COUNTY OF **SAN MATEO**
HUMAN RESOURCES DEPARTMENT
Learning & Development Division

FY 2023-24
Live, Instructor-Led
Training Program

55+ Live Titles
16 subjects

Live, Instructor-Led Training, delivered in multiple formats

Elevate your learning journey with Virtual Instructor-Led Trainings. Join from anywhere, break down barriers, and engage in real-time with expert instructors and fellow learners. Experience the perfect blend of flexibility and structured guidance across our 55+ diverse courses, empowering you to unlock your full potential in education and professional development. This program is your ticket to a dynamic and interactive learning experience!

Register for FY 2023-24 classes

Subjects

- Business Writing
- Career Development
- Change Management
- Communication
- Conflict Management
- Customer Service

- Employee Engagement
- HR Management
- Leadership Skills
- Meeting Management
- Microsoft Office Suite
- Presentation Skills

- Productivity Skills
- Self-Care
- Team Development & Collaboration
- Diversity, Equity, and Inclusion

Learning Badges

Did you know that you can earn up to **16** learning badges on LMS?

Communication

Change Management

Customer Service

Team Development

FY 2023-2024 Schedule

Business Writing

Title	Date	Time
Editing and Proofreading	October 5, 2023 March 5, 2024	9-11:30am
Grammar / Punctuation Refresher	October 10, 2023 March 19, 2024	9-11:30am
Proofreading for Greater Accuracy and Clarity	October 26, 2023 April 10, 2024	9-11:30am
Writing for the Workplace	November 7, 2023 May 29, 2024	9-11:30am

Career Development

Title	Date	Time
Career Fitness 101	October 17, 2023 March 7, 2024	10:00am-noon
Developing a Growth Mindset	March 13, 2024	10:00am-11:30am
Discovering Your Strengths and Putting Them to Work	October 24, 2023 March 13, 2024	10am-noon
Managing Up	December 6, 2023 May 30, 2024	9:00am—noon
*My Career Vision	January 24, 2024 June 12, 2024	8:30am–12:30pm
Nuts & Bolts of Applying for a County Position	October 12, 2023 April 18, 2024	9-11:30am
Presenting Yourself Effectively in a Civil Service Interview Process	December 7, 2023 May 16, 2024	8:30am-noon

Change Management

Title	Title	Time
Manager's Role in Leading Change	November 1, 2023 April 25, 2024	10:00am-noon
Navigating the Constant of Chaos and Change	February 6, 2024	9:00am-noon

Communication

Title	Date	Time
*Appreciative Listening and Asking Questions	November 9, 2023 April 16, 2024	9am-11:00am
*Communicating Across Borders	October 25, 2023 February 7, 2024	9-11am-noon
*Effective Communication Skills	October 31, 2023 April 4, 2024	8:30am-noon
Emotional Intelligence: The Key to Success in Today's Workplace	October 10, 2023 March 6, 2024	9am-noon

Conflict Management

Title	Date	Time
Resolving Interpersonal Conflicts	January 23, 2024 June 4, 2024	9:00am-noon
Turning Debate to Dialogue	November 2, 2023 April 9, 2024	9:00am-11:00am
Using Emotional Intelligence to Manage Workplace Challenges and Conflicts	November 14, 2023 February 22, 2024	9:00am-noon

Customer Service

Title	Date	Time
CARE Approach to Customer Service	January 11, 2024 May 14, 2024	9:00am-11:30am
Delivering Customer Service in Writing	December 5, 2023 May 1, 2024	9:00am-11:30am
Providing Positive Customer Service in the Public Sector	November 9, 2023 March 20, 2024	9:00am-11:00am
*Working in Service of Customers	January 25, 2024 June 13, 2024	8:30am-12:30pm

