



Instructor-Led Workshops

January – June 2018





**Los Angeles County University
Instructor-Led Workshops
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SKILL BUILDING WORKSHOPS

Achieving Customer Service Excellence - \$89 per participant

Target Audience: Frontline and administrative employees with significant customer service responsibilities

Duration: 4 Hours

Description: This workshop focuses on the skill needs of employees who provide customer service to external or internal customers, including coworkers in their department or other County departments. The curriculum emphasizes communication and customer service in context of the County Strategic Plan. Participants will enhance their skills by learning techniques for addressing difficult customer service situations with both coworkers and the public.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
02/14/18	Wednesday	1:00pm – 5:00pm	Alhambra – DPW Headquarters	00413334	02/07/18
04/17/18	Tuesday	1:00pm – 5:00pm	Alhambra – DPW Headquarters	00413335	04/10/18
06/13/18	Wednesday	1:00pm – 5:00pm	Alhambra – DPW Headquarters	00413336	06/06/18

Coaching for Performance Improvement - \$89 per participant

Target Audience: Managers and supervisors

Duration: 4 Hours

Description: The focus of this workshop is to equip supervisors and managers with resources to coach their employees for better performance. Participants will learn how to effectively coach their staff by setting communication expectations, navigating difficult conversations, utilizing active listening techniques, and applying other critical communication skills.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
04/18/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00413320	04/11/18
06/14/18	Thursday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00413321	06/07/18



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Completing Staff Work - \$89 per participant

Target Audience: Staff-level County employees **Duration:** 4 Hours

Description: This skill-building workshop defines the various roles and expectations associated with performance at the staff level. Participants will be given the practical tools necessary to complete both simple and complex projects. Topics include planning and organization methods, adaptation of communication styles, data analysis, and reporting findings.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
02/15/18	Thursday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00413307	02/08/18

Effective Communication and Difficult Conversations - \$89 per participant

Target Audience: Managers and supervisors **Duration:** 4 Hours

Description: This course explores how different communication techniques, approaches, and styles impact supervisory effectiveness. Participants will learn to recognize patterns of communication that produce difficult conversations and to apply various communication models to effectively navigate them.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/31/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00413325	01/24/18
03/27/18	Tuesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00413326	03/20/18
05/24/18	Thursday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00413327	05/17/18

Employment Law for Supervisors - \$89 per participant

Target Audience: Managers and supervisors **Duration:** 4 Hours

Description: Participants will be introduced to Federal and State laws, and County policies that impact the workplace. The objective of this workshop is to identify and appropriately apply basic legal principles that directly relate to staff management. Topics include worker’s compensation, the Injury and Illness Prevention Program, leaves of absence, social media, and other laws, regulations, and guidelines.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
05/16/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00413309	05/09/18



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Effective Discipline - \$148 per participant

Target Audience: Managers and supervisors

Duration: 8 Hours

Description: This workshop is designed to help managers and supervisors navigate the discipline process in Los Angeles County. This includes coaching, effective communication, discipline levels, notice requirements, and employees’ rights during the discipline process.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/18/18	Thursday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00413368	01/11/18
06/26/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00413369	06/19/18

Team Building - \$148 per participant

Target Audience: All County employees

Duration: 8 Hours

Description: This course is designed to help participants create teams in their workplace and encourage the exchange of information and ideas throughout their organization. Participants will also learn how to effectively create, communicate, and sustain their vision with peers and staff. The course will offer techniques for coordinating employees’ roles and implementing a team vision.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/23/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00413346	01/16/18
03/13/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00413351	03/06/18
06/27/18	Wednesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00413352	06/20/18



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Domestic Violence Awareness - \$59 per participant

