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## Training Catalog for 2012

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**\*\*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:

- Diversity: Respect for People
- Ethics & Fraud
- Generational Differences
- Give 'em the Pickle
- Harassment Prevention
- Interviewing Skills
- Performance Management
- Spirit of Teams
- Substance Abuse in the Workplace
- 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**

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To register for training, go to:

<http://sp/sites/Training2012>

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# Training Calendar

January	April
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>17</b> - High Performance Strategies</li> <li><input type="checkbox"/> <b>20</b> - Ethics &amp; Fraud</li> <li><input type="checkbox"/> <b>31</b> - Diversity: Respect for People</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>4</b> - Supervisors' Accountabilities</li> <li><input type="checkbox"/> <b>5</b> - Generational Differences</li> <li><input type="checkbox"/> <b>17</b> - Financial Wellness</li> <li><input type="checkbox"/> <b>19</b> - Exercise to Lose &amp; Control Weight</li> <li><input type="checkbox"/> <b>25</b> - Ethics &amp; Fraud</li> <li><input type="checkbox"/> <b>26</b> - Performance Management</li> </ul>
February	May
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>3</b> - Personal Effectiveness &amp; Communication Skills</li> <li><input type="checkbox"/> <b>9</b> - Time Management &amp; Organizational Skills</li> <li><input type="checkbox"/> <b>17</b> - Harassment Prevention</li> <li><input type="checkbox"/> <b>21</b> - Healthy Boundaries</li> <li><input type="checkbox"/> <b>23</b> - Nutrition: Eating the Healthy Weigh</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>2</b> - Performance Management</li> <li><input type="checkbox"/> <b>7</b> - Interviewing Skills</li> <li><input type="checkbox"/> <b>15</b> - Communicating for Effective Results</li> <li><input type="checkbox"/> <b>18</b> - Give 'em the Pickle</li> <li><input type="checkbox"/> <b>25</b> - Spirit of Teams</li> </ul>
March	June
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>2</b> - Substance Abuse</li> <li><input type="checkbox"/> <b>9</b> - Diversity: Respect for People</li> <li><input type="checkbox"/> <b>14</b> - Supervisory Skills</li> <li><input type="checkbox"/> <b>20</b> - Emotional Intelligence</li> <li><input type="checkbox"/> <b>21</b> - Leadership Roundup</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>19</b> - Disrespectful Behaviors</li> <li><input type="checkbox"/> <b>28</b> - Generational Differences</li> </ul>

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# Training Calendar

July	October
<ul style="list-style-type: none"><li><input type="checkbox"/> <b>12</b> - Harassment Prevention</li><li><input type="checkbox"/> <b>17</b> - Dealing with Difficult Behaviors</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> <b>3</b> - Supervisors' Accountabilities</li><li><input type="checkbox"/> <b>16</b> - Holiday Wellness</li><li><input type="checkbox"/> <b>24</b> - Harassment Prevention</li></ul>
August	November
<ul style="list-style-type: none"><li><input type="checkbox"/> <b>2</b> - Diversity: Respect for People</li><li><input type="checkbox"/> <b>10</b> - Extraordinary Leadership</li><li><input type="checkbox"/> <b>15</b> - Benefits at Hanover</li><li><input type="checkbox"/> <b>29</b> - Supervisory Skills</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> <b>2</b> - Generational Differences</li></ul>
September	December
<ul style="list-style-type: none"><li><input type="checkbox"/> <b>6</b> - Interviewing Skills</li><li><input type="checkbox"/> <b>18</b> - Workplace Violence</li><li><input type="checkbox"/> <b>21</b> - Spirit of Teams</li><li><input type="checkbox"/> <b>26</b> - Peer Today, Boss Tomorrow</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> <b>7</b> - Give 'em the Pickle</li><li><input type="checkbox"/> <b>18</b> - Goal Setting</li></ul>

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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.

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## **Communications (Training Room)**

7501 Library Drive  
Hanover, VA 23069

Located at County Government Complex just past the court buildings.

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## **Pamunkey Regional Jail**

7240 Courtland Farm Road  
Hanover, VA 23069

Located off Route 301 just down the road from Hanover Courthouse Park. Turn onto Courtland Farm Road. Follow road past transfer station. Make the first left turn after you pass the transfer station. Follow to Pamunkey Regional Jail. Come to the center of the building with double door.

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## **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.

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## **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.

