



# FY 2022-23 Live, Instructor-Led Training Program



**60+ live titles**  
**16 subjects**

*Live, instructor-led training, delivered in multiple formats*

As we continue experiencing dynamic change, there's never been a better time to revisit, and recalibrate, your development goals. To support you, we are offering 60+ live, instructor-led titles on a wide variety of subjects. Take charge of your career development planning—take a second to browse these offerings!



**[Register for FY 2022-23 classes](#)**

## Subjects

- Business Writing
- Career Development
- Change Management
- Communication
- Conflict Management
- Customer Service
- Employee Engagement
- HR Skills
- Leadership Skills
- Meeting Management
- Microsoft Office Suite
- Presentation Skills
- Productivity Skills
- Self-Care
- Team Development & Collaboration

## Learning Badges

Did you know that you can earn up to **16** learning badges on LMS?  
 View all earnable badges on the [LMS home page](#).



Communication



Change Management



Customer Service



Team Development

# FY 2022-2023 Schedule

## Business Writing

Title	Date	Time
Editing and Proofreading	September 28, 2022 February 7, 2023	9-11:30am
Grammar / Punctuation Refresher	October 18, 2022 February 15, 2023	9-11:30am
Proofreading for Greater Accuracy and Clarity	October 25, 2022 March 7, 2023	9-11:30am
The Minute-Taker's Workshop	April 11, 2023	9-11:30am
Writing for the Workplace	November 1, 2022 March 15, 2023	9-11:30am

## Career Development

Title	Date	Time
Developing a Growth Mindset	February 7, 2023	10-11:30am
Nuts & Bolts of Applying for a County Position	November 17, 2022 March 9, 2023	9-11:30am
Presenting Yourself Effectively in a Civil Service Interview Process	December 1 & 8, 2022 April 13 & 20, 2023	9am-noon
Stepping Up & Leading Up Session 1– Building Self Awareness	April 13, 2023	9:30am-noon
Stepping Up & Leading Up Session 2– Understanding the Power of Effective Communication	April 20, 2023	9:30am-noon
Stepping Up & Leading Up Session 3– Leading and Building Relationships	April 27, 2023	9am-noon
Stepping Up & Leading Up Session 4– Developing Smart Goals for Success	May 4, 2023	9am-noon
*Stepping up and Leading Up Session 5– Creating Action (In-Person Session @ RWC)	May 18, 2023	10am-noon

## Change Management

Title	Date	Time
Creatively Managing Today's Constant Changes	October 4, 2022 February 14, 2023	9am-noon
Leading Your Team through Change	November 8, 2022 April 12, 2023	9am-11:30am
Planning the Next Normal	January 12, 2023 March 22, 2023	9am-Noon

## Communication

Title	Date	Time
Ask, Listen, and Influence: Develop Inquiry and Listening Skills	September 14, 2022 February 8, 2023	9am-noon
*Developing Your Emotional Intelligence for Greater Success (In-Person Session @ RWC)	October 26, 2022	9-11am
Effective Communication Skills	October 27, 2022 May 24, 2023	9am-noon
Emotional Intelligence: The Key to Success in Today's Workplace	October 18, 2022 February 23, 2023	9am-noon
Mastering the Communication Process	November 9 & 10, 2022 February 28 & March 1, 2023	9-11:30am

## Conflict Management

Title	Date	Time
Conflict Resolution - Dealing with Difficult People	November 30 & December 1, 2022 March 21 & 22, 2023	9-11:30am
Getting to Resolution: Turning Conflict into Sustainable Collaboration	November 15, 2022 March 14, 2023	9am-noon
Managing Conflict with Emotional Intelligence	June 13, 2023	9am-Noon

## Customer Service

Title	Date	Time
CARE Approach to Customer Service	November 17, 2022 May 2, 2023	9-11:30am
Delivering Customer Service in Writing	December 7, 2022 April 6, 2023	9-11:30am
Creating a Positive Customer Experience	October 13, 2022 March 7, 2023	9am-noon

\* In-person training session will be held at ROC Room 1, 501 Winslow St., Redwood City, CA 94063



# FY 2022-23 Schedule

## Diversity, Equity, and Inclusion

Date	Title	Time
Diversity, Equity and Inclusion Strategies in Recruitment	April 18, 2023	2-3pm

## Employee Engagement

Date	Date	Time
How to Stay Engaged At Work	October 5, 2022 May 17, 2023	9am-noon
Making Great Days at Work	November 3, 2022 February 9, 2023	10-11am