Target Audience: Managers and supervisors

Duration: 2 Hours

Description: This workshop outlines County procedures for assisting employees who are victims of domestic violence. Participants will explore topics including the systematic pattern of power and control and the cycle of violence. The course will also cover the County’s Domestic Violence Assistance Program and review the County’s Workplace Violence Threat Management Policy.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
02/01/18	Thursday	9:00pm – 11:00pm	Alhambra – DPW Headquarters	00413329	01/25/18
02/01/18	Thursday	1:00pm – 3:00pm	Alhambra – DPW Headquarters	00413330	01/25/18
05/30/18	Wednesday	9:00pm – 11:00pm	Alhambra – DPW Headquarters	00413331	05/23/18
05/30/18	Wednesday	1:00pm – 3:00pm	Alhambra – DPW Headquarters	00413332	05/23/18

New Employee Orientation - \$89 per participant

Target Audience: Newly appointed, permanent County employees

Duration: 4 Hours

Description: This workshop is designed to help new employees understand how they contribute to fulfilling the County Mission, what is expected of them in the delivery of services to their customers, and the benefits and career advancement opportunities offered through County employment. The workshop is presented jointly by Department of Human Resources staff and the Los Angeles County Employees Retirement Association (LACERA).

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/17/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00415230	01/10/18
04/11/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00413305	04/04/18



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Performance Evaluation - \$148 per participant

Target Audience: Managers, supervisors, and human resources staff
Duration: 8 Hours
Description: This workshop is designed to give participants essential information regarding the performance evaluation process at Los Angeles County, including coaching and counseling, documentation, and completing performance evaluation reports.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
02/28/18	Wednesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00413361	02/21/18
04/05/18	Thursday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00413362	03/29/18
06/19/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00413363	06/12/18

Selection Interviewing - \$89 per participant

Target Audience: Managers, supervisors, and human resources analysts/staff
Duration: 4 Hours
Description: This workshop presents a framework for conducting selection interviews. Participants will learn the skills and techniques needed to elicit relevant information during the interview and ensure selection decisions are based on appropriate factors. Participants will understand the purpose of the selection process, identify the benefits of the interview, and understand the guidelines for preparing valid, job-related, legal interview questions.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/30/18	Tuesday	1:00pm – 5:00pm	Alhambra – DPW Headquarters	00413323	01/23/18
05/23/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00413324	05/16/18



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2-Day Supervisor Essentials - \$295 per participant

Target Audience: Managers, supervisors, and employees interested in supervisory positions

Duration: 16 Hours (2 Days @ 8 Hours/Day)

Description: This 2-day workshop is designed to develop and enhance the essential knowledge, skills, and abilities needed for performance in leadership positions. Participants will be provided with a foundation in topics including supervisory roles and responsibilities, the County’s mission and values, time management, delegation, coaching and counseling, documentation, merit system principles, County policies, and key laws.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/10/18 01/11/18	Tuesday Wednesday	8:00am – 5:00pm	Hawthorne - Library	00413370	01/03/18
03/13/18 03/14/18	Tuesday Wednesday	8:00am – 5:00pm	Arcadia – ACWM Headquarters	00413371	03/06/18
04/03/18 04/04/18	Tuesday Wednesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00413372	03/27/18
04/25/18 04/26/18	Wednesday Thursday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00415246	04/18/18
05/02/18 05/03/18	Wednesday Thursday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00415247	04/25/17
06/05/18 06/06/18	Tuesday Wednesday	8:00am – 5:00pm	Arcadia – ACWM Headquarters	00413373	05/29/18
06/06/18 06/07/18	Wednesday Thursday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00415248	05/30/18



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EEO/DIVERSITY WORKSHOPS

Diversity: Skills for the 21st Century Workforce - \$89 per participant

Target Audience: Potential supervisors, advocacy staff, and Equal Employment Opportunity Coordinators

