



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



50+ live titles
14 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 your plans, we are offering 50+ live, instructor-led titles on a wide variety of subjects. Take charge of your career development planning—take a second to browse these offerings!



Subjects

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

Registration is as easy as 1-2-3

- 1. Obtain supervisor approval**
- 2. Contact your **training coordinator****
- 3. Ask your training coordinator to send your request to Rose San Juan at **rsanjuan@smcgov.org****

FY 2022-2023 Schedule

View course descriptions at hr.smcgov.org/san-mateo-county-training-schedule

Business Writing

Title	Date	Time	Fee
Editing and Proofreading	September 28, 2022 February 7, 2023	9-11:30am	\$80
Grammar / Punctuation Refresher	October 18, 2022 February 15, 2023	9-11:30am	\$80
Proofreading for Greater Accuracy and Clarity	October 25, 2022 March 7, 2023	9-11:30am	\$80
The Minute-Taker's Workshop	April 11, 2023	9-11:30am	\$80
Writing for the Workplace	November 1, 2022 March 15, 2023	9-11:30am	\$80

Career Development

Title	Date	Time	Fee
Developing a Growth Mindset	February 7, 2023	10-11:30am	\$40
Presenting Yourself Effectively in a Civil Service Interview Process	December 1 & 8, 2022 April 13 & 20, 2023	9am-noon	\$150

Change Management

Title	Title	Time	Fee
Creatively Managing Today's Constant Changes	October 4, 2022 February 14, 2023	9am-noon	\$105
Leading Your Team through Change	November 8, 2022 April 12, 2023	9am-11:30am	\$80
Planning the Next Normal	January 12, 2023 March 22, 2023	9am-Noon	\$105

Communication

Title	Date	Time	Fee
Ask, Listen, and Influence: Develop Inquiry and Listening Skills	September 14, 2022 February 8, 2023	9am-noon	\$105
*Developing Your Emotional Intelligence for Greater Success (In-Person Session @ RWC)	October 26, 2022	9-11am	\$50
Effective Communication Skills	October 27, 2022 May 24, 2023	9am-noon	\$110
Emotional Intelligence: The Key to Success in Today's Workplace	October 18, 2022 February 23, 2023	9am-noon	\$105
Mastering the Communication Process	November 9 & 10, 2022 February 28 & March 1, 2023	9-11:30am	\$160

Conflict Management

Title	Date	Time	Fee
Conflict Resolution - Dealing with Difficult People	November 30 & December 1, 2022 March 21 & 22, 2023	9-11:30am	\$160
Getting to Resolution: Turning Conflict into Sustainable Collaboration	November 15, 2022 March 14, 2023	9am-noon	\$105
Managing Conflict with Emotional Intelligence	June 13, 2023	9am-Noon	\$105

Customer Service

Title	Date	Time	Fee
CARE Approach to Customer Service	November 17, 2022 May 2, 2023	9-11:30am	\$80
Delivering Customer Service in Writing	December 7, 2022 April 6, 2023	9-11:30am	\$80
Creating a Positive Customer Experience	October 13, 2022 March 7, 2023	9am-noon	\$105

Employee Engagement

Date	Date	Time	Fee
How to Stay Engaged At Work	October 5, 2022 May 17, 2023	9am-noon	\$105
Making Great Days at Work	November 3, 2022 February 9, 2023	10-11am	\$25

Leadership Skills

Date	Title	Time	Fee
*Building and Cultivating Trust in Today's Environment (In-Person Session @ RWC)	November 2, 2022 April 12, 2023	9am-noon	\$145
Delegation: The # 1 Skill for New Supervisors and Managers	September 20, 2022 March 28, 2023	9am-noon	\$105
From Lead to New Supervisor: Making a Smooth Transition	November 10, 2022 April 18, 2023	9am-noon	\$105
*Introduction to Supervision (In-Person Session @ RWC)	November 30, 2022 February 15, 2023	8:30am-4:30pm	\$285
*Managing Up (In-Person Session @ RWC)	October 6, 2022 March 16, 2023	8:30am-noon	\$150
*You've Got Stories: Using Storytelling to Inspire, Engage, and Educate (In-Person Session @ RWC)	December 7, 2022 May 3, 2023	8:30am-noon	\$105
*Understanding Power—Where It Comes From and How to Use It (In-Person Session @ RWC)	December 14, 2022 February 8, 2023	8:30am-noon	\$285



