

# REGIONAL TRAINING & DEVELOPMENT CONSORTIUM

## FALL 2021 PROGRAM



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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.

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<http://regionaltrainingconsortium.org>

# VIRTUAL SESSIONS

All sessions to be hosted on Zoom

## NEW! - Re-opening the Workplace After COVID-19

**Target Audience: Managers and supervisors**

**Length: 1.5 hours**

**Trainer: Randy Schwartz**

**Date: August 3, 2021**

This 90-minute session will focus on bringing employees smoothly back to the workplace once COVID-19 restrictions are lifted. Specific topics will include: a) strategies for re-boarding long-term employees and onboarding those hired during COVID-19; b) celebrating performance during workplace closures; c) reviewing agency and department goals; d) examining recent performance and how to integrate new policies and practices; e) re-starting the organization; and f) best practices from other agencies. Participants will be encouraged to share examples from their agency during a round table discussion.

## NEW! - Planning the Next Normal

**Target Audience: Supervisors and managers**

**Length: 3 hours**

**Trainer: Jim Delia**

**Date: August 10, 2021**

In the post-pandemic world...what's next for our organizations? As leaders, it's up to us to shape, develop, and manage the future of our organizations after COVID-19. This class will familiarize you with the issues impacting change at these levels, and we'll have to time to discuss and share best practices.

## NEW! - Get Organized for Peak Performance

**Target Audience: Any employee**

**Length: Two, 2.5-hour sessions**

**Trainer: Zakiya Khalfani**

**Date: August 18 & 19, 2021**

Disorganization can be a major time-waster. We deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they jump from one task to another, trying to get everything done. In this workshop, you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating if/when appropriate.

## Implicit Bias

**Target Audience: Any employee**

**Length: 2.5 hours**

**Trainer: PCRC**

**Date: August 26, 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.

## Municipal Finance 101

**Target Audience: Any employee**

**Length: 3 hours**

**Trainer: Richard Lee**

**Date: August 31, 2021**

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

## Writing for the Workplace

**Target Audience: Any employee**

**Length: 2.5 hours**

**Trainer: Patricia Haddock**

**Date: September 16, 2021**

In this workshop, participants will: a) review six different ways of organizing business documents; b) organize and write seven types of documents; and c) learn the various requirements needed to effectively write for the workplace. At the end of class, participants will write an action plan to improve future writings.

## NEW - Influencing without Authority

**Target Audience: Any employee**

**Length: 3 hours**

**Trainer: LearnIt**

**Date: September 21, 2021**

Perhaps no topic has garnered more curiosity in recent years than how to build influence in an organization. Master influencers move beyond their position on the org chart and collaborate across departmental lines to get things done. This workshop explores this topic by examining styles, behaviors, and techniques that will help you grow your influence and deepen your relationships.

## Conflict Resolution

**Target Audience: Any employee**

**Length: 2.5 hours**

**Trainers: PCRC**

**Date: September 23, 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.

## Editing and Proofreading

**Target Audience: Any employee**

**Length: 2.5 hours**

**Trainer: Patricia Haddock**

**Date: September 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.

## **NEW! - Onboarding New Employees: Public Sector Best Practices**

**Target Audience: Any employee**

**Length: 2 hours**

**Trainer: Randy Schwartz**

**Date: October 7, 2021**

This session offers a proactive approach to bringing new employees smoothly and professionally into your organization, at both the agency and department levels. Specific topics will include a review of the typical hiring process, onboarding tasks from job offer through the first year of employment, and the residual impacts of COVID-19. Examples of tasks include working with HR & IT departments, workstation set-up, materials to prepare prior to employment, workplace access, orientation to the employee's department, agency-wide tour, establishing calendars and meeting schedules, new employee socials, quarterly and semi-annual milestones, and much more. On-boarding checklists will be available to all participants. The session will include time for discussion of specific issues participants may have, but does not include the typical human resources hiring or on-boarding paperwork.

## **NEW! - Creatively Managing Today's Constant Changes**

**Target Audience: Any employee**

**Length: 3 hours**

**Trainer: Stewart Levine**

**Date: October 12, 2021**

How do you deal with the pressure of constant change? Do you have to do more with less, or do it faster, cheaper, and better? Are you focused on managing change, or are you reacting to problems? Change provides the opportunity for creativity. This fast-paced training gives you some powerful models that help you navigate big changes as well as changing individual's behaviors.

## **NEW! - Effective Communication Skills**

**Target Audience: Any employee**

**Length: 3 hours**

**Trainer: Jim Delia**

**Date: October 19, 2021**

This session will cover how to reduce conflicts and increase morale among employees. Topics include: a) why communication skills are important; b) methods of communication; c) obstacles to communication; d) assumptions and intentions; e) listening skills; f) speaking skills; g) providing feedback; and h) confronting effectively.

