

FALL 2026 & SPRING 2027 PROGRAM



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The **Regional Training and Development Consortium** is a collaboration between 24 local agencies who pool resources to offer a shared training program. The Consortium is an exemplary representation of public sector cooperation and efficiency, generating significant cost-savings.

Our 24 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 • Menlo Park • Millbrae • Pacifica • Portola Valley • Redwood City • SamTrans • San Bruno • San Carlos • San Mateo • San Mateo Consolidated Fire Department • South San Francisco • Woodside

SPECIALTY PROGRAMS

Public Sector Leadership Accelerator

(formerly known as *Public Sector Leadership Academy*)

Target Audience: Managers

Format: In person

Length: 8 half-day sessions

Host Agency: County of San Mateo

Dates: March-October 2027

The Leadership Accelerator 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-September 2027

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 Rising Leaders

(formerly known as *Public Sector Lead Worker Academy*)

Target Audience: For rising stars and high-potential public sector employees who aspire to a leadership role.

Format: In person

Length: 4 half-day sessions

Host Agency: Belmont

Dates: April-July 2027

Rising Leaders is designed to introduce future public sector leaders to the core responsibilities essential for taking on a future leadership role in local government. Participants will have the opportunity to learn techniques on successfully navigating their careers, from entry level to senior leadership.

this workshop participants will explore the rules of excellent business writing and learn how to incorporate these rules into their daily communication. Participants will discover how to write for the reader in order to maximize the readability of their writing while also learning to error-proof their writing to avoid judgment.

Think Strategically

Target Audience: Any employee

Length: 2 hours

Trainer: LearnIt

Host Agency: Town of Atherton

Date/Time: September 17, 2026; 10am-noon

Strategic thinking is all about seeing the bigger picture. In this workshop, participants will discover how to adopt the mindset of a strategic thinker, no matter their role or position. This is not a workshop for developing a specific business strategy. Rather, the tools and frameworks explored in this workshop will help you to develop key skills that can confer a competitive advantage in today's rapidly evolving workforce. These skills include: finding opportunities in obstacles, seeing what others miss, challenging the status quo, and embracing systems thinking.

Appreciative Listening & Asking Questions

(NEW!) (In Person)

Target Audience: Any employee

Length: 2 hours

Trainer: Ziksana Consulting

Host Agency: City of Half Moon Bay

Date/Time: September 23, 2026; 10am-noon

Interactive and entertaining games and exercises from Improvisation theater will illustrate how listening and asking questions are critical to high performing teams. Participants, both extraverted and introverted are included in a process of play to give people courage to try new communication skills in the collective. All activities are designed to include participants regardless of their exposure to improvisation, and are focused on concepts rather than traditional theatrical performance.

ANNUAL TRAINING PROGRAM

All held virtually unless title indicates **(In Person)**

Fall 2026

Write with Impact

Target Audience: Any employee

Length: 2 hours

Trainer: LearnIt

Host Agency: City of Pacifica

Date/Time: September 9, 2026; 10am-noon

The ability to write simply and specifically is a powerful skill that will improve your effectiveness no matter the reason you're writing. In

Civic Engagement **(NEW!) (In Person)**

Target Audience: Any employee

Length: 3 hours

Trainer: Laurel Prevetti

Host Agency: County of San Mateo

Date/Time: September 29, 2026; 9am-noon

Understand the skills and dynamics of civic engagement, including but not limited to: What civic engagement is and is not Benefits Obstacles Necessary behavior changes in staff, elected officials, and citizens Methods

Future-Proofing Yourself at Work: Staying Relevant and Resilient in the Age of AI (NEW!)

Target Audience: Any employee

Length: 3 hours

Trainer: Delia & Associates

Host Agency: San Carlos

Date/Time: October 13, 2026; 9:00am-11:00am

With all the talk about AI changing the workplace, it's easy to feel unsure about where things are headed—or where one fits in. This session will explore how to stay effective and engaged as the tools around us evolve—focusing less on the technology itself and more on the mindsets and habits that will keep us unique, valuable and resilient in a changing world.

