

Social Media Intermediate

Target Audience: Any Employee

Length: 2.5 hours

Trainer: Chris Hsiung

Dates: October 19, 2018 | May 13, 2019

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.

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

Target Audience: Any Employee

Length: 2.5 hours

Trainer: Chris Hsiung & Chris Rassmussen

Dates: August 20, 2018 | March 18, 2019

With today's mobile technology, millions are communicating via Facebook, Twitter, Instagram, YouTube, and Nextdoor, 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.

Strategic Change Management

Target Audience: Supervisors and Managers

Length: 1 day

Trainer: Jim Delia

Date: October 30, 2018

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

Taking Customer Service from Good to Great

Target Audience: Any Employee

Length: ½ day

Trainer: Beth Weisberg

Dates: September 12, 2018 | June 12, 2019

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.

Time Management

Target Audience: Any Employee

Length: ½ day

Trainer: Patricia Haddock

Date: April 23, 2019

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

Understanding the Impact of Pension and Post-Retirement Benefits on Local Governments

Target Audience: Managers & Finance Professionals

Length: ½ day

Trainer: Nick Pegueros, Richard Lee & Colleen Tribby

Dates: January 23, 2019 | TBD 2019

Learn how pensions 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.

Preparing for Your Next Job - Understanding the Job Recruitment Process

Target Audience: Any Employee

Length: ½ day

Trainer: Lenka Diaz

Dates: November 29, 2018 | May 16, 2019

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.

ONLINE TRAINING

Health & Safety Online Training

Target Audience: Any Employee

Length: Varies

Trainer: Online, Interactive Sessions

Over 180 health and safety topics for all levels of employees. Topics include: Bloodborne Pathogens, Eye on Defensive Driving, HAZCOM: What You Need to Know, Office Ergonomics, and much, much more.

Preventing Sexual Harassment

Target Audience: Supervisors and Managers

Length: 2 hours

Trainer: Online, Interactive Session

Available: Through May 2022

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.

If you are interested in becoming a consortium member, please contact **Sandy Moniz** at smoniz@redwoodcity.org or (650) 780-7285

For more information about the consortium, please contact **Darryel Mickens** (650) 780-7287 or **Anne Weiss** (650) 363-4845

REGIONAL TRAINING & DEVELOPMENT CONSORTIUM

2018-2019 COURSE OFFERINGS



ACADEMIES • CLASSROOM SESSIONS • ONLINE SESSIONS

YOUR CAREER
GROWS HERE



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

<http://regionaltrainingconsortium.org>

ACADEMIES

Public Sector Leadership Academy

Target Audience: Supervisors and Managers

Length: 8 sessions, ½ day each

Trainer: Various internal & external trainers

Dates: August 7, 23 | September 10, 20

October 4, 18, 30 | November 15, 2018

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: 7-8 sessions, 1 day each

Trainer: Various internal & external trainers

Offering 1: November 7, 14 | December 4, 11, 2018

January 9, 16 | February 14, 2019

Offering 2: January 15, 22 | February 5, 12, 22, 26

March 5, 2019

Offering 3: TBD 2019

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: August 1, 16, 23, 30, 2018

Offering 2: March 6, 13, 20, 27, 2019

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 worker to lead worker.

CLASSROOM TRAINING

Achieving Individual and Organizational Effectiveness Through Cultural Humility (NEW)

Target Audience: Any Employee

Length: ½ day

Trainer: PCRC

Date: June 13, 2019

This course introduces participants to the concept of cultural humility and its relation to the notion of cultural competence. Through a diversity of interactive activities, participants learn how to start a critical self-recognition, how to use the cultural humility lens, and how to apply all principles in their workplace and personal lives.

Advanced Facilitation (NEW)

Target Audience: Any Employee

Length: ½ day

Trainer: PCRC

Date: April 18, 2019

This session will help you: a) keep groups focused, b) get groups back on track, c) encourage active participation from group members, d) support creative problem solving, and e) foster participant buy-in. Participants will receive tools on the art of question asking, managing disruptive behavior, and interrupting eloquently.

Basic Meeting Facilitation

Target Audience: Any Employee

Length: ½ day

Trainer: PCRC

Date: October 18, 2018

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: September 5, 2018 | June 5, 2019

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

Date: April 3, 2019

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.

Communication and Conflict Resolution (NEW)

Target Audience: Any Employee

Length: ½ day

Trainer: PCRC

Dates: July 19, 2018 | February 21, 2019

This four-hour interactive training session is designed to help organizations create a culture of great customer service by having a responsive and empathetic staff. This training focuses on helping staff members handle difficult situations and get the most out of their interactions with people they serve and their colleagues.

Crash Course in Project Management

Target Audience: Employees Managing Projects

Length: ½ day

Trainer: John Jones

Dates: July 24, 2018 | January 28, 2019 | April 9, 2019

The session covers: a) implementing a four-step “Project Management Process”, b) understanding the importance and role of the nine knowledge areas, c) appreciating the importance of communication in effective project management, and d) learning to actively manage risk and change and understand why it is important to close a project properly.

Effective Public Speaking

Target Audience: Any Employee

Length: 1.5 days

Trainer: Gloria Cohn

Dates: September 13-14, 2018 | December 13-14, 2018

February 5-6, 2019 | May 7 & 14, 2019

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: October 9, 2018 | March 19, 2019

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.

Introduction to Public Service Employment

Target Audience: Employees with Less than Two Years of Public Sector Experience

Length: ½ day

Trainer: Randy Schwartz

Dates: September 19, 2018 | February 6, 2019

Open to all employees, but designed for those new to the public sector, this half-day session focuses on the realities of working in the public sector, employer expectations, and turning your job into a career. Specific topics will include a look at the “big picture”, life in the fishbowl, becoming a whole employee, and employee development opportunities.

Introduction to Supervision

Target Audience: Supervisors

Length: 1 day

Trainer: Jim Delia

Dates: August 21, 2018 | February 12, 2019

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

Leading vs. Managing

Target Audience: Supervisors and Managers

Length: ½ day

Trainer: John Jones

Dates: November 16, 2018 | March 5, 2019

This session covers: a) how to tell the difference between leading vs. managing, b) the evolution from manager to leader, and c) understanding how to lead and becoming a servant-leader.

Managing Multiple Generations at the Workplace

Target Audience: Any Employee

Length: ½ day

Trainer: Ann Ritzma

Dates: November 1, 2018 | May 9, 2019

Learn the ins and outs of a workplace with generational transitions! Get tips on working for and with the diversity of generations in our workplace 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.

Managing Your Time and Tasks to Create a Productive Work/Life Balance (NEW)

Target Audience: Any Employee

Length: 2 hours

Trainer: Colin McKechnie

Dates: November 13, 2018 | January 22, 2019

This highly interactive two-hour session will address how to: a) prioritize tasks, b) prevent burn out, c) learn your most productive work style, d) set priorities, e) balance work and home so both benefit, and f) deal effectively with differences.

Marketing and Branding Yourself in a Competitive World

Target Audience: Any Employee

Length: ½ day

Trainer: Greg Larson & Rumi Portillo

Date: November 8, 2018

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