Duration: 4 Hours

Description: This workshop is designed to broaden and deepen participants' understanding of diversity and diversity-related issues in the workplace. Through group discussion and facilitated activities, participants will gain critical thinking skills and learn to work more collaboratively, respectfully, and inclusively with diverse groups to maximize individual and team strengths.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/25/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413316	01/18/18
03/14/18	Wednesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413317	03/07/18
04/24/18	Tuesday	1:00pm – 5:00pm	Alhambra - DPW Headquarters	00413775	04/17/18
05/17/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413318	05/10/18



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Employment Discrimination Prevention Training - \$89 per participant

Target Audience: Managers and supervisors (mandatory)

Duration: 4 Hours

Description: This workshop is designed to assist County managers and supervisors in identifying their roles, rights, and responsibilities under Civil Rights laws, focusing on measures that managers and supervisors should implement to prevent and eliminate discriminatory practices. Major concepts such as disparate treatment, adverse impact, and harassment are reviewed along with specific prevention strategies.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
01/09/18	Tuesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00413379	01/02/18
01/24/18	Wednesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413380	01/17/18
02/07/18	Wednesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413381	01/31/18
02/22/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413382	02/15/18
03/08/18	Thursday	1:00pm – 5:00pm	Alhambra - DPW Headquarters	00413383	03/01/18
03/14/18	Wednesday	1:00pm – 5:00pm	Alhambra - DPW Headquarters	00413384	03/07/18
04/10/18	Tuesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413385	04/03/18
04/24/18	Tuesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413386	04/17/18
05/10/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413387	05/03/18
05/31/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413388	05/24/18
06/12/18	Tuesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413389	06/05/18
06/28/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413390	06/21/18



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Transgender Awareness (for Managers and Supervisors) - \$89 per participant

Target Audience: Managers and supervisors

Duration: 4 hours

Description: This course explains expectations, responsibilities, and best practices for creating an inclusive work environment for transgender individuals at Los Angeles County and provides a safe environment for managers and supervisors to voice questions, concerns, and comments. Participants will receive an overview of relevant Federal and State laws, and County policies (e.g., Gender Non-discrimination).

Date	Day	Time	Location	Offering ID	Enrollment Deadline
02/21/18	Wednesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413357	02/14/18
04/12/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413358	04/05/18
06/21/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00413359	06/14/18

Note: Workshops are provided on a fee-for-service basis. Fees are based on rates approved by the Auditor-Controller and are subject to change based on DHR’s FY 2017-18 Adopted Budget.



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ENROLLMENT PROCESS

1. Employee registers for workshops through The Learning Net (TLN) by:
 - a. Self-enrollment or department registrar
2. Manager approves workshop through TLN and signs funding authorization form:
 - a. Form is downloadable and is attached to the workshops in TLN
 - b. Form is completed with signature and funding organization number
 - c. Completed form is scanned and emailed to DHR-WEDTraining@hr.lacounty.gov



Please note: The Learner's signature on the sign-in roster, with or without submission of a funding authorization form, shall authorize the DHR's Workforce and Employee Development Division (WED) to charge the department for the Learner's participation in the workshop.

CANCELLATION PROCESS

1. Deadline for cancellation is 7 days before workshop commences
2. After the deadline, please contact DHR
3. Replacement employee is permitted by:
 - a. contacting DHR with replacement employee's name and employee number; and
 - b. sending a funding authorization form to DHR with replacement information
4. If employee does not attend and a replacement is not sent, the department will be charged the full fee

PROFILE UPDATES

Incorrect or missing emails/managers on employee profiles in TLN will cause the enrollment process to be delayed and employees will not receive important emails. To update employee profiles, please contact your department training coordinator.

ADDITIONAL INFORMATION

Persons with disabilities needing auxiliary aids or services in order to participate must contact their departmental training coordinator and notify WED in advance at (213) 738-2123 or send an e-mail to DHR-WEDTraining@hr.lacounty.gov no later than 7 days before the course date.

DHR CONTACTS

- Lisa DeShield at (213) 738-2239
- Shirley Jefferson at (213) 738-3444
- Meichin Yao at (213) 738-2439