplace, but it doesn't stop there. Watch a hidden camera presentation to investigate discriminatory practices against women in routine, day-to-day situations. The results will surprise you! Participants will welcome an opportunity to discuss this important subject in a sensitive, non-confrontational way.

**June 5, 2012** (Tuesday) 8:30 am – 10:00 am

**December 20, 2012** (Thursday) 8:30 am – 10:00 am

## ***Generational Differences in the Workplace***

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; 3) Discuss how the newest generation will drastically change the workplace.

**February 23, 2012** (Thursday) 8:30 am – 10:30 am

**November 8, 2012** (Thursday) 8:30 am – 10:30 am

## ***Linguistic Profiling in the Workplace***

Can you tell the color of someone's skin from the tone of their voice? This course shows how linguistic profiling can become a form of racism when you then deny someone a job, an apartment or anything else based on what race you think they are.

**May 17, 2012** (Thursday) 8:30 am – 10:00 am

## ***Racial Profiling in the Workplace***

What if you were constantly watched while you were shopping? That's what some say has been happening to men and women of color. Are store clerks and security guards just doing their jobs? Or, is their behavior rooted in something deeper?

**September 25, 2012** (Tuesday) 8:30 am – 10:00 am

## ***Same Gender Sexual Harassment in the Workplace***

Better to be shocked and surprised by this same-sex harassment program than by an actual incident in your organization. Course participants will hear victims of same-sex harassment talk candidly about their experiences and pending court cases. Participants will welcome an opportunity to discuss this important subject in a sensitive, non-confrontational way.

**August 9, 2012** (Thursday) 8:30 am – 10:00 am

## ***The Color of Prejudice in the Workplace***

Explore skin color prejudice in America with two friends virtually identical except for skin color. Watch as they take part in a series of hidden camera experiments...renting an apartment, responding to job listings etc. The outcome is shocking...

**March 30, 2012** (Friday) 1:00 pm – 2:30 pm

### ***The History of Discrimination in America***

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 unacceptance 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 still exist as of today.

**April 12, 2012** (Thursday) 8:30 am – 10:00 am

**November 16, 2012** (Friday) 8:30 am – 10:00 am

## **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 will provide management and employees alike with 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; explain Pierce County's policies and procedures related to harassment and discrimination.

**March 7, 2012** (Wednesday) 8:30 am – 12:00 pm

**June 12, 2012** (Tuesday) 8:30 am – 12:00 pm

**November 14, 2012** (Wednesday) 8:30 am – 12:00 pm

## 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. The training may be accessed via video in department meetings, or online training available to individual County employees via the Human Resources Development & Training web page on the PC Intranet: <http://www.co.pierce.wa.us/pc/abtus/ourorg/pers/odtcls.htm> . Supervisors must verify completion and document the DATE of completion, which must be recorded by the department's TRAIN coordinator and reported to HR via email to [PCHRTRAINING@co.pierce.wa.us](mailto:PCHRTRAINING@co.pierce.wa.us) or call the ODT Desk (253) 798-3659.

## SEXUAL HARASSMENT

### [It's Up To You, Stopping Sexual Harassment](#)

This is a NEW 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 isn't; 2) Understand the importance of Intent and Impact; 3) Comprehend both federal and state laws; and 4) Respond appropriately to offensive behavior.

<b>February 14, 2012</b> (Tuesday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>February 17, 2012</b> (Friday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>March 6, 2012</b> (Tuesday)	1:00 pm – 4:30 pm	Human Resource Training Center
<b>March 12, 2012</b> (Monday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>March 21, 2012</b> (Wednesday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>April 10, 2012</b> (Tuesday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>April 26, 2012</b> (Thursday)	1:00 pm – 4:30 pm	Human Resource Training Center
<b>May 3, 2012</b> (Thursday)	8:30 am – 12:00 pm	Environmental Services Building – East Room
<b>May 10, 2012</b> (Thursday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>May 22, 2012</b> (Tuesday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>June 7, 2012</b> (Thursday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>June 28, 2012</b> (Thursday)	1:00 pm – 4:30 pm	Human Resource Training Center
<b>July 9, 2012</b> (Monday)	8:30 am – 12:00 pm	Environmental Services Building – East Room
<b>July 18, 2012</b> (Wednesday)	1:00 pm – 4:30 pm	Human Resource Training Center
<b>July 26, 2012</b> (Thursday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>August 2, 2012</b> (Thursday)	8:30 am – 12:00 pm	Environmental Services Building – East Room
<b>August 7, 2012</b> (Tuesday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>August 21, 2012</b> (Tuesday)	1:00 pm – 4:30 pm	Human Resource Training Center
<b>September 6, 2012</b> (Thursday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>September 11, 2012</b> (Tuesday)	1:00 pm – 4:30 pm	Human Resource Training Center
<b>September 21, 2012</b> (Friday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>October 11, 2012</b> (Thursday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>October 30, 2012</b> (Tuesday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>October 26, 2012</b> (Friday)	1:00 pm – 4:30 pm	Human Resource Training Center
<b>November 7, 2012</b> (Wednesday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>November 13, 2012</b> (Tuesday)	1:00 pm – 4:30 pm	Human Resource Training Center
<b>November 20, 2012</b> (Tuesday)	1:00 pm – 4:30 pm	Human Resource Training Center
<b>December 6, 2012</b> (Thursday)	8:30 am – 12:00 pm	Human Resource Training Center
<b>December 13, 2012</b> (Thursday)	1:00 pm – 4:30 pm	Human Resource Training Center
<b>December 18, 2012</b> (Tuesday)	8:30 am – 12:00 pm	Environmental Services Building – East Room

## ADDITIONAL TRAINING OPPORTUNITIES

### *Conflict Resolution Skills*

Gain the tools to handle conflict calmly and assertively. Learn how to get a handle on the feelings of anxiety and anger that can sabotage the ability to deal effectively with conflict and remain productive in the workplace. Participants will be able to: 1) Recognize the elements of assertive behavior; 2) Manage emotions in trying situations; 3) Understand how their own style of communication may be getting in the way of conflict resolution.

