

REGIONAL TRAINING & DEVELOPMENT CONSORTIUM

# FALL 2023 & SPRING 2024 PROGRAM



ACADEMIES • CLASSROOM SESSIONS • VIRTUAL SESSIONS

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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.

**Our 26 member agencies:** Atherton • Belmont • Brisbane • Burlingame • Central County Fire • Colma • County of San Mateo • Daly City • East Palo Alto • Foster City • Half Moon Bay • Highlands Rec District • Hillsborough • Menlo Park • Millbrae • 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>

# ACADEMIES

## Public Sector Leadership Academy

**Target Audience:** Managers

**Format:** In person

**Length:** 8 half-day sessions

**Host Agency:** County of San Mateo

**Dates:** April-June 2024

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

**Format:** In person

**Length:** 8 sessions, various lengths

**Host Agency:** City of San Mateo

**Dates:** April-June 2024

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 and employees interested in becoming a lead worker

**Format:** In person

**Length:** 4 half-day sessions

**Host Agency:** County of San Mateo

**Dates:** April-June 2024

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.

# SESSIONS

All held virtually unless titles indicates (In Person)

## Leading Your Team Through Change

**Target Audience:** Any employee

**Length:** Half day

**Trainer:** Patricia Haddock

**Host Agency:** City of Belmont

**Date:** September 7, 2023

In this workshop, participants will understand: a) What employees want when confronted with change; b) Understand the change curve and how people adapt to change; c) Expect and plan for employee resistance; d) Manage uncertainty, fear, and stress; e) Cultivate cooperation and agreement; f) Communicate often and honestly.

## Introduction to Supervision (In person)

**Target Audience:** Any employee

**Length:** Full day

**Trainer:** Jim Delia

**Host Agency:** San Mateo Consolidated Fire Department

**Date:** September 8, 2023

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.

## Writing for the Workplace

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Patricia Haddock

**Host Agency:** City of Daly City

**Date:** September 12, 2023

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.

## Introduction to Public Employment

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Randy Schwartz

**Host Agency:** City of San Mateo

**Date:** September 14, 2023

This course is open to all employees, but designed for those new to the public sector. This 2.5 hour 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.

## Building Effective Workplace Relationships

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Patricia Haddock

**Host Agency:** City of South San Francisco

**Date:** October 3, 2023

In this workshop, participants will understand: a) Characteristics of effective workplace relationships; b) Civility; c) Communication; d) Rapport; e) Emotional intelligence; f) Habitual responses and biases; g) Reframing.

## Emotional Intelligence: The Key to Success in Today's Workplace

**Target Audience:** Any employee

**Length:** 3 hours

**Trainer:** The Consulting Team

**Host Agency:** City of Half Moon Bay

**Date:** October 12, 2023

Learn how to develop and use critical communication tools to engage others and how to use emotional intelligence as a tool to develop high performance work groups and teams whether working remotely or in-person.

## Motivating Your Workforce

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Jim Delia

**Host Agency:** City of San Carlos

**Date:** October 12, 2023

Designed for supervisors and managers, this course 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.

## Working with Commissions, Boards, and Councils

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Randy Schwartz

**Host Agency:** City of Daly City

**Date:** November 16, 2023

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.

## Effective Public Speaking (In person)

**Target Audience:** Any employee

**Length:** 7 hours

**Trainer:** Gloria Cohn

**Host Agency:** City of Burlingame

**Date:** December 5, 2023

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.

## Manage Your Mood to Reduce Stress and Improve Well-being

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Patricia Haddock

**Host Agency:** Town of Woodside

**Date:** January 18, 2024

In this webinar, you will discover: a) Why managing your mood and stress matters; b) What contributes to moods and stress; c) How to control the factors that affect mood and stress; d) Ways to raise your mood and lower your stress; e) Managing Stress and Frustration.

## Working Across Teams: Divisions, Departments, and Other Agencies

**Target Audience:** Any employee

**Length:** 3 hours

**Trainer:** The Consulting Team

**Host Agency:** City of Half Moon Bay

**Date:** January 25, 2024

Can you always remain calm under pressure? Do you have the right practices to cope with stress? Are you often feeling overloaded? Are others affected by your stress? Our training helps you maintain your effectiveness, handle stress, and foster a can-do attitude in the middle of stressful environments.

## SPRING 2024

### Introduction to Public Employment

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Randy Schwartz

**Host Agency:** City of San Carlos

**Date:** February 8, 2024

This course is open to all employees, but designed for those new to the public sector. This 2.5-hour 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.

### Delivering Customer Service in Writing

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Patricia Haddock

**Host Agency:** Town of Colma

**Date:** February 15, 2024

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.

### 7 Keys to Workplace Success

**Target Audience:** Any employee

**Length:** 5 hours

**Trainer:** Zakiya Khalfani

**Host Agency:** City of San Bruno

**Date:** February 21 and 22, 2024

Seven of the most commonly identified skills are: Being a Productive Team Member, Flexibility, Problem-Solving, Resourcefulness, Giving and Receiving Feedback, Self-Confidence, Creative Thinking and Emotional Intelligence. This session looks to take you from where you are now to a new level of understanding for the key skills that will help to make you successful at work.