* In-person training session will be held at County Center, Redwood City, CA

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FY 2023-2024 Schedule

Diversity, Equity, and Inclusion

Date	Title	Time
Diversity, Equity and Inclusion Strategies in Recruitment (Supervisors and Managers Only)	March 14, 2024	11:00am-noon
Gender Identity, Transgender Policy, & Inclusion	February 27, 2024	11:00am-1:00pm

Employee Engagement

Date	Date	Time
Engagement, Productivity, and Workplace Happiness	March 5, 2024	9:00am-noon
Making Great Days at Work	January 11, 2024 June 6, 2024	10:00am-11am

HR Management

Title	Date	Time
HR Basics (Supervisors & Managers Only)	September 26, 2023	9am-noon
*Keys to Effective Supervision (Supervisors & Managers Only)	October 19, 2023	1:00pm-4:30pm
*Meet & Confer Basics (Supervisors & Managers Only)	September 20, 2023	1:00pm-4:30pm
*Supervisor's Guide to Progressive Discipline (Supervisors & Managers Only)	November 29, 2023	1:00pm-4:30pm

Leadership Skills

Date	Title	Time
*Leadership Essentials	January 31, 2024 May 15, 2024	8:30am-noon
Mindful Leadership	November 8, 2023 April 30, 2024	10:00am-noon
*Navigating Loneliness for Middle Managers	January 23, 2024 May 22, 2024	9:00am-noon

Date	Title	Time
*Supervision/Management 101 (Introduction to Supervision)	November 28, 2023 April 10, 2024	9:00am-4:30pm

Meeting Management

Title	Date	Time
Driving Engagement & Trust in Virtual Meetings	November 28, 2023 April 30, 2024	9:00am-11:00am
Effective and Engaging Meetings	October 18, 2023 March 12, 2024	9:00am-noon
*Making Meetings Work: Facilitation Skills	November 14, 2023 April 24, 2024	9:00am-4:30pm

Microsoft Office Suite

Title	Title	Time
Excel Introduction	October 4 & 5, 2023 February 13 & 14, 2024	9-11:30am
Excel Intermediate	October 24 & 25, 2023 March 26 & 27, 2024	9-11:30am
Excel Advanced	November 8 & 9, 2023 April 16 & 17, 2024	9-11:30am
Excel Calculations	November 29 & 30, 2023 May 1 & 2, 2024	9-11:30am
Outlook	February 21, 2024	9-11:30am
PowerPoint Introduction	December 5, 2023 May 16, 2024	9-11:30am
Word Introduction	November 15 & 16, 2023 March 19 & 20, 2024	9-11:30am
Word Intermediate	April 23 & 24, 2024	9-11:30am
Word Advanced	May 7 & 8, 2024	9-11:30am

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FY 2023-2024 Schedule

Presentation Skills

Date	Title	Time
*Developing Improvisational Confidence: How to Think, Speak, and Act in the Moment	November 7, 2023 May 8, 2024	9:00am-noon
*Enhancing Your Executive Presence	January 18, 2024 June 5, 2024	9am-noon
Presenting Virtually	November 14 & 15, 2023 April 2 & 3, 2024	10am-noon
*Speak with Confidence	October 24, 2023 March 27, 2024	9:00am-4:30pm

Productivity Skills

Date	Title	Time
Happy People, Happy Teams	March 12, 2024	9:00am-noon
Project Management for Non-Project Managers	January 24, 2024 June 5, 2024	9-11:30am

Self-Care

Date	Title	Time
An Introduction to Stress Management	November 20, 2023 April 3, 2024	9:00am-10:00am

Team Development & Collaboration

Date	Title	Time
Building Accountability Into Your Teams	November 16, 2023 May 2, 2024	10:00am-noon
Crafting Team Culture	April 2, 2024	9:00am-noon
Using Relationships to Develop Responsive Public Programs	January 18, 2024 April 23, 2024	9:00am-11:00am
Working Across Teams: Divisions, Departments, and Other Agencies	January 25, 2024 June 6, 2024	9:00am-noon

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