## **NEW! - Leading an Engaging Virtual Meeting**

**Target Audience: Any employee**

**Length: 1.5 hours**

**Trainer: Gabe Aponte**

**Date: October 21, 2021**

Have you sat through too many Zoom meetings, wishing there was a class on how to run virtual meetings more effectively? Wish no more! This course is designed as a review of best practices for leading engaging virtual meetings. Meant to be interactive, you will also get a chance to share what YOU have found to be effective tips for leading engaging virtual meetings.

## **Presenting Virtually**

**Target Audience: Any employee**

**Length: Two, 2-hour sessions**

**Trainer: Gloria Cohn**

**Date: October 27 & 28, 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.

## **Project Management for the Real World**

**Target Audience: Any employee**

**Length: 2.5 hours**

**Trainer: John Jones**

**Date: November 3, 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.

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

**Target Audience: Any employee**

**Length: 1.5 hours**

**Trainer: Katie Nelson**

**Date: November 4, 2021**

Communicating with our community has been permanently transformed by social networking and social media platforms. With today's mobile technology, millions are communicating via Facebook, Twitter, Instagram, YouTube, Nextdoor, just to name a few. Each of these platforms reaches different audiences and can deliver a range of benefits. 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.

## **Working with Commissions, Boards, and Councils**

**Target Audience: Staff who directly interact with these bodies**

**Length: 2 hours**

**Trainer: Randy Schwartz**

**Date: November 9, 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.

## Delivering Customer Service in Writing

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Pat Haddock

**Date:** November 16, 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.

## Grammar / Punctuation Refresher

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Pat Haddock

**Date:** November 30, 2021

In this workshop, participants will: a) review grammar and punctuation rules most relevant for business writing; b) improve writing structure to ensure logical flow; c) review sentence structure and composition requirements for business writing; and d) develop an action plan to improve your writing moving forward.

## NEW! - How to Give an Impactful Presentation

**Target Audience:** Any employee

**Length:** 3 hours

**Trainer:** Jim Delia

**Date:** December 1, 2021

This session will cover how to communicate your ideas so they are understood and have a lasting impact. Topics include: a) elements of an effective message design; b) importance of using voice and physical presence to improve delivery; c) differences between presenting to individuals and small and large groups; e) methods to handle questions smoothly; and f) tips and techniques to improve presentations.

## NEW! - Emotional Intelligence: They Key to Success in Today's Workplace

**Target Audience:** Any employee

**Length:** 3 hours

**Trainer:** Susan Schwartz

**Date:** December 7, 2021

Emotional intelligence (EI) does not simply address feelings; it provides a framework around the essential "people skills" that effective managers use to build high performing teams. Essentially, EI is a tool that enables you to work with your staff and cross-functional teams to identify goals, communicate the right message, coordinate workgroups and teams, react to daily stresses, and resolve problems.

## Leading vs. Managing

**Target Audience:** Supervisors and managers

**Length:** 2.5 hours

**Trainer:** John Jones

**Date:** December 14, 2021

How does your job title affect your behavior? Can you discern when you are expected to manage vs lead a team to success? This session will provide an overview of being a boss compared to being a leader and what it takes in today's environment to successfully adopt the meaning of being a "servant leader". We will also conduct some introspection to gain better understanding into the essentials of leadership.

## Introduction to Supervision

**Target Audience:** New supervisors

**Length:** Two, 3-hour sessions

**Trainer:** Jim Delia

**Date:** January 11 & 12, 2022

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 - Meeting Management: The Art of Making Meetings Work

**Target Audience:** Any employee

**Length:** Two, 2.5-hour sessions

**Trainer:** Zakiya Khalfani

**Date:** January 19 & 20, 2022

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This one-day workshop will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate. Members of such a group want to get some kind of result out of their time together: solving problems, brainstorming, or simply sharing information. At its best, such a group knows what it is about, and knows and utilizes the strengths of individual members.

## NEW - Growth Mindset

**Target Audience:** Any employee

**Length:** 3 hours

**Trainer:** LearnIt

**Date:** January 25, 2022

Fascinating research reveals that having a growth mindset is the most highly correlated factor in success—higher than intelligence, education, and talent. In this workshop, we investigate the fascinating research around a growth mindset and learn proven methods of acquiring one.

## Managing Multiple Generations at the Workplace

**Target Audience:** Any employee

**Length:** 3 hours

**Trainer:** Ann Ritzma

**Date:** January 27, 2022

Boomer? Gen X? Millennial? Gen Z? 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.