Speak with Confidence (2-day Training) (In Person)

Target Audience: Any employee

Length: 7.5 hours

Trainer: Gloria Cohn (Gloria Cohn Consulting)

Host Agency: Sam Trans

Date/Time: October 13 & 14 2026; 8:30am-12:30pm

Everyone knows that non-verbal skills are just as important as verbal skills. In fact, if what you are saying... is being upstaged by how you are saying it... the majority of the audience will focus on the distraction and not the content. Learn the science and art of communication skills so that you can enhance - and elevate - your speaking style. Through expert coaching and on camera exercises, participants will learn how to eliminate distractions, leverage their assets and speak with greater comfort and confidence.

Addressing Difficult Situations at Work: Practical Conflict Resolution Skills (NEW!)

Target Audience: Any employee

Length: 3 hours

Trainer: The Consulting Team

Host Agency: San Carlos

Date/Time: October 29, 2026; 9:00am-noon

Gain practical skills in identifying and resolving interpersonal conflicts. Learn techniques to manage diverse communication styles and diffuse negative emotions to foster constructive resolutions.

Learning Your Leadership Voice (NEW!)

Target Audience: Any employee

Length: 3 hours

Trainer: Humoreous LLC

Host Agency: City of Daly City

Date/Time: November 10, 2026; 9:00am-noon

We all have default tendencies when responding to leadership challenges and this defines how we approach problems and setbacks as leaders. Understanding your primary leadership style, your leadership strengths, and your default approaches to challenges allows us to embrace behavioral flexibility and also team diversity.

The Skillsets of Futureproofed Teams (NEW!)

Target Audience: Any employee

Length: 3 hours

Trainer: Humoreous LLC

Host Agency: City of South San Francisco

Date/Time: November 17, 2026; 9:00am-noon

The pace of change in our work is unlike anything seen before in human history and the pace of change is not going to slow. Factors like artificial intelligence coupled with ongoing disruptions create chaos, volatility and uncertainty that aren't going away. Fortunately, many of the skills inherent in us today will remain valuable in serving us now and in the future. During this session we'll explore the toolbox of skills needed for cohesive and productive workplaces of tomorrow which also support the mutually inclusive goals of exceptional results and workplace well-being.

Strengthening Your Professional Influence & Impact (NEW!)

Target Audience: Any employee

Length: 2 hours

Trainer: Kairos Learning

Host Agency: City of Daly City

Date/Time: December 8, 2026; 10:00am-12:00am

Many individual contributors are expected to influence outcomes without formal authority—by shaping ideas, building credibility, and working across roles and levels. This course focuses on how professionals can increase their influence through clarity, communication, and intentional relationship-building. Participants will learn how to frame ideas more effectively, understand what drives buy-in, and navigate organizational dynamics with confidence. The emphasis is on practical influence skills that strengthen professional presence and impact in everyday interactions, meetings, and collaborative work.

Time Management: Tips & Tricks (NEW!)

Target Audience: Any employee

Length: 2 hours

Trainer: Crouse Consulting

Host Agency: San Bruno

Date: December 10, 2026; 9:00am-11:00am

This course will review different methods of planning and tracking multiple priorities. Participants will be led through exercises to demonstrate how they can implement different methods to find which tools will best meet their individual needs.

SPRING 2027

Leading Your Employees Through Change (NEW!)

Target Audience: Managers and supervisors

Length: 2.5 hours

Trainer: Patricia Haddock

Host Agency: Town of Hillsborough

Date: January 20, 2027; 9:00am-11:30am

This program gives leaders the skills they need to anticipate and respond to employees' reactions to change. It provides a framework for:

- Understanding the change curve
- Identifying and enlisting early adopters
- Handling fear, anxiety, and resistance
- Creating a communication playbook for ensuring consistent messaging throughout the change process.

