



Human Resource Services
Training & Education Center

ALAMEDA COUNTY TRAINING & EDUCATION CENTER

January through March 2012 Class Schedule

Leadership & Management Development

INTRODUCING ALCO LEADERSHIP

Alameda County takes pride in presenting "ALCO Leadership: Moving Alameda County Forward" a progressive, linked and interconnected multi-level training program approach for Alameda County leadership. Concepts of leadership are universal. The focus on these concepts along with our rich diversity makes this an extremely valuable and relevant program for leaders at all levels throughout Alameda County. This updated program builds on Alameda County's prior leadership training programs by placing emphasis on culture and competencies and will enhance leaders' abilities to think strategically. Leaders will engage in rich dialog about leadership concepts, character and cultural change in six key dimensions including:

- Strategic Thinking/Planning
- Political Acumen
- Leading and Managing People
- Public/Customer Service
- Business Acumen/Organizational Planning
- Financial Stewardship/Accountability

Manager Development Program (MDP)

For mid-level managers (oversee managers/supervisors)

A focused, project-driven, case study learning approach for middle managers.

March 20, April 17, May 15, June 12, July 10, & August 7

Supervisor Development Program (SDP)

For first-line supervisors

A comprehensive training program that covers essential skills in each dimension for supervisors.

March 29, April 5, 12, 19, 26 & May 3

Team Lead Development Program (TLDP)

For leads of a project/team

A program focusing on team leadership and project management skills relevant to the six dimensions.

February 8, 15, 22, 29, March 7 & 14

- **Behavioral Interviewing For Managers– March 13**

This training helps you identify candidates who have the traits and characteristics necessary for success in a particular job by assessing a candidate's previous behavior to indicate their future performance. Organizations today cannot afford to have the wrong people in key positions.

Skill Development for All Staff

- **Advanced Driving Skills – January 19**

Highly recommended for everyone, especially those who drive County cars.

The Advanced Driving Skills seminar offers highly developed driving techniques to experienced drivers that most drivers never have a chance to learn. Experienced drivers will learn the kind of practical information that really makes a difference in traffic collision avoidance.

- **Business Process Improvement – February 1**

Improving your business processes and procedures can save money and boost morale by enabling staff to deliver quality services more effectively and efficiently. Improved processes will save money, time, and frustration. It's as much about the process as the people!

- **Facilitating Effective Meetings – March 22**

Learn how to increase your effectiveness in planning and conducting productive meetings. In this training, you will learn how to understand effective uses of meetings, the preparation involved, the difference between "process" and "content" as well as several techniques to handle difficult meeting participants and collaborative problem-solving processes.

- **Grammar Fundamentals (2 day course) – March 8 & 9**

Referencing the book "Grammar for Grownups" this 2 day course answers nagging questions about the use of grammar and punctuation. Participants will be able to identify and correct their grammar mistakes to clearly convey e-mail messages, letters, and business documents.

- **Make it Matter: How to Make Yourself & Your Organization Essential – February 24**

Make It Matter is a way to spark your personal journey to define yourself, or just clarify who you are and what value you bring to the organization. Learn how to be intentional and strategic in the way you present yourself and deliver something value to the organization every time.

- **Political Astuteness/Savvy – February 16**

Achieve optimal program goals and results. Be more successful in your current job and position yourself for growth opportunities. Participants will understand what political astuteness is, what value it has to them and their programs, and how to develop and apply it.

- **Project Management: A Proven Approach (2 day course) – February 6 & 7**

This two day course will take the guesswork out of managing projects. You will learn a proven approach which delivers results on time and within budget.


- **Resolving Conflicts With Your Peers – March 27**

Examine a model for the effective management of conflict which will result in increased collaboration, innovation, problem solving, and productivity in the workplace.

- **Social Media: Developing Your Digital Marketing Strategy - February 2**



This hands-on workshop provides an overview of social media and how it affects businesses and organizations. Attendees will gain the practical knowledge needed to successfully launch and maintain social media marketing campaigns for your agency/department/organization. In-class exercises include researching how organizations are using social media as a part of their marketing strategy, creating a Facebook page, creating a Twitter account, setting up a blog, and more.