## HR Skills

Title	Date	Time
Communicating Expectations	November 1, 2022	10am-noon
*Difficult Conversations (In-Person Session @ RWC)	September 21, 2022	10am-noon
HR Basics	January 31, 2023	9am-noon
Effective 1:1 Meetings / Employee Documentations	December 15, 2022	9am-noon
*Supervisor's Guide to Progressive Discipline (In-Person Session @ RWC)	October 12, 2022	9am-noon

## Leadership Skills

Date	Title	Time
*Building and Cultivating Trust in Today's Environment (In-Person Session @ RWC)	November 2, 2022 April 12, 2023	9am-noon
Delegation: The # 1 Skill for New Supervisors and Managers	September 20, 2022 March 28, 2023	9am-noon
From Lead to New Supervisor: Making a Smooth Transition	November 10, 2022 April 18, 2023	9am-noon
*Introduction to Supervision (In-Person Session @ RWC)	November 30, 2022 February 15, 2023	8:30am-4:30pm
*Managing Up (In-Person Session @ RWC)	October 6, 2022 March 16, 2023	8:30am-noon
*You've Got Stories: Using Storytelling to Inspire, Engage, and Educate (In-Person Session @ RWC)	December 7, 2022 May 3, 2023	8:30am-noon
*Understanding Power—Where It Comes From and How to Use It (In-Person Session @ RWC)	December 14, 2022 February 8, 2023	8:30am-noon

## Meeting Management

Title	Date	Time
Leading an Effective Hybrid Meeting	March 1, 2023 May 23, 2023	10-11:30am
Meeting Management: The Art of Making Meetings Work	January 18 & 19, 2023 April 19 & 20, 2023	9-11:30am
Running Effective Meetings	December 6, 2022 May 31, 2023	9am-noon

## Microsoft Office Suite

Title	Title	Time
Excel Advanced	November 3 & 4, 2022 April 4 & 5, 2023	9-11:30am
Excel Calculations	November 8 & 9, 2022 May 10 & 11, 2023	9-11:30am
Excel Intermediate	October 12 & 13, 2022 March 8 & 9, 2023	9-11:30am
Excel Introduction	September 13 & 14, 2022 February 1 & 2, 2023	9-11:30am
OneNote	May 9, 2023	9-11:30am
Outlook	March 14, 2023	9-11:30am
Publisher	May 2, 2023	9-11:30am
Word Advanced	April 26 & 27, 2023	9-11:30am
Word Intermediate	March 28 & 29, 2023	9-11:30am
Word Introduction	October 26 & 27, 2022 February 22 & 23, 2023	9-11:30am

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# FY 2022-23 Schedule

## Presentation Skills

Date	Title	Time
*Delivering an Impactful Presentation (In-Person Session @ RWC)	January 25, 2023 May 10, 2023	8:30am-noon
*Enhancing Your Executive Presence (In-Person @ RWC)	January 11, 2023 June 7, 2023	9am-noon
Conquering Your Fear of Speaking in Public	October 6, 2022 February 16, 2023	9-11:30am
Presenting Virtually	October 4 & 5, 2022 April 4 & 5, 2023	10am-noon

## Productivity Skills

Date	Title	Time
Creative Problem Solving	November 16, 2022 June 8, 2023	9am-noon
Managing Multiple Demands, Time, and Priorities	October 25, 2022 April 26, 2023	9am-noon
Project Management for Non-Project Managers	December 8, 2022 May 24, 2023	9-11:30am
Time Management	September 27 & 28, 2022 March 29 & 30, 2022	9-11:30am

## Self-Care

Date	Title	Time
Self-Care: Managing Pressure and Maintaining Balance	October 20, 2022 April 25, 2023	9-11:30am
Manage Your Mood to Reduce Stress and Improve Well-Being	January 24, 2023 June 6, 2023	9-11:30am
Stress Management	January 24, 2023 May 18, 2023	9-11:30am

## Team Development & Collaboration

Date	Title	Time
Building Effective Workplace Relationships	December 15, 2022 June 14, 2023	9-11:30am
Getting Your Team to Work Together in Today's Hybrid Environment	January 12, 2023 May 23, 2023	9am-noon
Working Across Teams: Divisions, Departments, and Other Agencies	December 14, 2022 May 9, 2023	9am-noon

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