# Professional Development

## Benefits at Hanover

**Date:** August 15, 2012  
**Length:** 9am-12pm  
**Instructor:** Nancy Martin  
**Location:** Pamunkey Regional Jail

**Overview:** You spoke and we listened. We now offer a class to help employees learn more about their benefits here at Hanover. In this class you will learn about Benefits, Insurance, Disability, and websites available to you. We'll cover:

- AFLAC's benefits such as Flex Spending, Accident claims, Accident Wellness benefit, and Cancer Wellness
- Vision benefits (VSP)
- Delta Dental benefits
- Southern Health medical benefits
- Medco mail order prescriptions
- Optional Life Insurance
- Short and Long-term Disability
- Lincoln's 457 Deferred Compensation plan details
- Virginia Retirement System Benefits
- Optima EAP (Employee Assistance Program) details
- VA College Savings Plan
- Employee changes to name, address, direct deposit
- Enrollments and changes
- Tuition Reimbursement Program

**Who should attend?** Any employee

## Communicating for Effective Results

**Date:** May 15, 2012  
**Length:** 9am-11am  
**Instructor:** Optima EAP  
**Location:** Communications (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

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## Dealing with Difficult Behavior

**Date:** July 17, 2012

**Length:** 9am-11am

**Instructor:** Optima EAP

**Location:** Communications (Training Room)

**Overview:** This course addresses difficult behavior that is sometimes displayed by customers and colleagues. Discussion helps participants to maintain objectivity, to uncover unmet needs and expectations that may be driving the undesirable behavior, and to transition the interaction to a more productive exchange. Participants will learn strategies to respond to specific types of difficulty.

**Who should attend?** Any employee

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## Dealing with Disrespectful Behaviors

**Date:** June 19, 2012

**Length:** 9am-10:30am

**Instructor:** Optima EAP

**Location:** Communications (Training Room)

**Overview:** This course explores the impact of disrespect in the workplace. Discussion identifies behaviors such as inequity, insensitivity, isolation, gossip and bullying that diminish, demean and devalue others and reduce one's productivity in and enjoyment of the workplace. Participants will learn how to effectively address disrespectful situations and how their actions can contribute to a positive work environment.

**Who should attend?** Any employee

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## Diversity: Respect for People\*\*

**Date:** January 31, 2012 -OR-

March 9, 2012 -OR-

August 2, 2012

**Length:** 9am-12pm

**Instructor:** Amy Ash

**Location:** Communications (Training Room)

**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

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## Emotional Intelligence

**Date:** March 20, 2012  
**Length:** 9am-11am  
**Location:** Communications (Training Room)  
**Instructor:** Optima EAP

**Overview:** This course introduces the concept of emotional intelligence. Discussion explores key components of emotional intelligence and strategies to increase competency under each area. Participants will learn how to use emotional information as a tool in enriching their interpersonal relationships and enhancing their personal effectiveness.

**Who should attend?** Any employee

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## Ethics & Fraud\*\*

**Date:** January 20, 2012  
**Location:** **Communications (Training Room)**  
-OR-  
**Date:** April 25, 2012  
**Location:** **Pamunkey Regional Jail (Training Room)**  
**Length:** 9am-12pm  
**Instructor:** Amy Ash & Melanie Andrews

**Overview:** Provide employees with knowledge of expected ethical behavior in the workplace. This class will cover:

- workplace conduct
- safeguarding County assets
- secondary employment
- conflicts of interest
- Fraud, waste & abuse reporting

**Who should attend?** All employees

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## Financial Wellness

**Date:** April 17, 2012  
**Length:** 9am-12pm  
**Location:** Communications (Training Room)  
**Instructor:** Optima EAP

**Overview:** This course approaches the concept of financial wellness through the lens of personal responsibility and empowerment. Discussion explores the role that money plays in an individual's life, emphasizes the importance of planning, and identifies productive financial behaviors. Participants will receive practical ideas that they can immediately apply to their financial life and learn basic strategies for maintaining long-term financial health.

**Who should attend?** Any employee

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## Generational Differences\*

**Date:** April 5, 2012 -OR-  
June 28, 2012 -OR-  
November 2, 2012

**Length:** 9am-1pm

**Location:** Communications (Training Room)

**Instructor:** Amy Ash

**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?** All employees

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

**Date:** May 18, 2012 -OR-  
December 7, 2012

**Location:** Communications (Training Room)

**Length:** 9am–12pm

**Instructor:** Amy Ash

**Overview:** The class will provide strategies for ensuring accurate, prompt and excellent customer service to citizens, customers and colleagues. Emphasis will be placed on how all county positions have obligations to provide superior customer service.