- **The 7 Habits of Highly Effective People – February 28** 
Individual strengths and personal effort drive effective organizations. Achieve personal and interpersonal effectiveness from the inside and out. Participants gain hands-on experience, applying timeless principles that yield greater productivity, improved communication, strengthened relationships, increased influence, and laser-like focus on critical priorities. Participants learn how to: be proactive, set goals, prioritize, and build inner strengths to improve interpersonal relationships.

County Policies and Procedures

- **Procurement Module I – February 23**
This training is provided for all those who handle purchasing processes or contract execution. Topics covered include contract standards, policies and procedures, Small Local and Emerging Business (SLEB) and First Source Programs requirements, tools and resources.

For managers, supervisors, and leads:

- **Managing Within Disability Laws & Leaves – March 1**
This workshop focuses on specific disability laws and the corresponding reasonable accommodation requirements, including a discussion of the critical interactive process.
- **Managing Within Equal Employment Opportunity (EEO) Laws – March 16**
This workshop will provide you with a basic understanding and knowledge of major EEO laws which impact all employment policies and practices. You will learn about key Federal and State employment laws and regulations, countywide EEO policies and procedures, and managerial roles and responsibilities in discrimination complaint investigations.

Computer Training

Microsoft Application Suite 2007

- **Access 2007 Fundamentals - February 23**
Learn how to maintain and manage large amounts of information, using a very efficient and powerful information management computer application, the Access 2007 relational database. Explore the functions of tables and queries. Create and modify simple forms and reports.
- **Excel 2007 Fundamentals - January 31**
Learn how to enter, edit, organize and save data, navigate in a worksheet and move and copy data. Also learn how to create and use tables, sort and filter data, create basic formulas, calculate using functions, and format text and numbers. Learn how to present data using enhanced charts and illustrations. Learn to develop a workbook and print its contents. Explore how to customize the layout of the Excel Window.
- **Excel 2007 Intermediate - February 9**
Learn how to streamline repetitive tasks and to display spreadsheet data, in visually effective ways. You will be taught how to enhance your spreadsheets with templates and charts. Learn to work with graphics, i.e. insert and modify pictures and clipart, and illustrate workflow using SmartArt Graphics. Explore how to calculate with advanced formulas and calculate data across worksheets.
- **Outlook 2007 Fundamentals - January 26**
You will learn to send and respond to email, organize mail in folders, maintain your Calendar, schedule and assign categories to meetings and appointments, manage contacts, and work with tasks and notes.
- **Visio 2007 Fundamentals - February 7**
Learn fundamental skills while creating several types of diagrams. Find out how to create a directional map, a block diagram, a basic and a cross-functional flowchart, an organization chart and an office layout. Explore techniques to

drag and manipulate Visio master shapes, create connections between shapes, and apply styles to shapes, text, and pages. You will also generate an organization chart from imported data and edit custom properties to store additional information in your diagrams. Finally, learn shortcuts to enhance your productivity and use unique tools designed for each type of drawing.

- **Word 2007 Fundamentals - January 24**

Learn how to create and edit documents, format text and paragraphs, and proof a document. See how the ribbon has changed everything. Explore how easy it is to add tables and graphic elements to your document and learn how to control the page appearance by adding headers and footers, or a page border and color.

Microsoft Application Suite 2010

- **Word 2010 Fundamentals - March 6**



Learn to create, edit, and enhance standard business documents using Office Word 2010. Explore the format text, paragraph, add tables to a document, add graphic elements, and control the documents page setup and its overall appearance. Finally, proof your documents to make them more accurate.

- **Project 2010 Fundamentals - February 10**



This course covers the basics of Project 2010, including introduction to project management; starting a project; outlining and task relationships; adding and assigning resources; analyzing the project; displaying the project; and sorting and filtering data. Participants should have some project management experience and be familiar with terms such as Gantt Chart, task, critical path, and resource.

