

**SPRING & FALL 2017**



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# **Regional Training & Development Consortium**

- **ACADEMIES**
- **CLASSROOM SESSIONS**
- **ONLINE SESSIONS**

<http://regionaltrainingconsortium.org>

## Academies

### Public Sector Leadership Academy

Target Audience: Supervisors and Managers

Length: 8 sessions, ½ day each

Trainer: Various internal & external trainers

Date: 8/9, 8/23, 9/6, 9/21, 10/5, 10/19, 11/2 & 11/16, 2017

The Academy is designed to give public sector management employees the opportunity to hear the newest and most innovative concepts and practices from top leaders in our community.

### Public Sector Supervisor Academy

Target Audience: New and Experienced First-Line Supervisors

Length: 8 sessions, 1 day each

Trainer: Various internal & external trainers

Offering 1 - 2/28, 3/23, 4/4, 4/18, 5/10, 5/16 & 5/30, 2017

Offering 2 - 7/13, 8/3, 8/17, 8/24, 9/21, 10/31 & 11/2, 2017

Offering 3 - 8/17, 9/6, 9/13, 9/28, 10/11, 10/26 & 11/9, 2017

Led by experienced public sector leaders and management development experts. Each session is designed to incorporate interactive exercises and real-world case studies to apply fundamental concepts of supervision.

### Public Sector Lead Worker Academy

Target Audience: New Lead Workers & Employees Interested in Becoming a Lead Worker

Length: 4 sessions, ½ day each

Trainer: Various internal & external trainers

Offering 1 - February 7, 14, 21 & 28, 2017

Offering 2 - September 6, 7, 20 & 27, 2017

Offering 3 - January 9, 16, 23, & 30, 2018

This academy is designed to introduce Lead Workers and future Lead Workers to the core responsibilities essential for working in a lead role. Participants will have the opportunity to learn techniques on successfully transitioning from line to Lead Worker.

## Online Sessions

### Health & Safety Online Training

Target Audience: Any Employee

Length: Varies

Trainer: Online, Interactive Sessions

Over 150 Health & Safety topics for all levels of employees. Topics include: Bloodborne Pathogens, Eye on Defensive Driving, HAZCOM: What You Need to Know, Office Ergonomics & much, much more.

## Preventing Sexual Harassment

Target Audience: Supervisors and Managers

Length: 2 hours

Trainer: Online, Interactive Session

Available: Through June 2019

This online program complies with AB 1825 and AB 2053 which mandates two hours of preventing sexual harassment and anti-bullying training for managers and supervisors every two years.

## Classroom Sessions

### Basic Meeting Facilitation

Target Audience: Any Employee

Length: ½ day

Trainers: Peninsula Conflict Resolution Center Trainers

Dates: February 9, 2017

August 9, 2017

Whether you facilitate staff meetings, town hall discussions or any other type of meeting, this hands-on, experiential training will provide you with the skills necessary to run an effective meeting. Participants will learn how to develop agendas, work with diverse groups, manage disruptive behavior, and other basic meeting management techniques.

### Business Writing for Results

Target Audience: Any Employee

Length: 1 day

Trainer: Barbara Nelson

Dates: March 16, 2017

December 5, 2017

This session shows participants a systematic approach to report writing so that they are able to write clear, logically structured reports in less time.

### Coaching Others to Manage Conflict

Target Audience: Leads, Supervisors and Managers

Length: ½ day

Trainer: Joanne Bond

Dates: April 20, 2017

September 21, 2017

Working with a variety of internal and external customers on a daily basis can be difficult and sometimes results in dealing with conflict. In this workshop, you will self-assess your predominant conflict style, learn about other styles, and apply powerful strategies for coaching others to manage challenging behaviors.

## Customer Service

Target Audience: Any Employee

Length: ½ day

Trainer: Beth Weisberg

Dates: May 16, 2017

December 5, 2017

Participants will learn how to take customer service from good to great. At the end of the session, participants will have a greater understanding of customer service, and what is behind and how to respond to customer service challenges.

## Effective Public Speaking

Target Audience: Any Employee

Length: 1 ½ days

Trainer: Gloria Cohn

Dates: March 2-3, 2017

July 12-13, 2017

August 9-10, 2017

October 17-18, 2017

In this highly interactive session, you will have several opportunities to practice speaking in front of your peers. By the end of the session, you will understand your speaking strengths and learn how to use the right communication skill that will enhance those strengths.