**Who should attend?** All employees

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## Goal Setting

**Date:** December 18, 2012

**Location:** Communications (Training Room)

**Length:** 9am–10:30pm

**Instructor:** Optima EAP

**Overview:** This course highlights the impact of the goal setting process. Discussion explores the importance of attitude, defines characteristics of effective goals, and offers a step-by-step goal setting process. Participants will gain clarity in their desires, build confidence in their abilities and receive specific tips for success.

**Who should attend?** Any employee

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## Harassment Prevention\*\*

**Date:** February 17, 2012 -OR-  
July 12, 2012 -OR-  
October 24, 2012

**Length:** 9am-12:00pm

**Instructor:** Amy Ash

**Location:** Communications (Training Room)

**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

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## Healthy Boundaries

**Date:** February 21, 2012

**Length:** 9am-10:30am

**Instructor:** Optima EAP

**Location:** Communications (Training Room)

**Overview:** This course highlights the role of boundaries in personal effectiveness and satisfaction. Discussion explores the different types of boundaries encountered, ways for individuals to establish and protect boundaries for themselves, and tips to respect the boundaries of others. Participants will learn to employ assertive communication techniques and proactive measures to prevent boundary issues.

**Who should attend?** Any employee

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## High Performance Strategies

**Date:** January 17, 2012  
**Location:** Communications (Training Room)  
**Length:** 9am-10am  
**Instructor:** Optima EAP

**Overview:** This course explores the concept of a high-performing employee. Discussion identifies potential benefits of high performance, truths 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.

**Who should attend?** Any employee

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## Holiday Wellness

**Date:** October 16, 2012  
**Location:** Communications (Training Room)  
**Length:** 9am-10:30am  
**Instructor:** Optima EAP

**Overview:** This course is designed to help individuals approach holiday seasons with a positive attitude and realistic expectations. Discussion focuses on practical techniques that individuals can apply in the areas of mental, physical and financial health to reduce stress and enhance enjoyment of special times of the year.

**Who should attend?** Any employee

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## Personal Effectiveness & Communication Skills

**Date:** February 3, 2012  
**Length:** 9am-3:30pm  
**Instructor:** Kelly Kapolka  
**Location:** Communications (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

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## Time Management & Organizational Skills

**Date:** February 9, 2012

**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

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## Workplace Violence Awareness

**Date:** September 18, 2011

**Length:** 9am - 11am

**Instructor:** Greg Smithson & Optima EAP

**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

## Extraordinary Leadership

**Date:** August 10, 2012

**Length:** 9am-3:30pm

**Instructor:** Kelly Kapolka

**Location:** Communications (Training Room)

**Overview:** Would you like to learn how to be a great leader? Extraordinary Leadership is a goal worth pursuing. We'll cover:

- The one thing that changes everything
- 5 basic skills to navigate conflicting value demands
- Ten Fatal Flaws
- Engaging people in true collaborative fashion
- Sustaining high performance - Philosophy of LEAD, SEI, VEI, and SPQA
- Earning the thanks of citizens
- Tips for Leadership Success and Peak Performance
- Leadership Practices, Influence Skills, and Self-awareness tools
- Resiliency
- Retention and the C.A.R.E.E.R. model
- The effective coach

**Who should attend?** Any supervisor or manager

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## Interviewing Skills (Behavioral-Based)\*

**Date:** May 7, 2012 –OR–  
September 6, 2012

**Length:** 8:30am-2:00pm

**Instructor:** Amy Ash

**Location:** Communications (Training Room)

**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

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## Leadership Roundup

**Date:** March 21, 2012

**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:

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

**Who should attend?** Any supervisor or manager

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## 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.

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## Peer Today, Boss Tomorrow

**Date:** September 26, 2012

**Length:** 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

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## Performance Management \*

**Date:** April 26, 2012

**Location:** **Communications (Training Room)**  
-OR-

**Date:** May 2, 2012

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

**Length:** 9am-12pm

**Instructor:** Kelly Kapolka

**Overview:** This class provides an overview of the employee performance appraisal process. The first part of this training will help you enhance your coaching skills, and the latter part will show you how to use the automated evaluation forms.