**April 17, 2012** (Tuesday) 1:00 pm – 4:30 pm

**September 18, 2012** (Tuesday) 8:30 am – 12:00 pm

### *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 leaving us fatigued. During this workshop we will discuss, how to approach the fatigue that comes with change in the healthiest way possible.

**February 22, 2012** (Wednesday) 2:30 pm – 4:30 pm

**August 23, 2012** (Thursday) 8:30 am – 10:30 am

### *Defusing Hostile Customers*

Taxpayers and members of the public expect us to solve all problems, and they resent the regulatory role with which government is charged. During this informative workshop, you learn specific things you can DO when faced with angry or hostile customers. During this course, participants will: 1) Learn to deal with emotions first; 2) Discuss how not to "take the bait" when dealing with a hostile person; 3) Learn specific hostile defusing techniques that can be used in anywhere.

**April 20, 2012** (Friday) 8:30 am – 10:30 am

## ***Effective Communication Skills***

Sending effective messages requires that we state our point of view as briefly and succinctly as possible. Listening to a rambling, unorganized speaker is tedious and discouraging - why continue to listen when there is no interchange? Lengthy dissertations and explanations are confusing to the listener and the message loses its concreteness, relevance, and impact. This is your opportunity to help the listener understand YOUR perspective and point of view. Choose your words with the intent of making your message as clear as possible, avoiding jargon and unnecessary, tangential information.

**February 29, 2012** (Wednesday) 8:30 am – 12:00 pm

**June 21, 2012** (Thursday) 1:00 pm – 4:30 pm

**September 27, 2012** (Thursday) 8:30 am – 12:00 pm

## ***Emotional Intelligence***

People who are not emotionally smart waste time on conflicts and complaining. This course will help you increase your emotional intelligence so you can create and maintain more positive and constructive relationships and a more satisfying life. 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; 3) Learn the core skills needed for emotional intelligence. (\$16 book)

**May 8, 2012** (Tuesday) 8:30 am – 4:30 pm

## ***Enhancing 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 tools 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 customer's different behavior styles; 4) Learn steps to resolve service breakdown.

**March 16, 2012** (Friday) 8:30 am – 12:00 pm

**July 10, 2012** (Tuesday) 1:00 pm – 4:30 pm

**October 9, 2012** (Tuesday) 1:00 pm – 4:30 pm

## ***Gossip and Rumors***

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.

**October 18, 2012** (Thursday) 2:00 pm – 4:00 pm

## LEADERSHIP AND SUPERVISORY TRAINING OPPORTUNITIES

### ***Achieving Performance Evaluation Results***

This course is designed to provide managers and supervisors with information and tools to conduct legal and effective performance reviews, establish performance standards, and provide value to both the employee and the supervisor. Participants will: 1) Learn how to make the performance review process an employee development and performance action tool; 2) Understand how performance management is linked to organizational strategy; 3) Discuss the process of performance review and feedback.

*Target audience: Managers and Supervisors*

**April 18, 2012** (Wednesday) 8:30 am – 12:30 pm ← ***This class is full***

### ***Setting a Culture of Coaching Leadership***

This course focuses on the value of coaching, mentoring and recognition as leadership tools. Discussion includes the difference between coaching and mentoring, situational leadership, coaching communication, when/who/why to recognize employees. Upon completion of this course participants will: 1) Learn the basics of coaching; 2) Understand how leadership style can contribute to employee development; 3) Discuss how coaching and mentoring are integral parts of employee development.

*Target audience: Managers and Supervisors*

**April 18, 2012** (Wednesday) 1:30 pm – 4:30 pm ← ***This class is full***

### ***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 the 1) Pierce County Domestic Violence Policy, 2) impact of domestic violence issues in the workplace, 3) procedures around reporting domestic violence 4) supervisory responsibilities and resources for reporting and responding.

**March 22, 2012** (Thursday) 8:30 am – 10:00 am

## **LEADERSHIP AND SUPERVISORY TRAINING CURRICULUM**

For detailed agendas, contact Kim Burnett at [PCHRTRAINING@co.pierce.wa.us](mailto:PCHRTRAINING@co.pierce.wa.us) or (253) 798-3659.

*-- Note: These classes fill up quickly -- SIGN UP NOW!*

**Human Resources Process:** An overview of Pierce County Human Resources processes, including policies and procedures related to hiring, disciplinary procedures, interviewing, and performance evaluations.

- May 2, 9, 16, 23 (2012) ← ***These classes are full***
- May 4, 11, 18, 25 (2012) ← ***These classes are full***
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## LEADERSHIP AND SUPERVISORY TRAINING CURRICULUM (Cont'd)

**Pierce County Systems:** An overview of Pierce County administrative systems, providing an understanding of County government as a whole inter-dependent system working to meet the County's mission and goals.

- August 1, 8, 15 (2012) ← ***These classes are full***
- June 8, 15, 22 (2012) ← ***These classes are full***
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**Leadership and Interaction:** This course is designed to teach the dynamics of human interaction and leadership, presenting leadership concepts and developing leadership skills.

- September 5, 12, 19, 26 (2012) ← ***These classes are full***
- August 3, 10, 17, 24 (2012) ← ***These classes are full***

**Process and Change:** This course examines the human response to change and the change process, through project management, continuous improvement, strategic planning and large scale change.

- October 3, 10, 17 (2012) ← ***These classes are full***
- October 5, 12, 19 (2012)