REGIONAL TRAINING & DEVELOPMENT CONSORTIUM
SPRING 2021 PROGRAM

FEATURING 100% VIRTUAL 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.

Our 25 member agencies: Atherton • Belmont • Brisbane • Burlingame • Central County Fire • Colma • County of San Mateo • Daly City • East Palo Alto • Foster City • Half Moon Bay • Hillsborough • Highlands Recreation District • Menlo Park • Pacifica • Peninsula Clean Energy • Portola Valley • Redwood City • SamTrans • San Bruno • San Carlos • San Mateo • San Mateo Consolidated Fire Department • South San Francisco • Woodside

http://regionaltrainingconsortium.org

VIRTUAL SESSIONS
All sessions to be hosted on Zoom

Digital Certificates available for completion of prescribed courses—learn more!

Working with Commissions, Boards, and Councils

Target Audience: Any Employee
Length: 2.5 hours
Trainer: Randy Schwartz
Date: February 16, 2021

This session examines the role of support staff to public boards, committees, commissions and councils. Specific topics will include staff's role, legal issues, and best practices to assist new members or new chairpersons, the conduct of public meetings, establishing collaborative relationships, and soliciting community input.

NEW! - Esri ArcGIS Quick Start

Target Audience: Employees who work with maps
Length: Two, 2-hour sessions
Trainer: BayGeo
Date: February 22 & 25, 2021

In this workshop, you will learn how to (1) navigate the ArcGIS Pro interface; (2) download San Mateo County datasets and add them to ArcGIS Pro; (3) apply symbols to datasets; (4) query and analyze the datasets based on tabular attributes and spatial location; (5) conduct basic geoprocessing operations; (6) publish data and maps to ArcGIS Online to create an interactive web mapping application.

NEW! - How to Hold Critical Conversations Virtually or Face-to-Face

Target Audience: Any Employee
Length: 3 hours
Trainer: The Consulting Team
Date: March 4, 2021

Are you uncomfortable providing constructive feedback to others? Do you ever want to challenge ideas when other peoples' strong opinions differ from your own? Do you feel defensive when others criticize your ideas? We teach you proven strategies and techniques to shift arguments into dialogues using practical exercises.

Presenting Virtually

Target Audience: Any Employee
Length: Two, 2-hour sessions
Trainer: Gloria Cohn
Date: March 9 & 10, 2021

This is an interactive training where attendees will learn how to enhance and elevate their speaking style. Not only will it help you become a more effective presenter in future meetings, it will heighten your awareness and offer tips on how you present in the virtual world.

Managing Your Change

Target Audience: Any Employee
Length: 3 hours
Trainer: Jim Delia
Date: March 23, 2021

This webinar will focus specifically on helping individuals and teams understand, adapt and manage the changes they'll eventually have to deal with as they get back to more face-to-face, in-person work. We may not know now what the "new", post-lockdown workplace will be like. However, it's a safe bet it will be different for most of us, at least in the coming months. This webinar is designed to give participants a brief theoretical framework related to understanding personal change; interactive exercises to discuss the personal impacts of change; and tools, actions and approaches for managing their change.

NEW! - Moving from an Operational Manager to a Strategic Leader

Target Audience: Leads, Supervisors & Managers
Length: 3 hours
Trainer: LearnIt
Date: March 25, 2021

This session will cover the following areas: a) develop and balance management skills; b) operational manager / strategic leader defined; c) strategic leader roles; d) what kind of strategic leader are you?; e) how to balance opposing values (polarities); f) clarify the purpose of your work group; g) team charter and mission statement; h) draft a mission statement for your work group; and i) creative ideas: appreciative inquiry. as an outcome of this session, we will seek to understand operations vs. strategy.