COUNTY OF SAN MATEO
HUMAN RESOURCES DEPARTMENT

Learning & Development Division

FY 2022-2023 Schedule

View course descriptions at hr.smcgov.org/san-mateo-county-training-schedule

Meeting Management

Title	Date	Time	Fee
Leading an Effective Hybrid Meeting	March 1, 2023 May 23, 2023	10-11:30am	\$40
Meeting Management: The Art of Making Meetings Work	January 18 & 19, 2023 April 19 & 20, 2023	9-11:30am	\$160
Running Effective Meetings	December 6, 2022 May 31, 2023	9am-noon	\$105

Microsoft Office Suite

Title	Title	Time	Fee
Excel Advanced	November 3 & 4, 2022 April 4 & 5, 2023	9-11:30am	\$115
Excel Calculations	November 8 & 9, 2022 May 10 & 11, 2023	9-11:30am	\$115
Excel Intermediate	October 12 & 13, 2022 March 8 & 9, 2023	9-11:30am	\$115
Excel Introduction	September 13 & 14, 2022 February 1 & 2, 2023	9-11:30am	\$115
OneNote	May 9, 2023	9-11:30am	\$60
Outlook	March 14, 2023	9-11:30am	\$60
Publisher	May 2, 2023	9-11:30am	\$60
Word Advanced	April 26 & 27, 2023	9-11:30am	\$115
Word Intermediate	March 28 & 29, 2023	9-11:30am	\$115
Word Introduction	October 26 & 27, 2022 February 22 & 23, 2023	9-11:30am	\$115

Presentation Skills

Date	Title	Time	Fee
*Delivering an Impactful Presentation (In-Person Session @ RWC)	January 25, 2023 May 10, 2023	8:30am-noon	\$105
*Enhancing Your Executive Presence (In-Person @ RWC)	January 11, 2023 June 7, 2023	9am-noon	\$145
Conquering Your Fear of Speaking in Public	October 6, 2022 February 16, 2023	9-11:30am	\$80
Presenting Virtually	October 4 & 5, 2022 April 4 & 5, 2023	10am-noon	\$125

Productivity Skills

Date	Title	Time	Fee
Creative Problem Solving	November 16, 2022 June 8, 2023	9am-noon	\$110
Managing Multiple Demands, Time, and Priorities	October 25, 2022 April 26, 2023	9am-noon	\$105
Project Management for Non-Project Managers	December 8, 2022 May 24, 2023	9-11:30am	\$80
Time Management	September 27 & 28, 2022 March 29 & 30, 2022	9-11:30am	\$160

Self-Care

Date	Title	Time	Fee
Self-Care: Managing Pressure and Maintaining Balance	October 20, 2022 April 25, 2023	9-11:30am	\$80
Manage Your Mood to Reduce Stress and Improve Well-Being	January 24, 2023 June 6, 2023	9-11:30am	\$80
Stress Management	January 24, 2023 May 18, 2023	9-11:30am	\$80

Team Development & Collaboration

Date	Title	Time	Fee
Building Effective Workplace Relationships	December 15, 2022 June 14, 2023	9-11:30am	\$80
Getting Your Team to Work Together in Today's Hybrid Environment	January 12, 2023 May 23, 2023	9am-noon	\$105
Working Across Teams: Divisions, Departments, and Other Agencies	December 14, 2022 May 9, 2023	9am-noon	\$145

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

