



Instructor-Led Workshops

July - December 2018





**Los Angeles County University
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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
07/18/18	Wednesday	1:00pm – 5:00pm	Alhambra – DPW Headquarters	00424868	07/11/18
09/04/18	Tuesday	1:00pm – 5:00pm	Alhambra – DPW Headquarters	00424873	08/28/18
10/24/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00424874	10/17/18
11/13/18	Tuesday	1:00pm – 5:00pm	Alhambra – DPW Headquarters	00424875	11/06/18

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
07/19/18	Thursday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00424553	07/12/18
08/28/18	Tuesday	1:00pm – 5:00pm	Alhambra – DPW Headquarters	00424554	08/21/18
10/04/18	Thursday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00424555	09/27/18



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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
10/03/18	Wednesday	1:00pm – 5:00pm	Alhambra – DPW Headquarters	00424981	09/26/18

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
08/01/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00425068	07/25/18
09/05/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00425069	08/29/18
10/23/18	Tuesday	1:00pm – 5:00pm	Alhambra – DPW Headquarters	00425070	10/16/18

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
08/15/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00425081	08/08/18
09/12/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00425082	09/05/18



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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
08/07/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424549	07/31/18
10/30/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424550	10/23/18
12/04/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424551	11/27/18

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
08/14/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00425091	08/07/18
10/16/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00425092	10/09/18
12/11/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00425093	12/04/18



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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
08/16/18	Thursday	9:00am – 11:00am	Alhambra – DPW Headquarters	00425087	08/09/18
08/16/18	Thursday	1:00pm – 3:00pm	Alhambra – DPW Headquarters	00425088	08/09/18
10/02/18	Tuesday	9:00am – 11:00am	Alhambra – DPW Headquarters	00425089	09/25/18
10/02/18	Tuesday	1:00pm – 3:00pm	Alhambra – DPW Headquarters	00425090	09/25/18

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
07/31/18	Tuesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00424954	07/24/18
12/06/18	Thursday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00424960	11/29/18



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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
07/10/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424546	07/03/18
09/11/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424545	09/04/18
10/09/18	Tuesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424547	10/02/18
11/01/18	Thursday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424548	10/25/18

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 merit-based factors and reduce any potential implicit biases. 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
08/29/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00424978	08/22/18
11/14/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00424979	11/07/18



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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
07/24/18 07/25/18	Tuesday Wednesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424854	07/17/18
08/21/18 08/22/18	Tuesday Wednesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424855	08/14/18
09/18/18 09/19/18	Tuesday Wednesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424856	09/11/18
10/17/18 10/18/18	Wednesday Thursday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424857	10/10/18
11/06/18 11/07/18	Tuesday Wednesday	8:00am – 5:00pm	Alhambra – DPW Headquarters	00424858	10/30/18



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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, reduce implicit bias, and increase cultural competence.

Date	Day	Time	Location	Offering ID	Enrollment Deadline
07/12/18	Thursday	1:00pm – 5:00pm	Alhambra - DPW Headquarters	00424863	07/05/18
08/02/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424864	07/26/18
09/20/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424865	09/13/18
10/11/18	Thursday	1:00pm – 5:00pm	Alhambra - DPW Headquarters	00424866	10/04/18



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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
07/11/18	Wednesday	8:00am – 12:00pm	Alhambra – DPW Headquarters	00424883	07/04/18
07/26/18	Thursday	1:00pm – 5:00pm	Alhambra - DPW Headquarters	00424884	07/19/18
08/08/18	Wednesday	1:00pm – 5:00pm	Alhambra - DPW Headquarters	00424885	08/01/18
08/23/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424886	08/16/18
09/06/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424887	08/30/18
09/27/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424889	09/20/18
10/10/18	Wednesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424890	10/03/18
10/25/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424891	10/18/18
11/08/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424893	11/01/18
11/15/18	Thursday	1:00pm – 5:00pm	Alhambra - DPW Headquarters	00424894	11/08/18
12/05/18	Wednesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424895	11/28/18
12/13/18	Thursday	1:00pm – 5:00pm	Alhambra - DPW Headquarters	00424896	12/06/18



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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
07/17/18	Tuesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424859	07/10/18
09/13/18	Thursday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424860	09/06/18
10/31/18	Wednesday	8:00am – 12:00pm	Alhambra - DPW Headquarters	00424861	10/24/18

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 2018-19 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