Editing and Proofreading

Target Audience: Any Employee
Length: 2.5 hours
Trainer: Patricia Haddock
Date: March 30, 2021

Good writers appreciate the importance of editing to create concise, focused documents. This session teaches you how to: a) edit for content, logical flow, and tone; b) use active and passive voice appropriately; c) use formatting to improve readability; d) ensure logical flow for reader comprehension; e) ensure subject-verb and noun-pronoun agreement; f) find and correct grammar and punctuation errors; and g) use standard proofreader marks.

Public Service in the Era of COVID-19

Target Audience: Any Employee
Length: 2 hours
Trainer: Randy Schwartz
Date: April 8, 2021

Open to all employees, but designed for those new to the public sector, this session focuses on the realities of working in the public sector in this new era, 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 development opportunities.

NEW! - Introduction to Supervision

Target Audience: New Supervisors
Length: Two, 3-hour sessions
Trainer: Jim Delia
Date: April 12 & 14, 2021

In this interactive, content-rich session, participants will review the key challenges faced when a person moves into this key leadership position. The session will balance theory along with practical tools and templates that can be immediately used back at the workplace. Topics will include a practical overview of the core knowledge, skills and behaviors necessary to become effective supervisors and managers.

NEW! - Conflict Resolution

Target Audience: Any Employee
Length: 2.5 hours
Trainers: PCRC
Date: April 15, 2021

Conflict resolution skills are essential to the success of forging relationships between people, communities and organizations. Learn to hone your leadership skills through the art of transforming conflict into an opportunity of collaboration and progress.

NEW! - Dealing with Difficult People

Target Audience: Any Employee
Length: Two, 2.5-hour sessions
Trainer: Zakiya Khalfani
Date: April 21 & 22, 2021

In this session, participants will learn to: a) recognize how their own attitudes and actions impact others; b) find new and effective techniques for managing negative emotions; and c) develop coping strategies for dealing with difficult people and difficult situations.

NEW! - Project Management for the Rest of Us

Target Audience: Employees who manage projects
Length: 3 hours
Trainer: LearnIt
Date: April 21, 2021

This session will cover the following areas: a) understanding how professionals structure projects; b) how to respond to change requests initiation; c) setting up projects the right way; d) outcomes vs. deliverables, and the importance of both; e) four questions to ask at the beginning of every project; f) outcomes: understanding of how project managers make things happen; and g) tools to be successful on project methodologies for starting projects.

NEW! - How to Delegate Virtually for Successful Outcomes

Target Audience: Leads, Supervisors & Managers
Length: 3 hours
Trainer: The Consulting Team
Date: April 29, 2021

If you are a supervisor or manager, this training is for you. Having each staff member be the best they can be may be challenging, especially in uncertain times. Outcomes for success are often driven by good delegation, personal communication, and follow-up. This session will offer virtual techniques for setting achievable goals.

Delivering Customer Service in Writing

Target Audience: Any Employee
Length: 2.5 hours
Trainer: Patricia Haddock
Date: May 6, 2021

This session explains how to use electronic and print communications to deliver the high quality customer service that was previously provided by phone or in person. This session teaches you how to: a) identify the personal care factors that should be included in everything you write; b) use the right tone; c) understand and apply business etiquette to written documents; d) use email appropriately for effective customer relationships; and e) write "bad news" communications.

NEW! - Supervising Remote Workers

Target Audience: Supervisors and managers
Length: 3 hours
Trainer: The Consulting Team
Date: May 11, 2021

Are you a newly promoted supervisor or seasoned supervisor who needs new tools, especially to supervise remotely as well as in person? Could you benefit from a refresher? This training provides an intensive course in supervision basics. It applies concepts through case studies, role-playing, exercises, and discussion.

Self-Care: Managing Pressure and Maintaining Balance

Target Audience: Supervisors and managers
Length: 2.5 hours
Trainer: Zakiya Khalfani
Date: May 13, 2021

When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This one-day course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to apply emotional intelligence to increase optimism and resilience.

NEW! - Municipal Finance 101

Target Audience: Any employee
Length: 3 hours
Trainer: Richard Lee
Date: May 20, 2021

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.