Deal with Conflict

Target Audience: Any employee

Length: 3 hours

Trainer: LearnIt

Host Agency: City of Menlo Park

Date/Time: February 2, 2027; 9:00am-noon

Focus on your conflict resolution skills to learn how you should be dealing with conflict in the workplace. Learn to recognize when a situation has turned from a simple disagreement into a conflict by understanding the root cause of conflict and the role threat-response plays. Temper your own reactions in a heated moment with a conflict analysis framework. Work toward positive-sum outcomes with a 4-step process for managing your responses and offers.

Handling Tough Conversations with Care and Empathy (NEW!)

Target Audience: Any employee

Length: 3 hours

Trainer: The Consulting Team

Host Agency: City of Brisbane

Date/Time: February 9, 2027; 9:00am-noon

Are you hesitant to provide constructive feedback or challenge differing opinions? Develop skills in compassionate communication to handle challenging conversations. Shift judgmental thinking into empathetic dialogue. Resolve conflicts with understanding and professionalism.

Supervision / Management 101 (Introduction to Supervision) (In Person)

Target Audience: Managers and supervisors

Length: 8 hours

Trainer: Delia & Associates

Host Agency: City of Burlingame

Date/Time: February 18, 2027; 9:00am-5:00pm

First-line supervision is one of the most difficult responsibilities in any organization. For many, this can be a difficult career transition as the expectations, responsibilities, and relationships change

dramatically. In this interactive workshop, participants will review the key challenges faced when a person moves into this key leadership position. Participants will learn about: a) the role of the supervisor; b) transition issues/tips; c) techniques for managing change; d) motivation; e) delivering feedback; f) dealing with negative attitudes; g) encouraging responsibility/accountability; h) the importance of credibility and trust; i) managing conflict; j) problem-solving; k) delegation; l) goal setting; m) leadership traits; n) coaching; and o) managing your boss. This workshop will provide a practical overview of the core knowledge, skills and behaviors necessary to become effective supervisors and managers.

Strengthening Team Collaboration with DiSC® (NEW!) (In Person)

Target Audience: Any employee

Length: 3 hours

Trainer: Consulting Team

Host Agency: City of Belmont

Date/Time: March 3, 2027; 9:00am-noon

Are you capitalizing on your team's strengths? Experience a comprehensive approach to team building and communication using the DiSC® framework. Address common team challenges such as motivation, conflict resolution, and communication barriers. Receive a detailed personality profile and a key to other personalities. Foster lasting connections and improve communication in diverse environments.

Effective Communication Skills (In Person)

Target Audience: Any employee

Length: 3.5 hours

Trainer: Delia & Associates

Host Agency: City of Foster City

Date/Time: March 9, 2027; 8:30am-noon

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.

Strengths-Based Leadership & Teams feat. CliftonStrengths (Clifton Strengths Assessment as pre-work)

Target Audience: Any employee

Length: 2.5 hours

Trainer: Ziksana Consulting

Host Agency: City of Half Moon Bay

Date/Time: March 11, 2027; 10:00am-12:30pm

Research from Gallup indicates that individuals who know how to capitalize on their strengths are more effective, impactful leaders. In this workshop, participants will discover their top 5 strengths (through Gallup Clifton Strengths™ Assessment) and learn how to maximize their leadership effectiveness based on their strengths profile. Fun, engaging activities will allow participants to practice talking about their strengths and learn about others' strengths.

Resolving Workplace Challenges and Conflicts with Emotional Intelligence (NEW!)

Target Audience: Any employee

Length: 3 hours

Trainer: The Consulting Team

Host Agency: City of Brisbane

Date/Time: April 9, 2027; 9:00am-noon

Like most of us, do you find it easier to avoid conflict rather than speaking up? Gain practical skills in identifying and resolving interpersonal conflicts. Learn how to manage diverse communication styles and handle negative behaviors and emotions to foster constructive resolutions.