### Engaging and Retaining Your Top Talent from All Generations (In person)

**Target Audience:** Any employee

**Length:** 3.5 hours

**Trainer:** The Consulting Team

**Host Agency:** Town of Portola Valley

**Date:** February 27, 2024

Are you feeling challenged by the different generations you are supervising? Would you like to help different generations understand and work better with each other? This interactive training provides easy to use tools to increase engagement and motivation of your diverse workforce and build a culture of collaboration.

## Self-Care: Managing Pressure and Maintaining Balance

**Target Audience:** Any employee  
**Length:** Two 2.5-hour sessions  
**Trainer:** Zakiya Khalfani  
**Host Agency:** City of Redwood City  
**Date:** March 7, 2024

This workshop teaches organizational tools that increase effectiveness and produce high quality results when managing projects and long-term assignments. It helps participants understand essential project management terms, processes, and systems from planning to close.

## Conflict Resolution for Teams (In person)

**Target Audience:** Any employee  
**Length:** Half day  
**Trainer:** Jim Delia  
**Host Agency:** City of South San Francisco  
**Date:** March 12, 2024

In this workshop, participants will understand how to use positive strategies to resolve or minimize conflict in teams.

## Introduction to Supervision (In person)

**Target Audience:** Any employee  
**Length:** Full day, 8:30am-4:30pm  
**Trainer:** Jim Delia  
**Host Agency:** City of Foster City  
**Date:** April 2, 2024

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.

## CARE Approach to Customer Service

**Target Audience:** Any employee  
**Length:** 2.5 hours  
**Trainer:** Patricia Haddock  
**Host Agency:** City of Burlingame  
**Date:** April 17, 2024

In this workshop, participants will understand: a) What is customer CARE vs customer service?; b) Choose your personal CARE factors; c) Maintain a positive attitude; d) Communicate with CARE; e) Use emotional intelligence 6. Handle difficult situations with CARE

## Building Effective Workplace Relationships

**Target Audience:** Any employee  
**Length:** 2.5 hours  
**Trainer:** Patricia Haddock  
**Host Agency:** City of Brisbane  
**Date:** May 8, 2024

In this workshop, participants will understand: a) Characteristics of effective workplace relationships; b) Civility; c) Communication; d) Rapport; e) Emotional intelligence; f) Habitual responses and biases; g) Reframing.

## Networking for Success

**Target Audience:** Any employee  
**Length:** 5 hours  
**Trainer:** Zakiya Khalfani  
**Host Agency:** City of Half Moon Bay  
**Date:** TBD (Contact host agency)

In this two-day course, participants will learn the essential ingredients for business networking, including in-person, people-centered connections and online spaces such as LinkedIn.

## Building and Cultivating Trust as a Leader (In person)

**Target Audience:** Any employee  
**Length:** 3.5 hours  
**Trainer:** The Consulting Team  
**Host Agency:** City of East Palo Alto  
**Date:** TBD (Contact host agency)

How do you build trust when rapid change is occurring? Why does trust take so long to build, yet just minutes to erode? We help you navigate more quickly through resistance and build trust so everyone can be more productive.

## Working with Commissions, Boards, and Councils

**Target Audience:** Any employee  
**Length:** 2.5 hours  
**Trainer:** Randy Schwartz  
**Host Agency:** City of Pacifica  
**Date:** TBD (Contact host agency)

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.

## Leading Your Team Through Change (In person)

**Target Audience:** Any employee  
**Length:** Half day  
**Trainer:** Patricia Haddock  
**Host Agency:** City of Menlo Park  
**Date:** TBD (Contact host agency)

In this workshop, participants will understand: a) What employees want when confronted with change; b) Understand the change curve and how people adapt to change; c) Expect and plan for employee resistance; d) Manage uncertainty, fear, and stress; e) Cultivate cooperation and agreement; f) Communicate often and honestly.

## How to Have Essential Difficult Conversations about Diversity, Inclusion, Bias, and Belonging

**Target Audience:** Any employee  
**Length:** 3 hours

**Trainer:** The Consulting Team

**Host Agency:** City of Menlo Park

**Date:** TBD (Contact host agency)

DEIB is an essential component to any thriving organization. Learn how to facilitate and engage in difficult conversations regarding DEIB! In this course, we teach you proven strategies to shift ideas into dialogues using practical techniques.

## Project Management for Non-Project Managers

**Target Audience:** Any employee

**Length:** 2.5 hours

**Trainer:** Patricia Haddock

**Host Agency:** City of Pacifica

**Date:** TBD (Contact host agency)

This workshop teaches organizational tools that increase effectiveness and produce high quality results when managing projects and long-term assignments. It helps participants understand essential project management terms, processes, and systems from planning to close.

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

**Target Audience:** Any Employee

**Length:** 3 hours

**Trainer:** The Consulting Team

**Host Agency:** SamTrans

**Date:** TBD (Contact host agency)

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.

**For questions about Consortium programs, contact Rose San Juan at [rsanjuan@smcgov.org](mailto:rsanjuan@smcgov.org)**



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