NEW! - Motivating Your Workforce

Target Audience: Any employee
Length: 3 hours
Trainer: Jim Delia
Date: May 26, 2021

Designed for supervisors and managers, this session will focus on how to increase your staff's motivation and engagement. Topics covered will include: a) motivational theories; b) the connection between motivation and work performance; c) what motivates employees and ways to influence them; d) myths related to motivation; and e) specific approaches to use that can increase motivation.

Implicit Bias

Target Audience: Any employee
Length: 2.5 hours
Trainer: PCRC
Date: May 27, 2021

A tailored and engaging training that focuses on defining and understanding implicit bias. The influence of bias and how bias may affect daily interactions and decision making. Learn effective interpersonal approaches to minimize and begin exploring and addressing implicit bias.

NEW! - How to Keep Your Employees Involved and Engaged

Target Audience: Leads, Supervisors & Managers
Length: 3 hours
Trainer: Jim Delia
Date: June 1, 2021

Best practices for every supervisor and manager. Topics include:: a) what it means when an employee is "engaged"; b) how to manage your biases; c) what every employee needs in the workplace; d) how to connect your Mission, Vision and Goals to real work; e) effective recognition and rewards; f) specific actions that can be taken to increase employee engagement and involvement; g) how to develop realistic expectations; and h) effective steps to take to produce early results.

NEW! - Managing Remote Teams: Best Practices to Ensure Success

Target Audience: Any Employee
Length: 3 hours
Trainer: Jim Delia
Date: June 7, 2021

The shift towards remote working has been happening in various workplaces for years. Clearly the current Covid-19 situation has drastically accelerated this shift out of necessity. Although it isn't yet clear how the workplace will change as a result of what we all have experienced, it's likely that remote working as an option will be much more widespread from this point on. Remote working will soon be considered normal.

NEW! - Resilient Leadership: Best Practices for Leading Change

Target Audience: Supervisors and Managers
Length: 3 hours

Trainer: Jim Delia
Date: June 9, 2021

This interactive, virtual session is focused on helping leaders guide their teams to begin to reimagine the work they do, how they do it and where they do it in response to the Covid-19 pandemic - and beyond. Along with the many challenges created by the rapid changes we are experiencing, there are many opportunities to leverage technology and consider more innovative approaches to service delivery. Topics include: a) what just happened; b) what we can we expect; c) potential opportunities in the Next Normal; d) how we are affected by, and cope with, change; e) leading others through rapid change; and f) most impactful actions for leaders to take now.

NEW! - Transitioning from Peer to Leader

Target Audience: Employees who recently promoted from line staff
Length: 2 hours
Trainers: Gabe Aponte
Date: June 16, 2021

This session will focus on common issues that arise when an employee promotes from a peer to a lead/supervisor role within the unit. Common challenges and best practices will be reviewed. Participants will leave this session with actionable items to implement within their teams.

NEW! - Shaping a Positive Work Culture

Target Audience: Any Employee
Length: 3 hours
Trainer: Jim Delia
Date: June 23, 2021

This interactive session is designed for participants who are interested in learning what "culture" looks like in order to have a positive impact on their unit and department. Participants will learn: how to identify the relevant policies, methods and messages that reinforce desired work practices; how to determine effective rewards and recognitions; and how to determine if the language and symbols being used are contributing to the desired outcomes.

ONLINE TRAINING

The Consortium has secured group pricing for the following online trainings, provided by EmTrain, a leader in compliance training:

- **Preventing Harassment and Bullying at Work, 2 Hours (AB 1825/2053)**
- **Preventing Harassment and Bullying at Work, 1 Hour (SB 1343)**
- **Managing Unconscious Bias, Manager Version**
- **Managing Unconscious Bias, Staff Version**

For questions about Consortium programs, contact Gabe Aponte at gaponte@smcgov.org