Crafting Team Culture (NEW!)

Target Audience: Any employee

Length: 3 hours

Trainer: Humorous LLC

Host Agency: City of San Mateo

Date/Time: April 22, 2027; 9:00am-noon

Crafting culture is a slow-cooking process in a society with a microwave mindset. Building a team and a culture takes time. Sorting out the strengths, individual experience, and even weaknesses doesn't happen overnight. Building the trust to create space for vulnerability, "good conflict" and accountabilities will take time, but the effort is worth the outcomes.

Performance Management in Practice: Coaching, Feedback, and Development (NEW!)

Target Audience: Any employee

Length: 3 hours

Trainer: The Consulting Team

Host Agency: City of Burlingame

Date/Time: April 28, 2027; 9:00am-noon

Master the skills and mindset to lead effective performance conversations at every stage of the employee lifecycle. In this interactive session, you'll learn how to set clear expectations, establish meaningful metrics, deliver constructive feedback, and conduct evaluations with confidence and empathy. Discover how to transform routine check-ins and challenging discussions into opportunities for growth, alignment, and engagement.

Municipal Finance 101 (In Person)

Target Audience: Any employee

Length: 3 hours

Trainer: Drew Corbett

Host Agency: City of Foster City

Date/Time: May 4, 2027; 9:00am-noon

This course provides an overview of the core concepts in municipal finance for California agencies, with topics including sources of funding for local governments, how (and where) funds are spent, currently trending issues, budgeting, and financial reporting. This class is targeted towards managers with limited (or no) experience with municipal finance..

Customer Service Skills for Public Sector Frontline Workers (NEW!)

Target Audience: Any employee

Length: 2 hours

Trainer: Kairos Learning

Host Agency: Central County Fire Department

Date/Time: May 11, 2027; 10:00am-noon

This course is tailored for frontline workers in public sector organizations seeking to enhance their customer service skills while navigating public sector regulatory requirements. Public sector customer service is unlike customer service provided in other industries because, many times, there is no alternative to the services being provided. And the customer might not be pleased with the services but they have no alternative.

Professional Edge: Producing Results that Get Noticed (NEW!)

Target Audience: Any employee

Length: 3 hours

Trainer: Delia & Associates

Host Agency: City of Millbrae

Date/Time: May 19, 2027; 9:00am-noon

This interactive workshop helps participants strengthen their ability to deliver clear, accurate, and complete work that earns confidence and trust. Whether preparing reports, managing projects, or responding to assignments, participants will learn how to clarify expectations, plan and prioritize effectively, and communicate results with precision and professionalism. The session provides a practical framework for understanding what "good work" looks like, how to deliver it consistently, and how to collaborate successfully across generations.

Proofreading for Greater Accuracy and Clarity

Target Audience: Any employee

Length: 2.5 hours

Trainer: Patricia Haddock

Host Agency: City of Menlo Park

Date/Time: June 2, 2027; 9:00am-11:30am

This workshop will show you how to recognize and correct grammar and punctuation errors with a focus on: a) understanding why proofreading is challenging and how the brain processes the written word; b) enhancing the ability to see errors that often are overlooked; c) recognizing and using commas and semi-colons accurately; d) structuring and punctuating sentences to ensure clarity and accuracy; e) creating documents that are professionally written and reflect positively on the writer and the organization.

Developing Relationships Across Departments

Target Audience: Any employee

Length: 2 hours

Trainer: Crouse Consulting

Host Agency: Town of Colma

Date/Time: June 9, 2027; 9:00am-11:00am

This course will review strategies to establish and maintain positive relationships with colleagues across departments as well as external partners..

For questions about each individual workshop outlined in this brochure, reach out to the designated agency contact.

Agency Contacts

Viewable online at:

<https://www.smcgov.org/hr/regional-training-development-consortium-public-agencies>

For general questions about Consortium membership or operations, contact Rose San Juan at rsanjuan@smcgov.org



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