**Who should attend?** Any employee; All supervisors & managers

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## Spirit of Teams \*

**Date:** May 25, 2012 -OR-  
September 21, 2012

**Length:** 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

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## Substance Abuse in the Workplace\*

<b>Date:</b>	March 2, 2012
<b>Length:</b>	(9:30am–11:30am) all Supervisors (11:30am–12:30pm) Supervisors of CDL's
<b>Instructor:</b>	Amy Ash & Optima EAP
<b>Location:</b>	Communications (Training Room)
<b>Overview:</b>	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.
<b>Who should attend?</b>	Any supervisor, manager, and all supervisors of CDL's

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## Supervisors' Accountabilities\*

<b>Date:</b>	April 4, 2012 -OR- October 3, 2012
<b>Length:</b>	9am–12:30pm
<b>Instructor:</b>	Nancy Martin & Kelly Kapolka
<b>Location:</b>	Communications (Training Room)
<b>Overview:</b>	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: <ul style="list-style-type: none"><li>• Equal Employment Opportunity</li><li>• Fair Labor Standards Act</li><li>• FMLA and ADAAA</li></ul>
<b>Who should attend?</b>	Any employee; All supervisors & managers

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## Supervisory Skills\*

**Date:** March 14, 2012  
**Location:** Pamunkey Regional Jail (Training Room)

-OR-

**Date:** August 29, 2012  
**Location:** Communications (Training Room)  
**Length:** 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:

- expectations of the supervisory role
- 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

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## Personal Financial Planning

**Date:** March 16, 2012

**Length:** 2pm-3pm

**Instructor:** Shelly Cullum, 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

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## Social Security Express

**Date:** June 18, 2012

**Length:** 2pm-3pm

**Instructor:** Shelly Cullum, 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.

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## The Strength of Diversity in Investing

**Date:** November 1, 2012  
**Length:** 2pm-3pm  
**Instructor:** Shelly Cullum, 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

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## Understanding Your 457 Plan

**Date:** August 16, 2012  
**Length:** 2pm-3pm  
**Instructor:** Shelly Cullum, 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

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# Wellness Training

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## Exercise to Lose & Control Weight

<b>Date:</b>	April 19, 2012
<b>Length:</b>	9am-10am
<b>Instructor:</b>	Jennifer Holloway, Wellness Coordinator
<b>Location:</b>	Communications (Training Room)
<b>Cost:</b>	Free

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## Nutrition: Eating the Healthy Weigh

<b>Date:</b>	February 23, 2012
<b>Length:</b>	9am-10:30am
<b>Instructor:</b>	Jennifer Holloway, Wellness Coordinator
<b>Location:</b>	Communications (Training Room)
<b>Cost:</b>	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:

<https://htetrain.hteinc.com/stc/employee/psciis.dll?mainmenu=employee>

**Select On Demand Classes, then Desktop Application. These courses are of no cost to employees due to a contract we have established with SunGard.**

### **Computer Technology Classes:**

Access Fundamentals 2007 Level I & II  
Access 2007 Level III  
Access 2007 Level IV  
Adobe Acrobat 8 Professional Level I  
Adobe Acrobat 8 Professional Level II  
Excel 2007 New Features  
Excel 2007 Level I  
Excel 2007 Level II  
Excel 2007 Level III  
HTML Level I & Web Page Design  
HTML Level I & Web Page Design Advanced  
Office 2007 New Features  
Outlook 2007 New Features  
Outlook 2007 Level I  
Outlook 2007 Level II  
Outlook 2007 Level III  
PowerPoint 2007 Level I  
PowerPoint 2007 Level II  
Publisher 2007  
Windows XP Level I  
Windows XP Level II  
Word 2007 New Features  
Word 2007 Level I  
Word 2007 Level II  
Word 2007 Level III

\*\*\*Full class descriptions are available by calling 6075.

### **On-line Professional Development Courses:**

SunGard HTE also provides us with on-line professional development courses. For the list of courses, see the following link:

<https://htetrain.hteinc.com/stc/employee/psciis.dll?mainmenu=employee>

Select On Demand Classes, then Business & Professional Development. These courses are of no cost to employees due to a contract we have established with SunGard.

Please email IT Requests via Helpstar or call ext. 6009 for more information.

# Other Training Available

## Safety Training

Safety offers training on an as-needed basis and also will offer scheduled classes according to their 2012 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