Adobe Application Suite

- **Adobe Acrobat Professional 9.0 Fundamentals - February 27**

You may have used different applications to create documents for your own reference. However, you may now be required to share your files electronically by email, over a network, or on the web, so that recipients can view, print, and offer feedback. In this course, you will use Adobe® Acrobat® 9.0 to make your information more portable, accessible, and useful to meet the needs of your target audience.

- **Adobe Acrobat Professional 9.0 PDF Forms - March 20**

In this course, you will use Adobe® Acrobat® 9.0 Pro to convert technical documents to PDF files, enhance and control PDF content accessibility, customize PDF documents for interactive use online, and prepare PDFs for commercial printing.

Additional Microsoft Applications (e.g. 2003 Word, Excel, Outlook, etc.) and Adobe training will be scheduled upon request. If you're interested, please click [here](#).

- To **REGISTER** for any of our trainings, call 510-272-6467 then complete the [Registration Form](#) available at http://www.acgov.org/conference/Registration_Form.pdf. Send Registration Form and payment to the Training & Education Center.
- To **VIEW** our catalog, click on [Catalog](#) or go to <http://www.acgov.org/conference/schedule.htm>.
- Course fees for classes are listed below.
- For **QUESTIONS**, call the Training & Education Center at 510-272-6467.
- Classes can be customized for your organization and held on site. Please call (510) 272-6467 for more details.
- **NOTE:** Please be advised a tardy arrival could result in non-admittance to any class; a no show or late cancellation will result in a fee being charged.

ALAMEDA COUNTY TRAINING & EDUCATION CENTER

January through March 2012 Course Fees

Course Name	Public	Nonprofit	Private
Access 2007 Fundamentals	\$ 175	\$ 175	\$ 225
Adobe Acrobat Professional 9.0 - Creating PDF Forms	\$ 235	\$ 235	\$ 275
Adobe Acrobat Professional 9.0 Fundamentals	\$ 235	\$ 235	\$ 275
Advanced Driving Skills	\$ 100	\$ 100	\$ 150
Behavioral Interviewing for Managers	\$ 295	\$ 295	\$ 350
Business Process Improvement	\$ 175	\$ 175	\$ 225
Discipline & Documentation	\$ 175	\$ 175	\$ 225
Excel 2007 Fundamentals	\$ 175	\$ 175	\$ 225
Excel 2007 Intermediate	\$ 175	\$ 175	\$ 225
Facilitating Effective Meetings	\$ 100	\$ 100	\$ 150
Grammar Fundamentals	\$ 290	\$ 290	\$ 360
Manager Development Program (MDP)	\$ 875	\$ 875	\$ 1350
Make It Matter: How to Make Yourself & Your Organization Essential	\$ 100	\$ 100	\$ 150
Managing Within Disability Laws & Leaves	\$ 100	\$ 100	\$ 150
Managing Within Equal Employment Opportunity (EEO) Laws	\$ 100	\$ 100	\$ 150
Outlook 2007 Fundamentals	\$ 110	\$ 110	\$ 150
Political Astuteness/Savvy	\$ 100	\$ 100	\$ 150
Procurement Overview Workshop –Module 1	\$ 100	\$ 100	\$ 150
Project 2010 Fundamentals	\$ 175	\$ 175	\$ 225
Project Management – A Proven Approach	\$ 290	\$ 290	\$ 360
Resolving Conflicts With Your Peers	\$ 100	\$ 100	\$ 150
Social Media: Developing Your Digital Marketing Strategy	\$ 175	\$ 175	\$ 225
Supervisor Development Program (SDP)	\$ 875	\$ 875	\$ 1350
The 7 Habits of Highly Effective People	\$ 175	\$ 175	\$ 225
Team Lead Development Program (TLDP)	\$ 600	\$ 600	\$ 900
Visio 2007 Fundamentals	\$ 175	\$ 175	\$ 225
Word 2007 Fundamentals	\$ 175	\$ 175	\$ 225
Word 2010 Fundamentals	\$ 175	\$ 175	\$ 225