## How to Talk Finance

Target Audience: Any Employee

Length: ½ day

Trainer: Steve Toler

Dates: June 1, 2017

November 2, 2017

This workshop provides an overview of municipal finance and gives you the tools and knowledge to successfully interact in the world of government finance. Topics include: budgeting (allocating resources), investment/treasury, accounting systems, receipts (collecting resources), disbursements (spending the resources), and asset management.

## Social Media 101: Making the Most of Your Community's Online Identity

Target Audience: Any Employee

Length: ½ day

Trainer: Chris Hsiung

Dates: April 17, 2017

August 10, 2017

With today's mobile technology, millions are communicating via Facebook, Twitter, Instagram, YouTube, and Next-door, just to name a few. In this basic course, participants will learn how local governments are using these tools to reach and engage their communities. Participants will have an opportunity to learn about some of the newest platforms, 3rd party apps, and analytics.

## Introduction to Supervision

Target Audience: Supervisors

Length: 1 day

Trainer: Jim Delia

Dates: April 13, 2017

October 24, 2017

This session is designed for new and recently appointed supervisors to build confidence and competence in making the transition to supervisor.

## Managing Multiple Generations at the Work Place

Target Audience: Any Employee

Length: ½ day

Trainer: Ann Ritzma

Dates: May 11, 2017

November 9, 2017

Learn the ins and outs of a workplace with generational transitions! Get tips on working for and with the diversity of generations in our work place to create better organizations for all of us. With humor and insight, learn to appreciate the benefits of managing a multi-generational workforce that reflects our changing communities.

## Marketing & Branding Yourself in a Competitive World

Target Audience: Any Employee

Length: ½ day

Trainer: Greg Larson & Rumi Portillo

Dates: *January 2018 — TBD*

Learn what to do now to prepare for advancement in your profession. How to seek honest feedback that you can use. How to shape your skills, experience, education, training and style. This session will provide you with a plan.

## Social Media Intermediate (NEW!)

Target Audience: Any Employee

Length: ½ day

Trainer: Chris Hsiung

Dates: July 12, 2017

January 19, 2018

Effective social media engagement is a must for any public sector agency wanting to connect to residents in this digitally connected world. This intermediate level course looks at the nuances of digital platforms to maximize reach and engagement for public sector social media managers. Topics like crisis communications, handling negative comments, content development, and branding will be among many topics covered.

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## Strategic Change Management

Target Audience: Supervisors

Length: 1 day

Trainer: Jim Delia

Dates: March 23, 2017

September 14, 2017

This session is designed to help leaders understand how to overcome resistance to change in themselves and others, and help people transition.

## Time Management

Target Audience: Any Employee

Length: ½ day

Trainer: Patricia Haddock

Dates: May 2, 2017

December 13, 2017

Learn how to organize your workspace and paperwork for peak efficiency, plan actions for results, set priorities and focus on what is most important. Identify and remove obstacles to productivity and save time.

## Understanding Long Term Financial Liabilities

Target Audience: Mid-Managers, Department Directors, & Finance Professionals

Length: ½ day

Trainers: Nick Pegueros, Richard Lee & Colleen Tribby

Dates: June 1, 2017

November 7, 2017

Learn how pension and other liabilities impact financial planning and how modeling can assist in your analysis. Understand how local governments are developing strategies to address these liabilities. Learn how to present complex financial information, such as pension liabilities, clearly and effectively.

## Understanding the Job Recruitment Process

Target Audience: Any Employee

Length: ½ day

Trainer: Chris Oshiro

Dates: June 15, 2017

December 14, 2017

Are you ready to apply for your next job? Learn tips and tricks for preparing your resume and online job application. Also, learn how getting to the next job requires a strategy, basic interview skills, and building a good, professional reputation.

The Regional Training and Development Consortium is a collaboration and partnership that provides and hosts training and development programs, management tools, and resources to public sector agencies.

### Join our 20 member agencies:

Belmont	Highlands Recreation District
Brisbane	Menlo Park
Burlingame	Pacifica
Central County Fire	Redwood City
County of San Mateo	Sam Trans
Daly City	San Bruno
East Palo Alto	San Carlos
Foster City	San Mateo
Half Moon Bay	South San Francisco
Hillsborough	Woodside

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